

# Service Delivery: New Models, Expectations, and Challenges

Michael S. Barr, MD, MBA, FACP

Senior Vice President, Division of Medical Practice

Email: [mbarr@acponline.org](mailto:mbarr@acponline.org)

Phone: 202-261-4531

# Carter Center Health Education Summit

...a person-centered, whole person-oriented, health care system that is built upon a foundation of team-based primary care integrated with behavioral health, mental health, wellness & prevention.

...improves health for individuals and populations, as well as the communities in which they live

...manages complexity through information systems that are self-correcting yet flexible and shared among health care professionals, patients, families and the broader health care team

...facilitates seamless care that is administered simply, efficiently, and effectively while being based solidly on clinical science translated rapidly into practice

...while grounded in evidence, clinical teams demonstrate great respect for the needs and preferences of individuals as they engage in informed decision-making, self-care and practice healthy lifestyles

...experimentation with new technology leads to novel uses of computers to complement and perhaps replace some elements of care

October 2010

This high-performing, equitable and safe model of health care operates within a well-designed network of providers supported by a payment model that aligns incentives, promotes collaboration, and creates value for each member of the health care team – including the person/family trying to manage his or her health.



24/7 advice  
 Telephone  
 Email  
 Portal  
 Online  
 In office  
 Telemedicine

Team-based  
 Integrated  
 Experience  
 Cultural/Linguistic  
 Transitions  
 Outcomes

Evidence-based  
 High value care  
 Coordinated  
 Information-sharing  
 Seamless  
 Research

Better Quality  
 Lower Costs  
 Healthier People  
 Healthier Populations  
 Happier People  
 Happier Clinical Teams



# Patient-Centered Medical Home Meaningful Use ICD-10

Certified EHRs/EHR Modules  
High Value Care/Choosing Wisely  
Accountable Care Organizations  
Affordable Care Act (Obamacare)  
Maintenance of Certification & Licensure  
Physician Quality Reporting System- PQRS  
Value-based Payment Modifier  
E-prescribing Incentive Program

# Choosing Wisely...

"We are at a crossroads...

...one road leads to  
hopelessness and despair;

...the other leads to total  
extinction.

Let us pray that we choose  
wisely."

-- Woody Allen

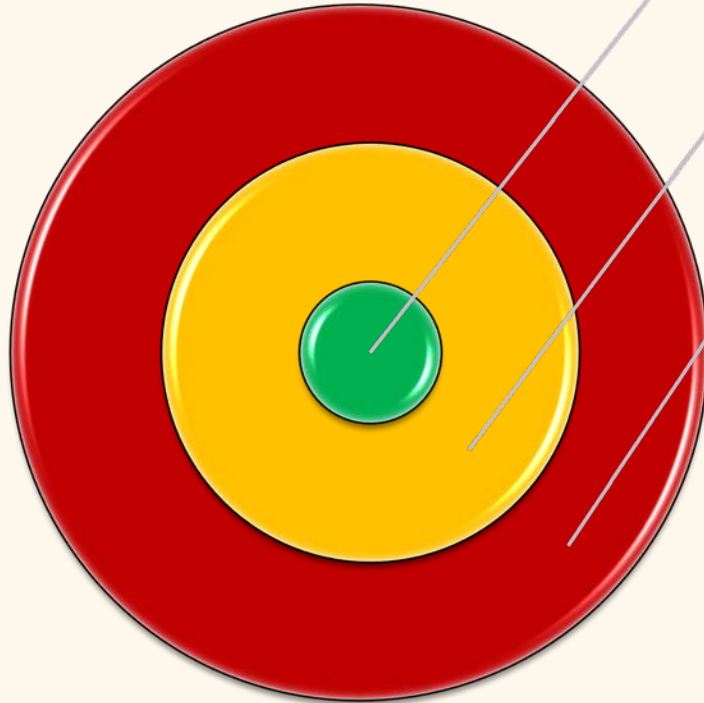


Strategy without tactics  
is the slowest route to victory.

Tactics without strategy  
is the noise before defeat.

