



THE HEALTH INDUSTRY FORUM

Developing CER that Impacts on Medical Practice

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OVERVIEW

- What PCORI wants
- The practical challenges to fulfilling the PCORI mission and vision
- Are there solutions that address the needs of providers and patients?

PCORI MISSION

PCORI helps people make informed healthcare decisions, and improves healthcare delivery and outcomes, by

producing and promoting high-integrity, evidence based information that comes from research guided by patients, caregivers, and the broader healthcare community

Implies the need for better evidence and a process to make the evidence usable for patients

PATIENT PERSPECTIVE

- Given my health, personal characteristics, and preferences, what should I expect?
- What are the benefits and harms of my options?
- What can I do to improve outcomes that are most important to me?
- How can the healthcare system help me with my preferences and outcomes?

The Problem...

TOO MUCH TO DO, TOO LITTLE TIME

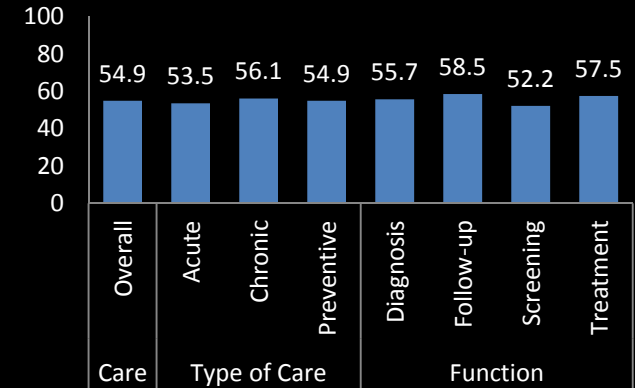
Why were you hospitalized?

How long has this been going on?

Why are you here today, Mrs. Smith?



QUALITY HALF THE TIME



The Data Problem:

- A lot to ask
- Poor hx documentation
- Miscommunication
- Not enough time

The Knowledge Problem:

- Knowledge advances
- Learning does not
- Knowledge is not accessible or operational

The Decision Problem:

- Knowledge is dated
- Data are incomplete
- Patient is left out

The Documentation Problem:

