



April, 2014

Pragmatism in a time of  
revolution



# Wilmington Health



- Independent multispecialty group practice
  - > Physician lead and governed
  - > 160 providers
  - > 50/50 mix of primary and specialist care covering most main specialties
- 2013 MSSP
- Commercial ACO covering 70% of commercial lives.



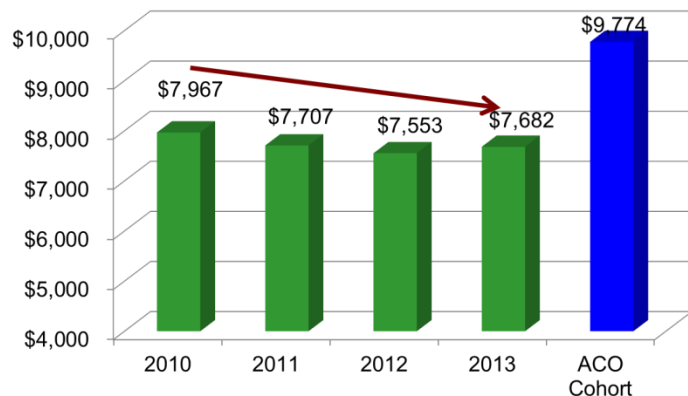
# Mission and Vision



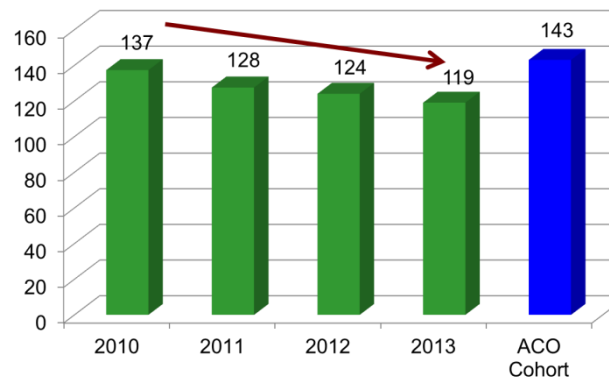
- **WILMINGTON HEALTH MISSION STATEMENT:**
  - > *Wilmington Health is committed to using collaborative, evidence-based medicine in providing the highest quality of care to the patients we serve*
  
- **WILMINGTON HEALTH VISION:**
  - > *We aspire to be the most trusted partner in health care. We pledge to transform the delivery system. We will continually develop collaborative and innovative solutions that demonstrate quality, reduce the cost of care and improve the patient experience.*