Sun Tzu The Art of War: Sun Tzu (Ancient Chinese General, 500 BCE)

# Strategy



**Reduce Per  
Capita  
Costs**

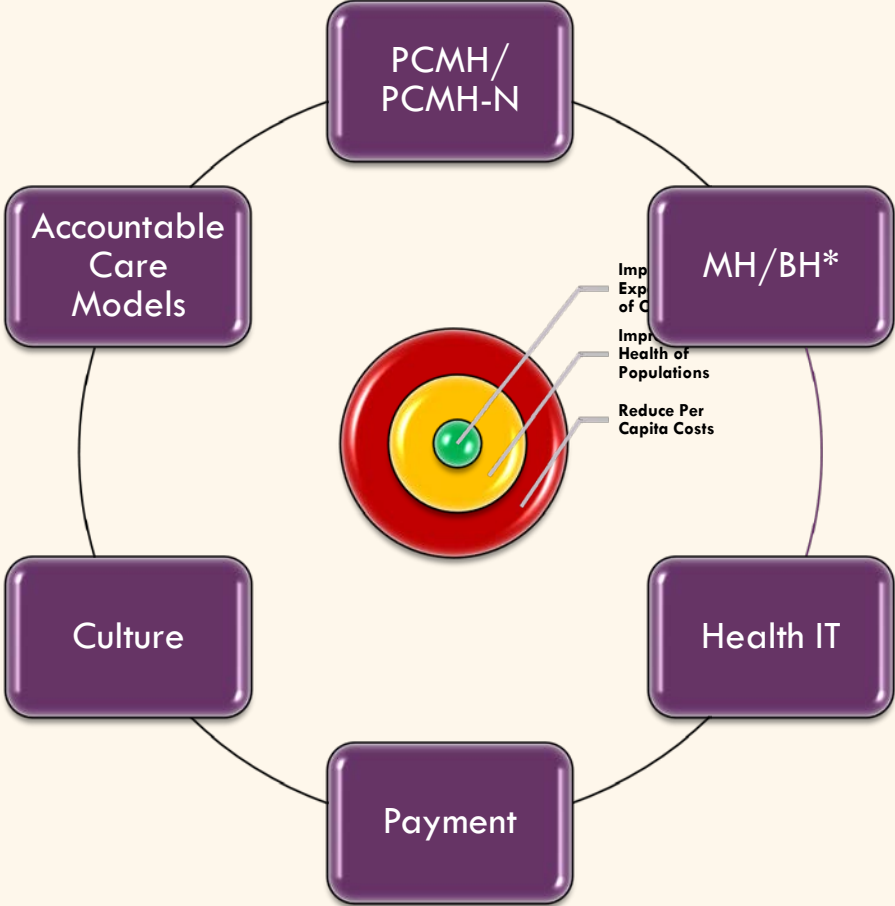
**Improve  
Health of  
Populations**

**Improve the  
Experience  
of Care**

## Triple Aim



# Tactics



\*MH/BH = Mental Health/Behavioral Health

# The Joint Principles of the PCMH

- Personal physician
- Physician-directed medical practice
- Whole person orientation
- Care is coordinated and/or integrated
- Quality and safety
- Enhanced access to care
- Payment to support the PCMH

[http://www.acponline.org/running\\_practice/pcmh/demonstrations/jointprinc\\_05\\_17.pdf](http://www.acponline.org/running_practice/pcmh/demonstrations/jointprinc_05_17.pdf)

Team-based care:

NP/PA

RN/LPN

Patient/family

Caregivers

Medical Assistant

Office Staff

Care Coordinator

Nutritionist/Educator

Pharmacist

Behavioral Health

Case Manager

Social Worker

Community resources

DM companies

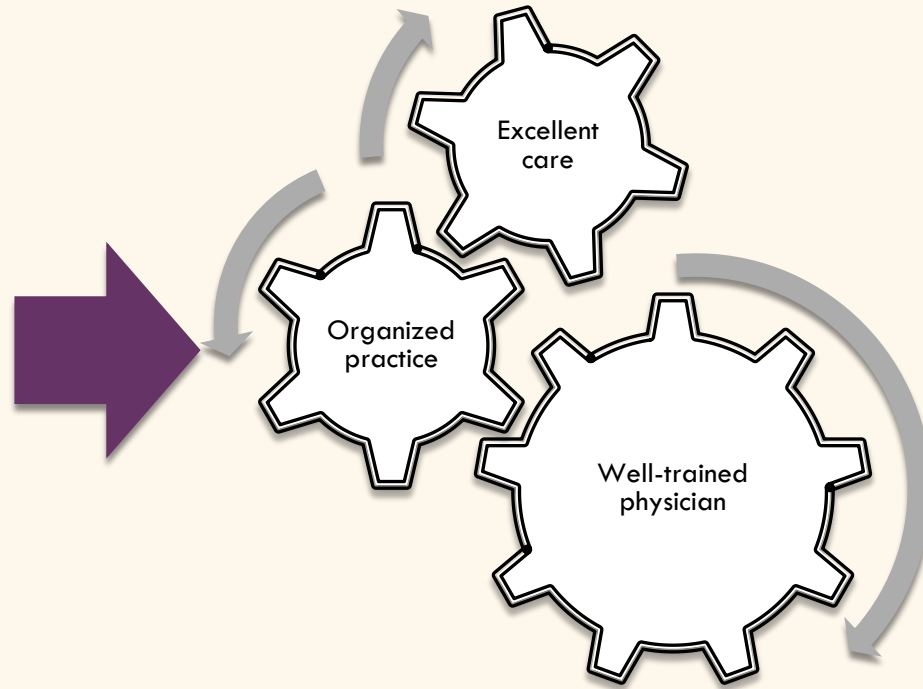
Others...

