Everyone is Talking about Healthcare Homes

SAMHSA
A Life in the Community for Everyone
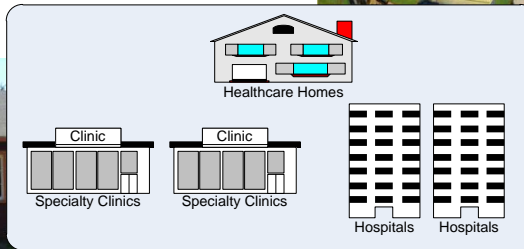Substance Abuse and Mental Health Services Administration
U.S. Department of Health and Human Services

- What are they?
- Where did they get that name?
- Why are they important?

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Healthcare Homes: What are They?

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- Trying to navigate the healthcare system in the U.S. is like trying to find your way through a tangled maze
- Especially if you are one of the 45% of Americans with a chronic health condition such as diabetes or hypertension
- Most of whom have three or more doctors that don't talk with each other or share information

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Healthcare Homes: Primary Care Clinics that Look and Act Differently

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Picture a world where everyone has...

- An **ongoing relationship** with a PCP;
- A **Care Team** who collectively takes ; responsibility for ongoing care;
- A **Care Team** that p**rovides all healthcare** or makes **appropriate referrals;** and
- A **Care Team** that helps ensure that **care is coordinated and/or integrated.**

And where...

- **Quality and safety** are hallmarks;
- **Enhanced access** to care is available (evenings & weekends); and
- **Payment** appropriately recognizes the **Added Value**

(Joint Principles of the Patient-Centered Medical Home: www.pcpcc.net)

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Healthcare Homes:
What are They? Oregon's Description…

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ACCESS TO CARE
Be there when I need you.

ACCOUNTABILTIY
Take responsibility for making sure I receive the best possible health care.

COMPREHENSIVE WHOLE PERSON CARE
Provide or help me get the health care and services I need.

CONTINUITY
Be my partner over time in caring for my health.

COORDINATION AND INTEGRATION
Help me navigate the health care system to get the care I need in a safe and timely way.

PERSON AND FAMILY CENTERED CARE
Recognize that I am the most important member of my care team - and that I am ultimately responsible for my overall health and wellness.

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Healthcare Homes: Where Did They Get That Name?

 SAMHSA — A Life in the Community for Everyone. Substance Abuse and Mental Health Services Administration. U.S. Department of Health and Human Services

Actually there are several names:

- Patient-Centered Medical Home (PCPCC)
- Person-Centered Healthcare Home (National Council)
- Patient-Centered Primary Care Home (Oregon)
- Medical Homes
- Health Homes

All are trying to convey the message that the primary care clinic of the future isn't going to look like most primary care clinics today

Healthcare Homes: Why Are They Important?

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The Group Health Cooperative Story

- 2002-2006: Move towards medical home
  - Email your doctor
  - Online medical records
  - Same day/next day appointment

  Results: Increased patient access but also saw provider burn-out and decline in quality scores

- 2007: More robust healthcare home pilot
  - Added more staff (15% more doctors; 44% more mid-levels; 17% more RNs; 18% more MAs/LPNs; 72% more pharmacists)
  - Shifted to 30 minute PCP slots

  Results: Reduced burnout, increased quality scores, broke even in the first year

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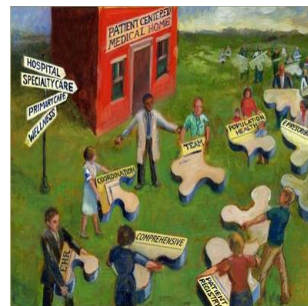
**Healthcare Homes:
Why are They Important?**

Paul Grundy, MD on
Patient-Centered
Medical Homes

Pilots include Geisinger's, which Grundy says
has been remarkably successful, yielding … a
12% reduction in ER utilization, a 20%
reduction in hospitalization, and a 48%
reduction in rehospitalization.

*Excerpt from David Harlow's Health Care Law Blog
9/15/2009*

In Denmark, over the last few decades,
the number of hospitals has dropped
from 155 to 89 today, a 42% drop.
(Sources: Paul Grundy, Director of
Healthcare, Technology and Strategic
Initiatives for IBM Global Wellbeing Services
and Wikipedia)

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