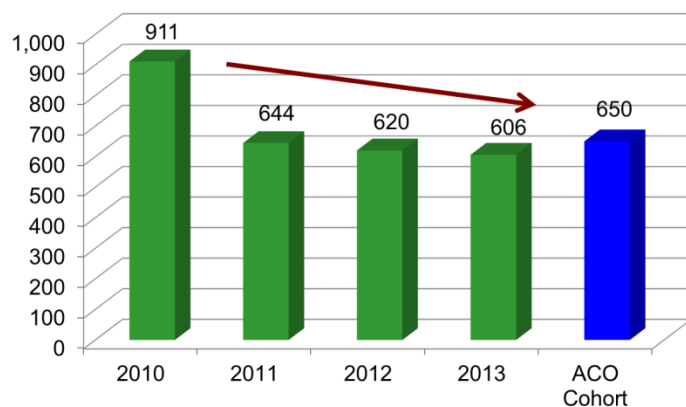
## Cost per Medicare Beneficiary



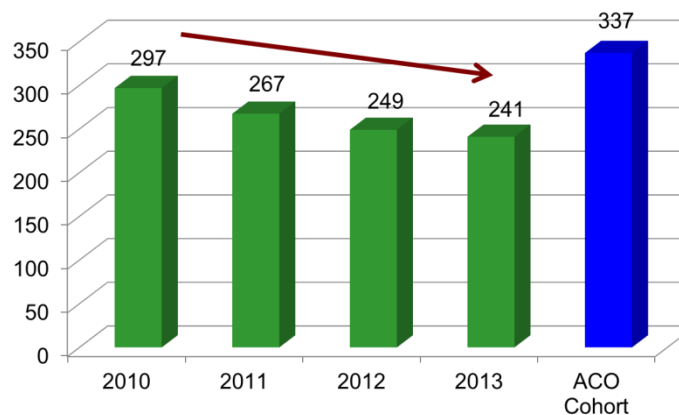
## 30 Day All Cause Readmissions



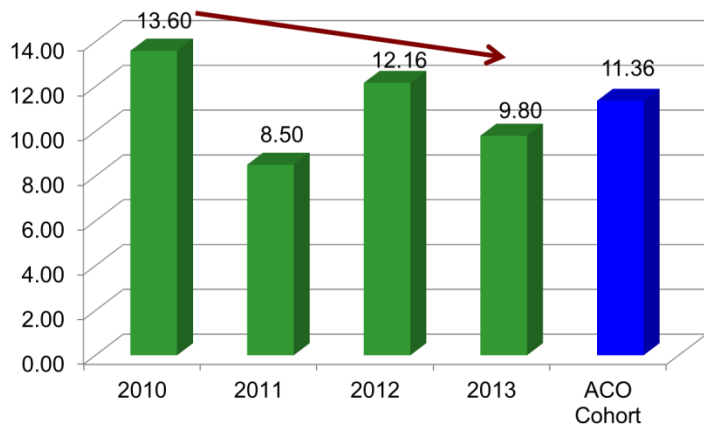
## CT Events per 1000 years



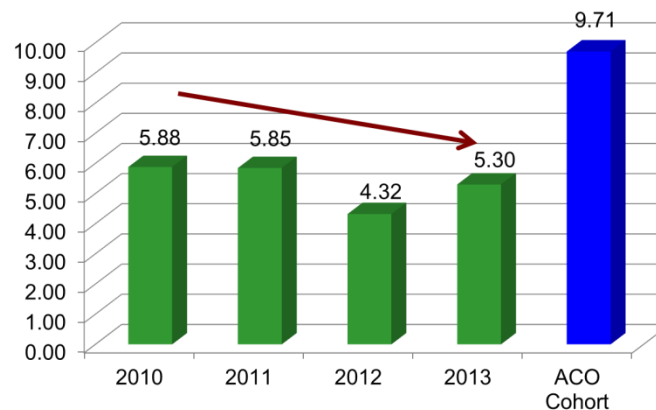
## Hospitalizations per 1000 years



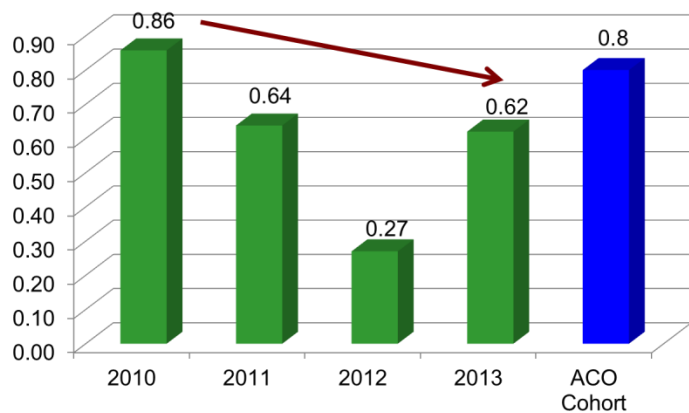
## Congestive Heart Failure per 1000 Beneficiaries



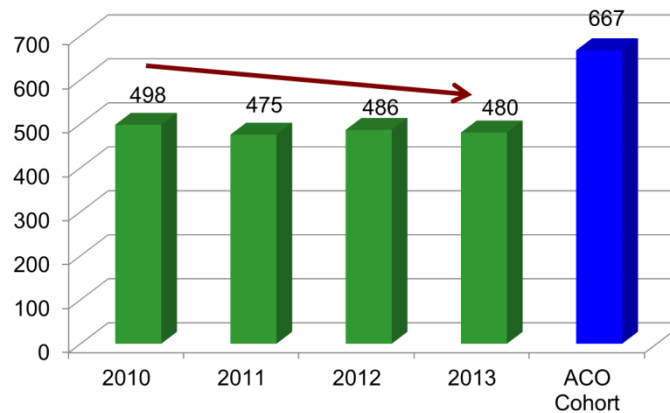
## COPD per 1000 Beneficiaries



## Diabetes, Short term Complications per 1000 Beneficiaries



## Emergency Department Visits per 1000 years

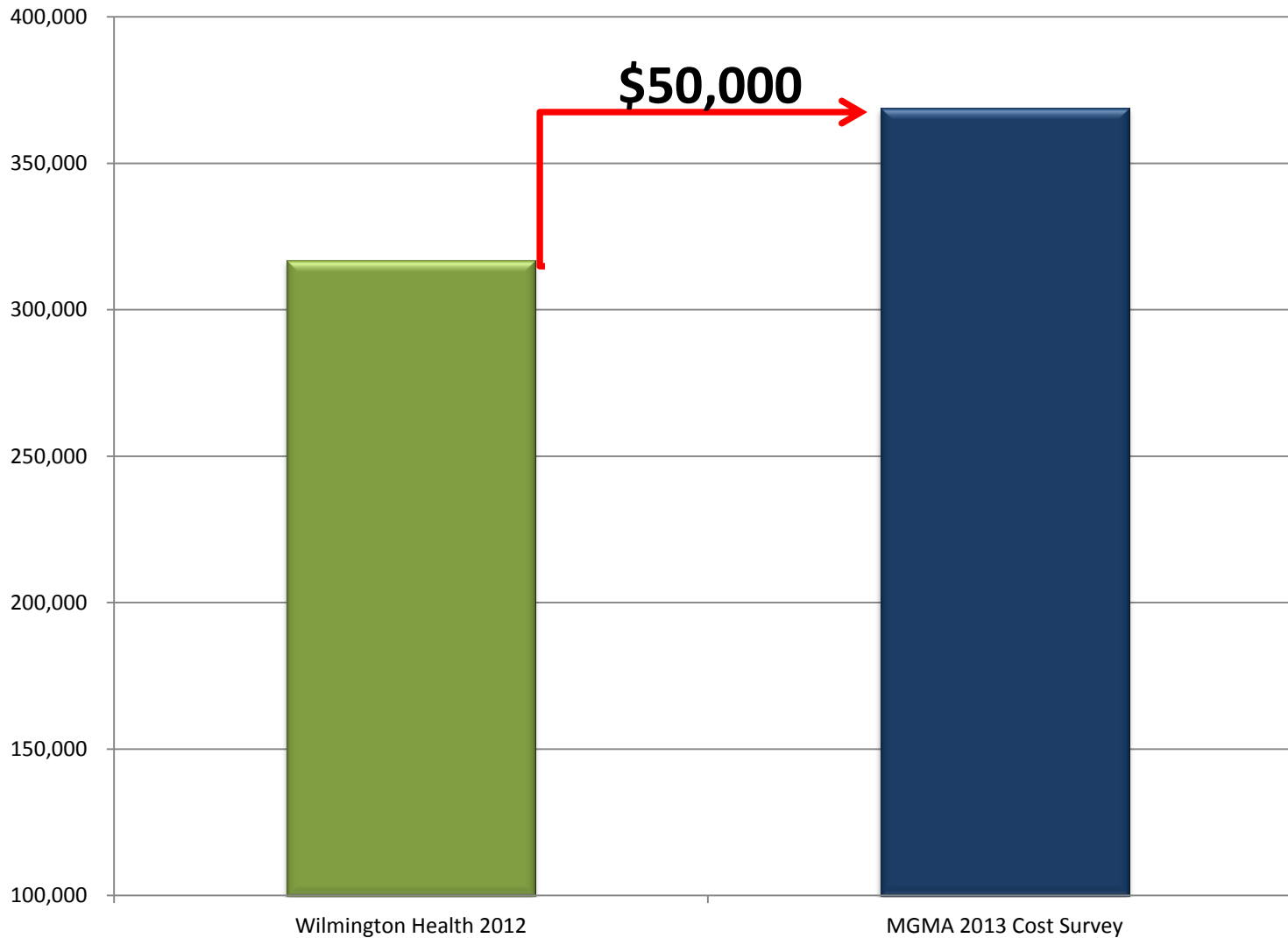


# Pragmatic Approach

*“A philosophical approach to evaluating countermeasures based on the demonstrable ability to produce the highest quality at the lowest cost.”*