- Takes time
- Done after-the-fact
- Inadequate for billing and quality

Visit Start

Visit End

Gather data

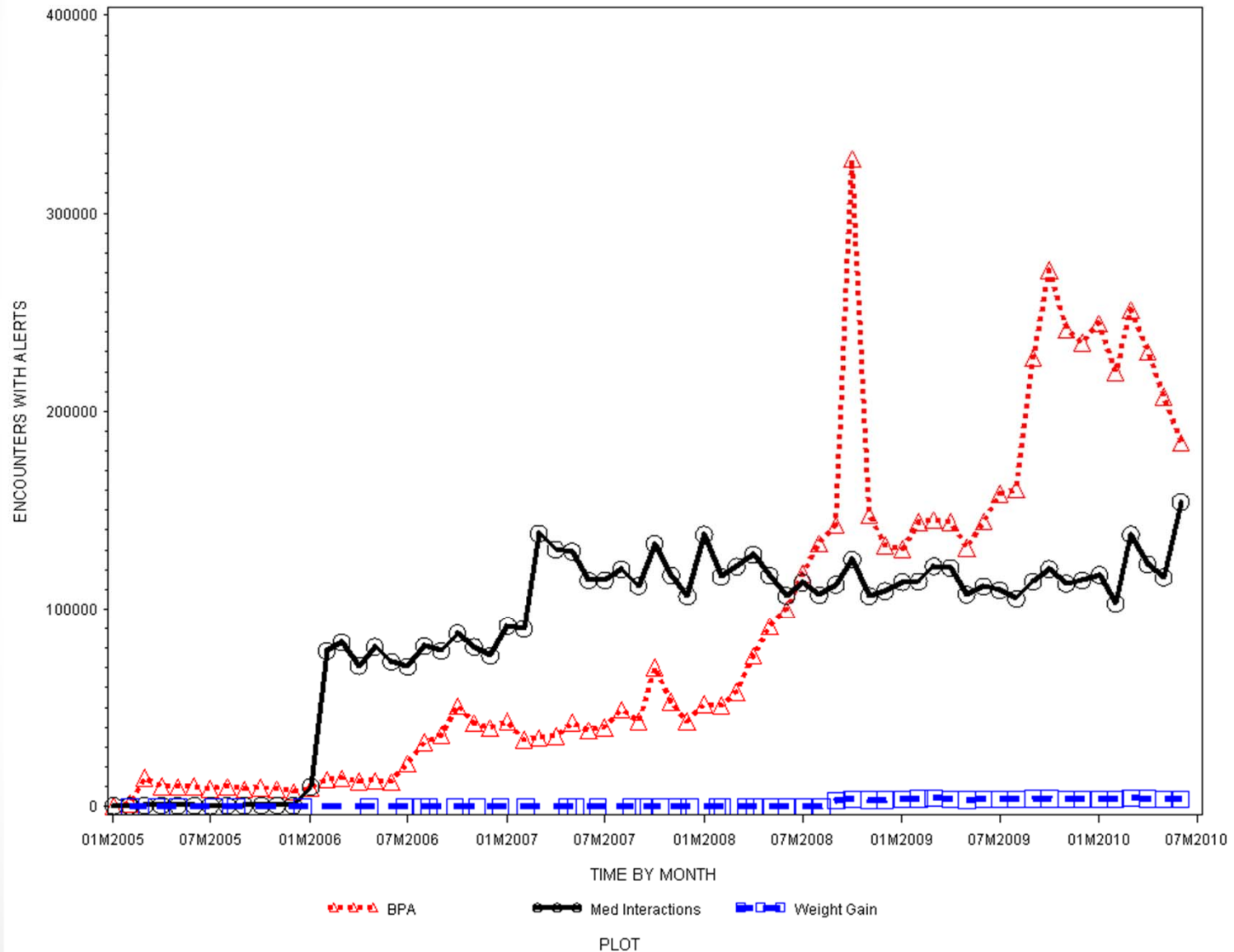
Apply evidence

Make a decision

Document & code

IF YOUR ONLY TOOL IS A HAMMER, EVERYTHING LOOKS LIKE A ...

Number of Encounters with an Alert



Effective Use of Knowledge

- Requires more than simply learning knowledge
- Numerous other contextual and iterative cognitive processes
 - Understanding context
 - Gathering the right data
 - Accessing the right knowledge
 - Applying knowledge to data
 - Interpreting options
 - Communicating options

THERE IS A LOT WE CAN LEARN FROM OTHER INFORMATION SERVICE BUSINESSES

CREATING VALUE

Method	Product Design Principles/Option
Same service, lower cost	<ul style="list-style-type: none">-Automate processes-Increase throughput (e.g., per clinic, per provider)-Lower fixed costs (re-purpose waiting room)-Task completed by the qualified lowest skilled worker

Product Design Option	Who Wins?	How?
<ul style="list-style-type: none"> -Automate processes -Increase throughput -Lower fixed costs 	Pr, Pt Pr, Pt Pr	<ul style="list-style-type: none"> -Lowers variable costs, Improved access -Lowers cost of business
<ul style="list-style-type: none"> -Higher level of service in same visit -Offload work to patient/lowest skilled worker 	Pr, Pt Pt, Pr	<ul style="list-style-type: none"> -More RVUs, improved access -More patient engagement, more RVUs
<ul style="list-style-type: none"> -Error checking (orders, meds) -Identify and eliminate care gaps 	Pt, Pr, Pa Pt, Pr, Pa	<ul style="list-style-type: none"> -Safer care, less care -Depends on primary vs secondary vs tertiary care
<ul style="list-style-type: none"> -Predictive model for early disease detection -Primary prevention management -Prevention management of chronic disease -Shared decision making -Tailored patient education 	Pr, Pt, Pa Pt Pa, Pt Pt, Pa Pt, Pa	<ul style="list-style-type: none"> -Early intervention reduces disability and cost of care -Reduced risk of serious events -Reduces expensive care -More knowledgeable and engaged Pt

Pt – Patient, Pr – Provider, Pa - Payer

One approach to
re-engineering healthcare

First, get structured information.

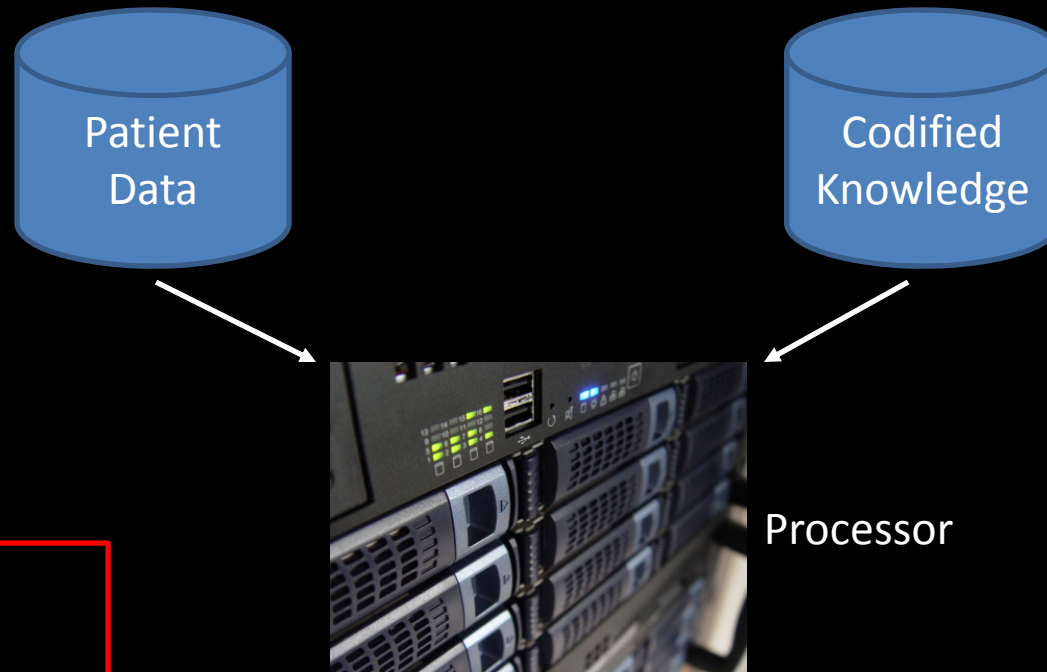


The Data Solution:

- Put the patient to work
- Data that are:
 - High quality
 - Actionable
 - Retrievable



Second, apply data to knowledge.

