Everyone is Talking about Healthcare Homes

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

Healthcare Homes

Healthcare Homes: What are They?

• 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
Healthcare Homes: Primary Care Clinics that Look and Act Differently

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 provides 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…

**ACCESS TO CARE**
Be there when I need you.

**ACCOUNTABILITY**
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.
Healthcare Homes: Where Did They Get That Name?

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?

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
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)