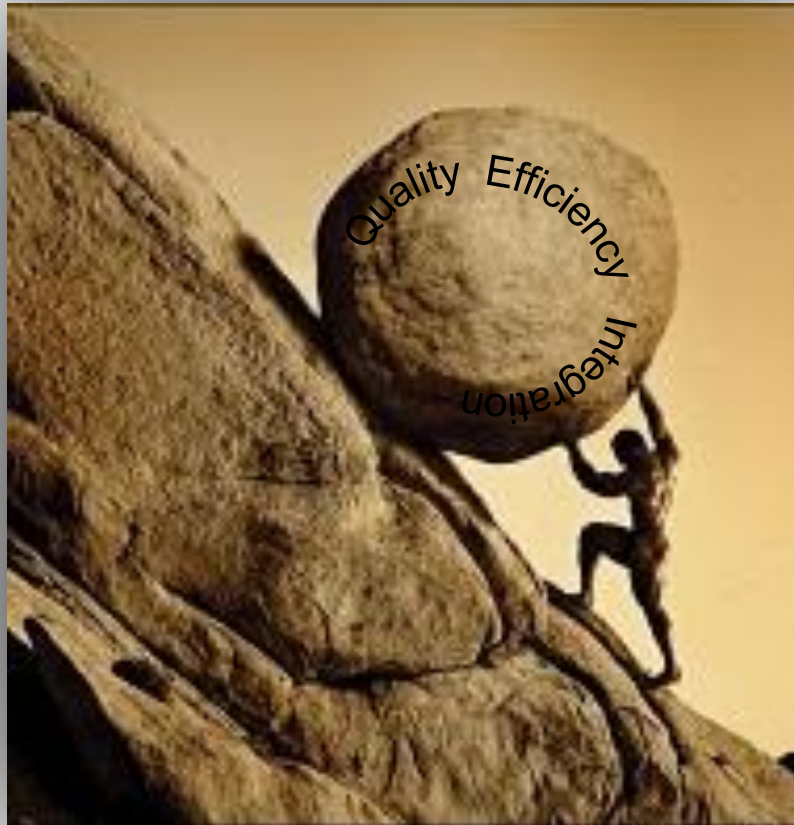


# Operating Costs per FTE Provider





# Small force vs. Overwhelming Odds





# Start up costs of ACO

- Personnel
  - > Data Analyst
  - > Patient Advocate
  - > Transitions Extender
- Data Analytics Platform
- ACO Operating Expense Budget
  - > Salaries \$170,000
  - > Data Analytics Platform \$90,000
  - > Marketing \$15,000





*“...idealism detached from action is just a dream. But idealism allied with pragmatism, with rolling up your sleeves and making the world bend a bit, is very exciting. Its very real. Its very strong”*



# Quality Demonstration Project



# Wilmington Health Quality Demonstration Project



## ■ HYPOTHESIS:

WH can improve the quality and completeness of care delivered through the utilization of Information Technology Data Extraction Tools.

- > Point of Service Analytic Tool
- > Internal Registries Tool (through EMR) driving internal transparency of quality metrics
- > Outside Registries Tool driving population based outreach



# Wilmington Health Quality Demonstration Project



- > FTE'S ADDED – 2
- > 1. Clinical Analyst (Bachelor's Degree, non-medical)
- > 2. Clinical Outreach (Bachelor's Degree, non-clinical)



# Wilmington Health Quality Demonstration Project



## Part A: POS Users vs. Non-Users

Compare POS users vs. POS non-users in primary care

### **Metrics to follow:**

- Immunizations (flu, pneumonia, tetanus)
- Cervical cancer screening
- Breast cancer screening
- Colon cancer screening
- Bone density screening



# Wilmington Health Quality Demonstration Project



**CINA Report**  
**Patient Recommendation Report**

Report Date: 4/10/2011  
Seen By: N/A  
PCP: Daum, Catherine MD

**Active Diagnoses**  
ABDOMINAL PAIN, UNSPECIFIED SITE (R)  
ACTING VIBRATIONS (R) (S)  
CERVICALgia (T23.1)  
CHEST PAIN (T86.50)  
CONTACT DERMATITIS AND OTHER ECG  
GASTROESOPHAGEAL REFLUX (R)  
PAIN IN LIMB (T29.5)  
TETZES DISEASE (T33.6)  
Traumatized Neck  
UNSPECIFIED ARTHROPATHY, SITE UN  
UNSPECIFIED DISORDER OF SKIN AND  
ROUTINE GENERAL MEDICAL EXAM AT A  
SCREENING FOR MALIGNANT NEOPLAS

**Risk Factors**  
CHD Risk Factors: 0-1  
Colon CA (age 50-60)

**Goals**  
Smoker  
Goal met: BMI < 30  
Goal met: CVD < 50  
Goal met: BP < 140/90

**Active Meds**  
Cefix 500 MG, 10/0/11  
No Known Medications 10/0/11  
Tussionex Penicillin E, 10/0/11  
Zithromax 2-Pk 250 MG, as dire 10/0/11