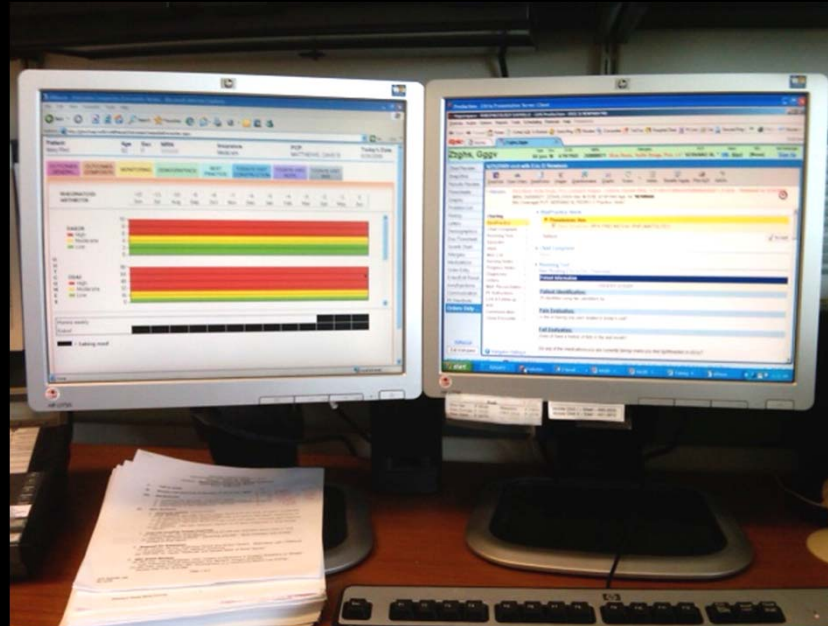


The Knowledge Solution:

- Knowledge that is:
 - Codified
 - Current
 - Actionable
 - Accessible



Third, display data, knowledge, & interactive tools.



The Decision Solution:

- View options, risks, benefits with patient
- Discuss what is best
- Decide on actions
- Written patient plan



Fourth, automate the documentation.

Patient	Age	Sex	MRN	Insurance	PCP	Today's Date
JOHN DOE	57	M	9876543	Gersinger Health Plan	YOUNG, DIANA	9/29/2009

OUTCOMES GENERAL	OUTCOMES COMPOSITE	MONITORING	DEMOGRAPHICS	BEST PRACTICE	TODAYS VISIT CONSTRUCTION	TODAYS VISIT NOTE	TODAYS VISIT AVS

Today's Visit Note

History:

JOHN DOE is a 57 years old MALE with Osteoporosis, Rheumatoid Arthritis taking Prednisone, MTX Oral (dose in 2.5 mg), Fosamax. See med list below for dosing. All medical problems include

Longstanding Rheumatoid Arthritis, but managed to work until ready to retire.

Event Since Last Visit

Events	Options	Comments
Hospitalization	no	
New illness	no	
Important new symptoms	no	
Side Effect of Medication	no	
Change in Marital Status	no	
Change in Work Status	yes	
An Operation	no	
An Accident	no	

Fall Assessment

Fall Assessment	Options	Comments
Fallen in the past month?	no	
Use a cane, walker, crutches, or have difficulty walking?	no	
Any problems (behavioral or impairment) that increases risk of falling?	no	

ROS

ROS	Symptoms	Comments
HEENT	Dry mouth	

The Documentation Solution:

- Automate:
 - Progress note
 - Document quality
 - Document work done



Fifth, make the limited time more efficient.

	Pre	Post	% increase	P value
RVUs / visit	1.40	1.76	26%	0.03
Net Revenue / visit	\$74.10	\$93.33	26%	0.03

- Data from our specialty care application showed significant increases in productivity
- Neurology practice to have mid-levels manage patients with headache care application

The Time Squeeze

Solution:

- More done in less time
- Better quality
- Better coding



If We Build It Will They Come?

- It depends!
- What does not work?
 - Research supported solutions that engage patients, improve outcomes, and do not work in practice
 - Mandated solutions and reimbursement models
- What is likely to work?
 - Solutions that engage patients and improve outcomes
 - Solutions that are business sensible to providers
 - Solutions that make the best care the easiest care to deliver

SOLUTIONS FROM THE PATIENT PERSPECTIVE

PCORI QUESTION

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EXAMPLE OF PRACTICE BASED SOLUTION

- Use sophisticated, user friendly questionnaires to gather all relevant data
- Process data & display risk profile, options, & benefits
- Visual display of patient choices & other content for shared discussion
- Goal setting & continuous care management

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