

Measuring the Effectiveness of the Coordinated Care Model

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CAPPG
California Association
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Differentiating Characteristics of Coordinated Care Model

Real Differences in Clinical Practice

Registries

Hospitalists

**Coumadin
Clinics**

**Integrated
Disease Mgt**

**Educational
Programs**

**Integrated
Clinical Data**

**Referral
Programs**

Moving Beyond Process

2000
Did it happen?

2006
What is the result?



Process Measures

**Single Episode
(HMO Only)**

Effectiveness Measures

**Quality Outcomes
Efficiency
(HMO & PPO)**

Examples of Process Measures

**Historical
Approach**

Did it Happen?

Single Event

**Pap Smears/Mammograms
Immunizations
Diabetes (HbA1c)
Cholesterol Measurement
Beta Blockers Post MI**

Necessary but Insufficient

Measuring Impact on Quality

**Proposed
Approach**

**What Is The
Result?**

Quality Outcomes

**Early Cancer Diagnosis
Complication Rates
Medication Errors
Appropriate Surgery**

**Admissions
Readmission Rates
ER Visits**

Continuum of Care

**Proposed
Approach**

**What is the
Result?**

**Efficiency &
Effectiveness**

**Chronic Disease Specific Metrics:
Admits, Readmits, ER**

**Place of Service:
Outpatient vs. Inpatient
ER vs. Urgent Care**

**Repeated Diagnostics:
MRI, CT, PET**

Use of IT and EMR

Imperatives

**Comparison of California
HMO & PPO Models**

Definition of Metrics

**Investment in Data Gathering,
Analysis & Reporting**

Call to Action



**Accepting the Challenge
To Make It Happen**