**Action Items**  
Document Colon CA screening, if applicable. Colonoscopy is 10 yrs. PREV  
Fib Sig q 5 yrs or FOTB q 1 yr.  
Document last Mammogram, if applicable. PREV  
Document last PAP smear, if applicable. PREV  
Document last Bone Mineral Density test (DXA), if applicable. PREV  
Document (administer) Tetanus vaccine. Consider Tdap if patient has not received Tdap 1st dose yet. PREV

**Lab**  
Ting 500 MG, 10/0/11  
Cefix 500 MG, 10/0/11  
LXL 130 Cals, 10/0/11  
HOL 73 mg/dl, 10/0/11  
Quc: Fasting 97 mg/dl, 10/0/11  
Quc: Random  
HSA to  
Stentor/Cr

**Measures / Calculations**  
BMI 153/70, 10/0/11  
136/72, 10/0/11  
4%  
CHD Risk 22 (1488), 10/0/11  
BB (W) 133, 10/0/11  
Wt BMI 18.20, 10/0/11

**Diagnostic Testing**  
Bone Density  
Cervicography  
Electrocardiogram  
N/A

**Insurance**  
BCBS BLUE ADVANTA  
BCBSNC Target Form

**Routine Visits:**  
Next Visit:  
Last Visit: 10/0/2011

**Comp. Exam Visits:**  
Next Visit:  
Last Visit:

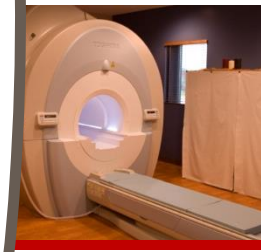
**Vaccine**  
Tetanus  
Shp  
Pneumococcal  
HPV  
Varicella  
Zoster

**Wilmington Health**  
1212 Medical Center Dr.  
Wilmington, NC 28401  
(910) 341-1300

**Today's Charges \$**  
Payment \$  
Balance \$  
Type of Payment  
Check Cash Chg  
Special Instructions

**Medication List**

Medication	Quantity	Refill	Notes
Aspirin	81 mg	12	For heart health
Atorvastatin	20 mg	12	For cholesterol
Metoprolol	50 mg	12	For blood pressure
Levothyroxine	50 mcg	12	For thyroid
Albuterol	2 mg	12	For asthma
Hydrochlorothiazide	25 mg	12	For blood pressure
Simvastatin	40 mg	12	For cholesterol
Warfarin	5 mg	12	For blood clotting
Acetaminophen	325 mg	12	For pain
Amoxicillin	500 mg	12	For infection
Clopidogrel	75 mg	12	For heart health
Furosemide	40 mg	12	For fluid retention
Lisinopril	10 mg	12	For blood pressure
Metformin	500 mg	12	For diabetes
Nitroglycerin	0.4 mg	12	For chest pain
Propranolol	10 mg	12	For heart rate
Sildenafil	50 mg	12	For erectile dysfunction
Tamoxifen	20 mg	12	For breast cancer
Tramadol	37.5 mg	12	For pain
Valproic acid	500 mg	12	For seizures
Vitamin D	2000 IU	12	For bone health
Zinc	50 mg	12	For immune system

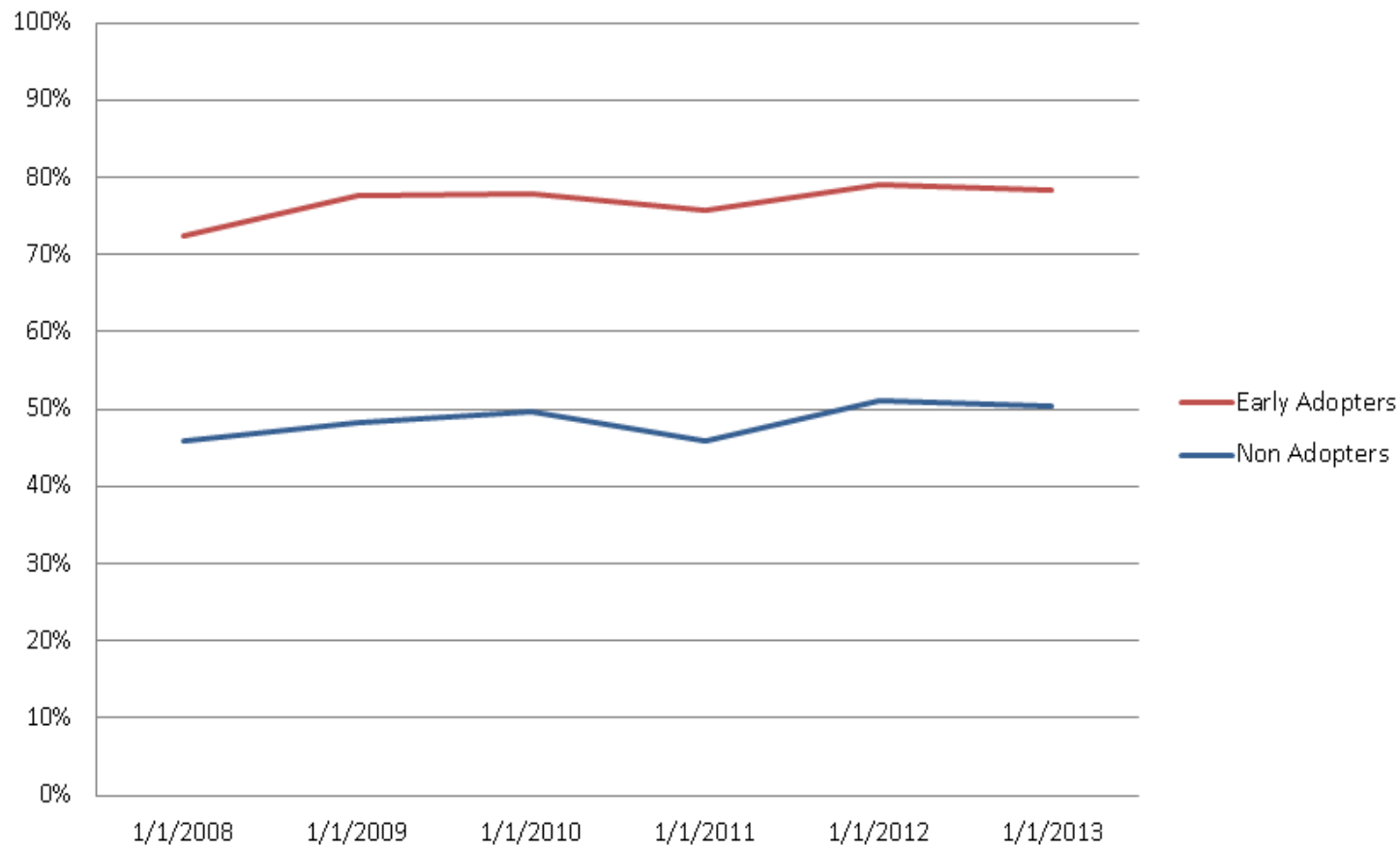




# Wilmington Health Quality Demonstration Project



## Mammogram\_Yrly Avg by Group



# Wilmington Health Quality Demonstration Project



## Part B: Clinic-wide Data Transparency

Track performance of individual providers on a host of quality metrics in response to routine, clinic-wide sharing of quality data

### ■ Metrics to follow:

#### > HTN

- ♦ % of patients with last BP<140/90

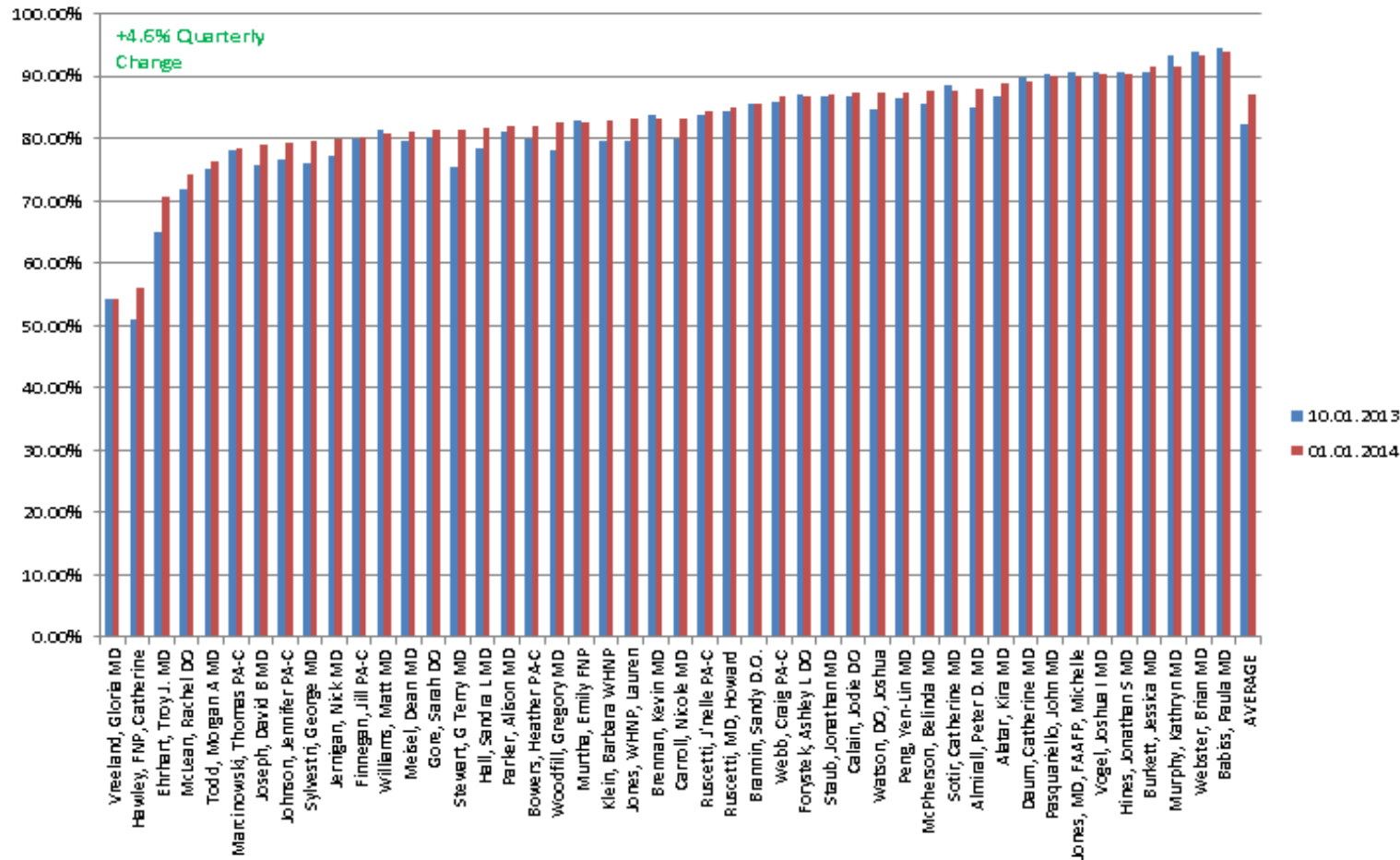
#### > Preventative Care

- ♦ % of patients with breast cancer screening
- ♦ % of patients with cervical cancer screening
- ♦ % of patients with colon cancer screening
- ♦ % of patients with influenza immunization
- ♦ % of patients with pneumococcal vaccination



# Wilmington Health Quality Demonstration Project

## Colon Cancer Screening

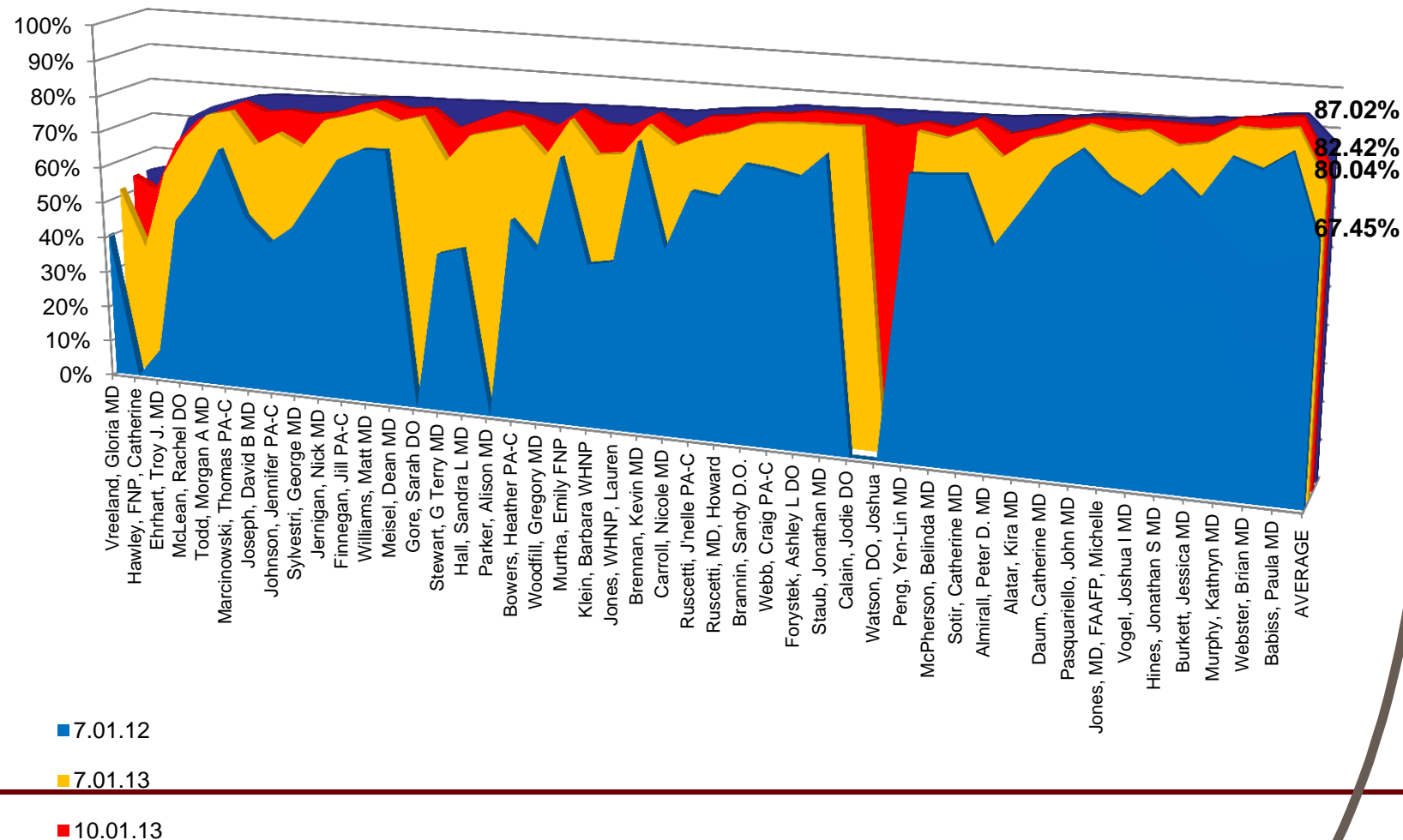




# Wilmington Health

## Quality Demonstration Project

### Colon Cancer Screening



# Primary Care Transparency Measures Updated and Reviewed Quarterly



- Breast Cancer Screening: **+10.1%** in past 18 months
- Cervical Cancer Screening: **+15.2%** in past 18 months
- Colon Cancer Screening: **+16.0%** in past 18 months
- Influenza Vaccination: **+22.6%** from 2012 to 2014
- Pneumococcal Vaccination: **+13.8%** in past 18 months
- Hypertension BP Control < 140/90: **+ 1%** in control past year





# Pilot Providers Transparency Measures Updated and Reviewed Quarterly



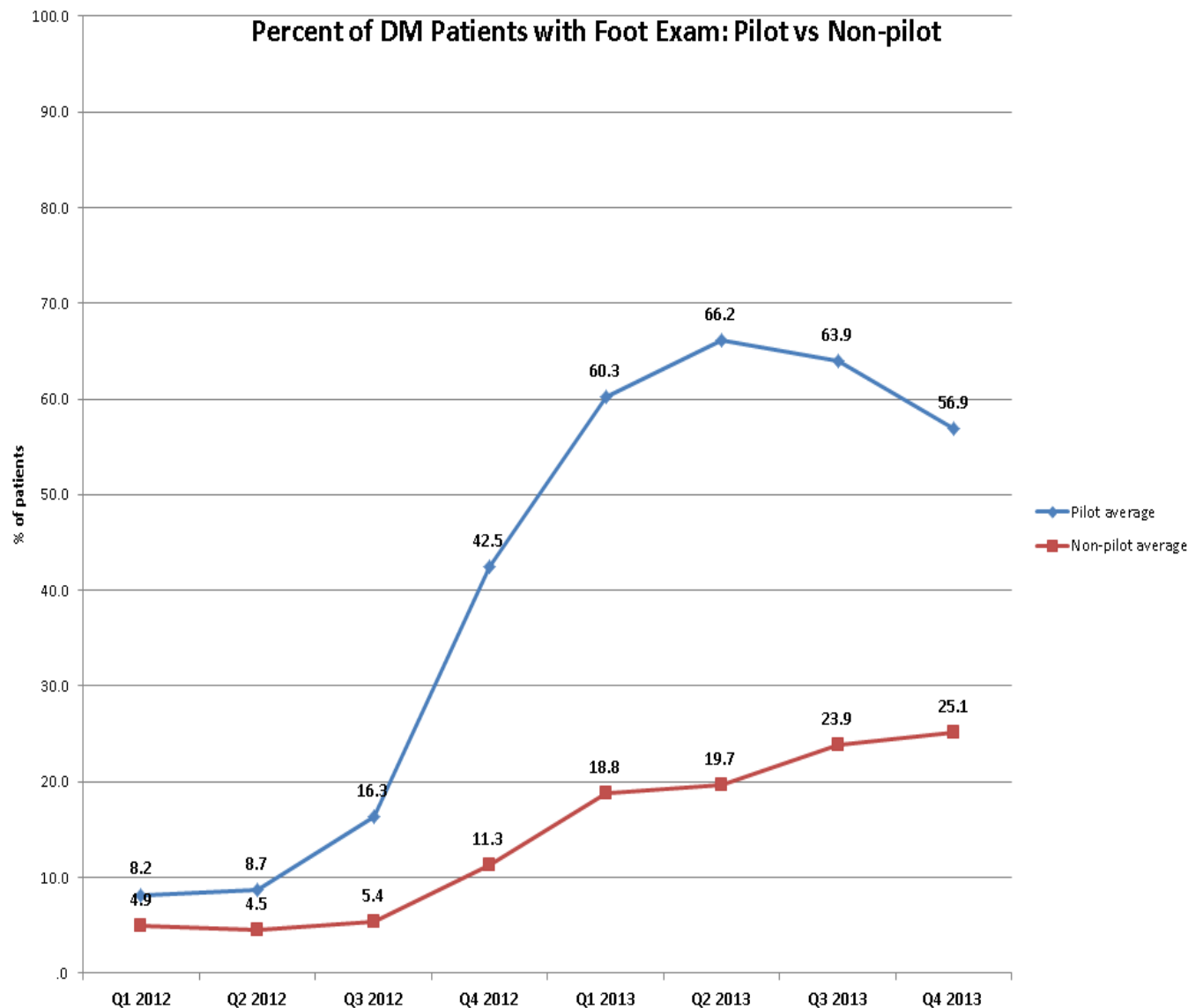
## Part C: Outreach

- DM Patients w/ Last A1c < 9
- DM Patients 18-64 w/ Last A1c < 7 and 65-75 w/ Last A1c < 8
- DM Patients w/ LDL < 100
- DM Patients w/ Last BP < 140/90
- DM Patients w/ Foot Exam
- DM Patients w/ Eye Exam

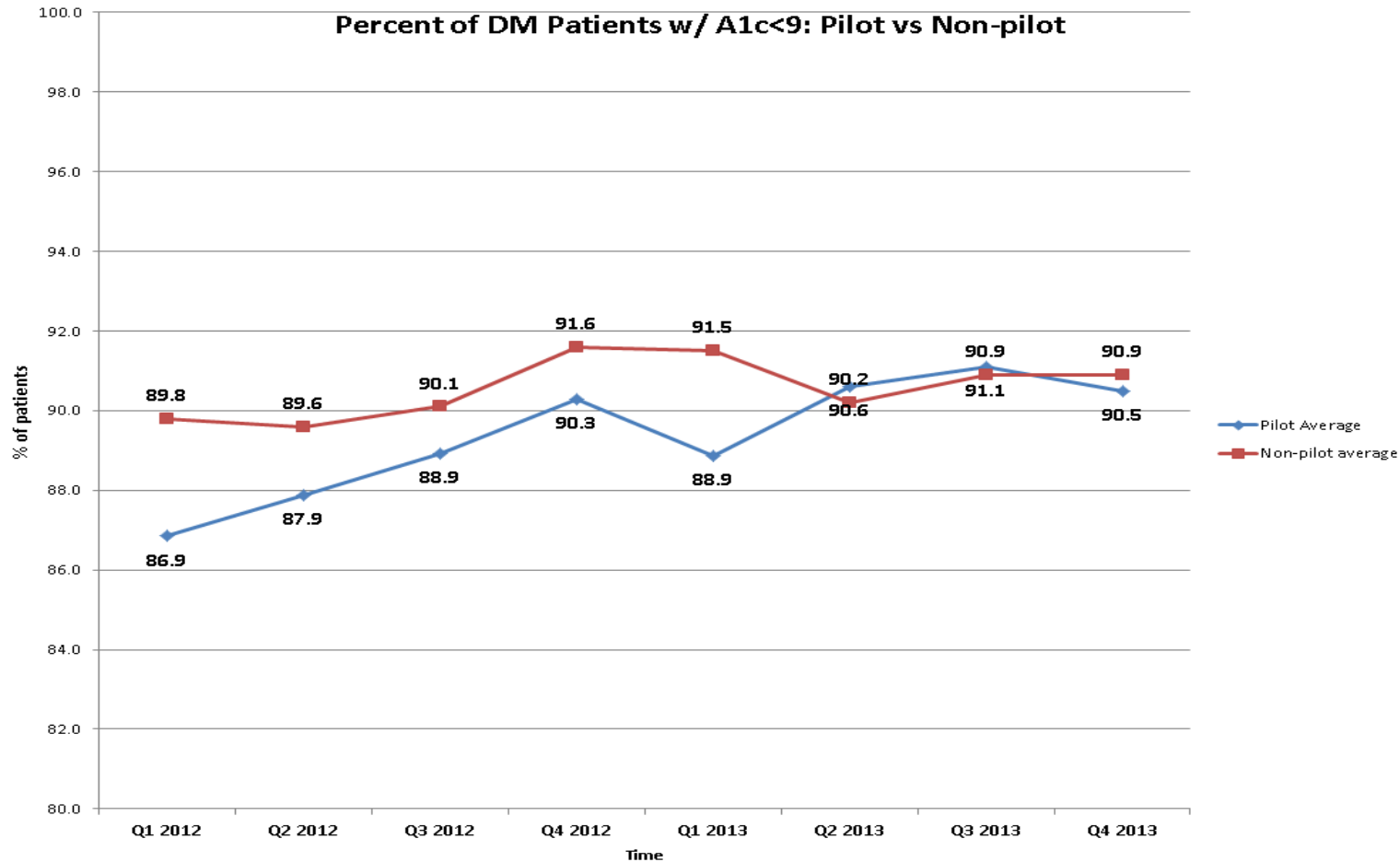




# Wilmington Health Quality Demonstration Project



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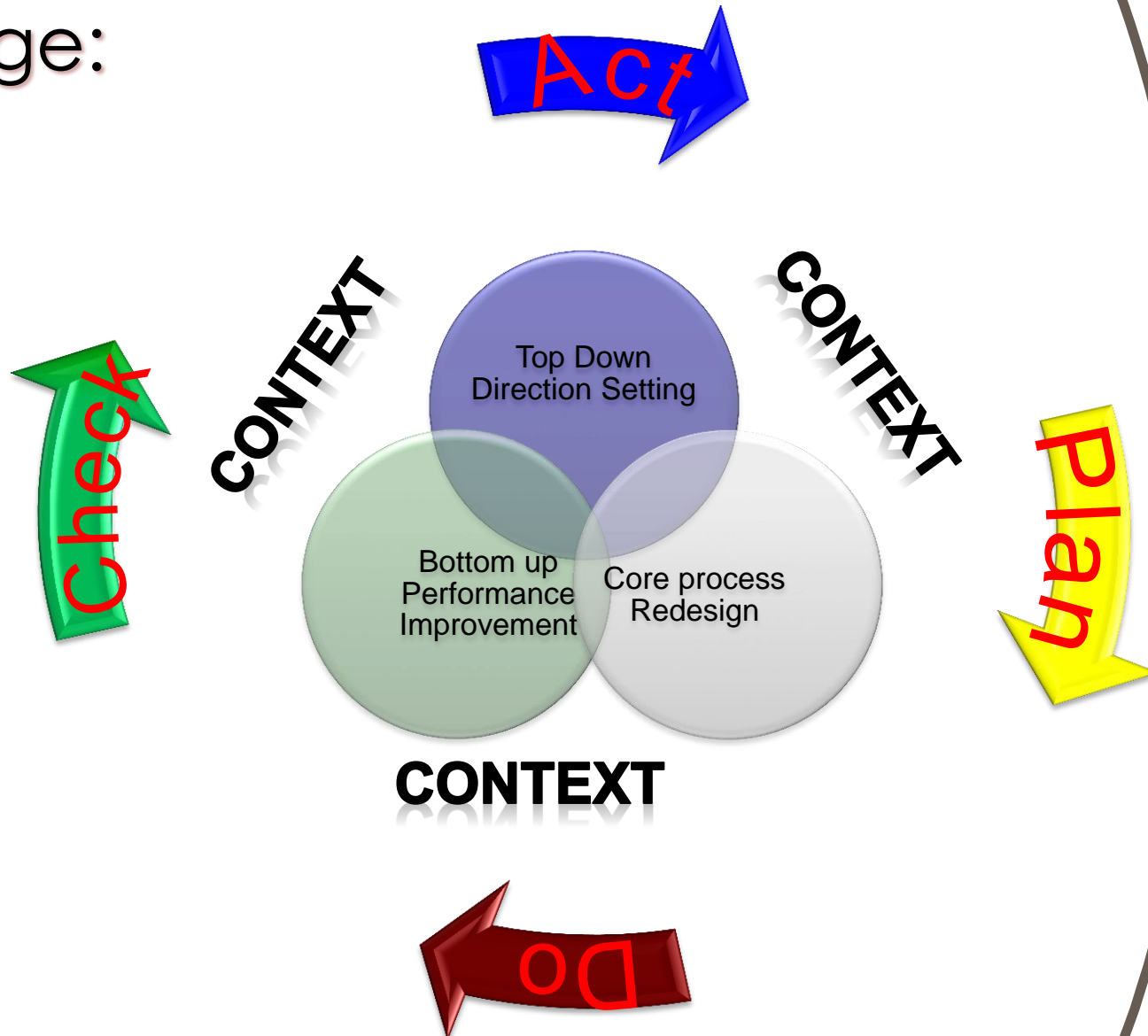


## Part D: Outreach vs Usual Care

- PATIENTS WITH A1C > 10
- NON-PILOT PROVIDERS ONLY
- 168 PATIENTS
- OUTREACH VS USUAL CARE- ONE YEAR STUDY (June 2013 – June 2014)
- MONITOR CHANGES IN A1C



# Program of Change:



bp



regular	298 <sup>9</sup>
silver	339 <sup>9</sup>
ultimate	359 <sup>9</sup>
BP gasoline	<i>Exxon</i> <i>Mobil</i> <i>Star</i>
diesel	328 <sup>1</sup>

**Dr. Burkett and Tom Marcinowski, PA,  
are moving to  
Monkey Junction!**

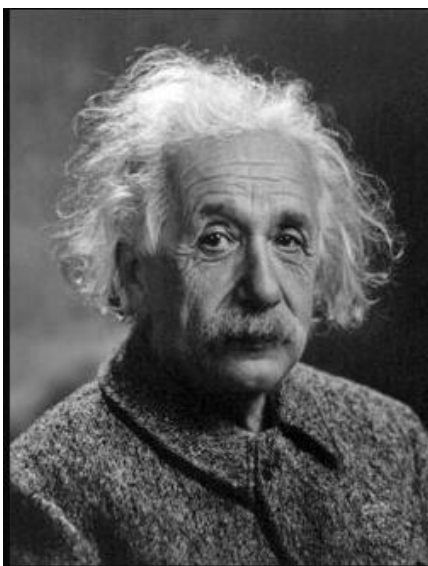


Dr. Jessica Burkett



Tom Marcinowski, PA

[Click here to view more.](#)



*“[Anyone] can make things bigger and more complex...It takes a touch of genius-and a lot of courage to move in the opposite direction”*



# COMMENTS