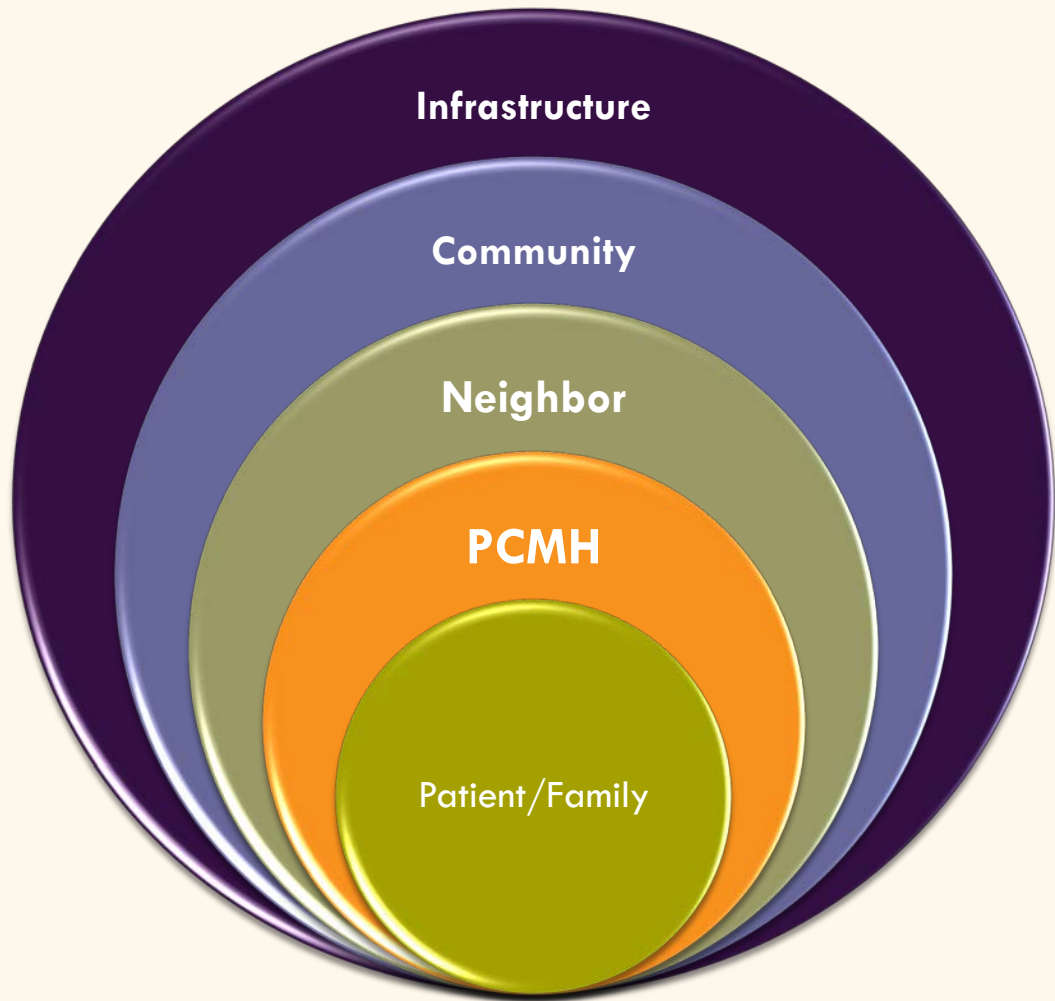
# Accountable Care Organizations

- ACOs are groups of doctors, hospitals, and other health care providers, who come together voluntarily to give coordinated high quality care to their patients.
- When an ACO succeeds both in both delivering high-quality care and spending health care dollars more wisely, it will share in the savings it achieves for the Medicare program.

<http://innovations.cms.gov/initiatives/ACO/index.html>

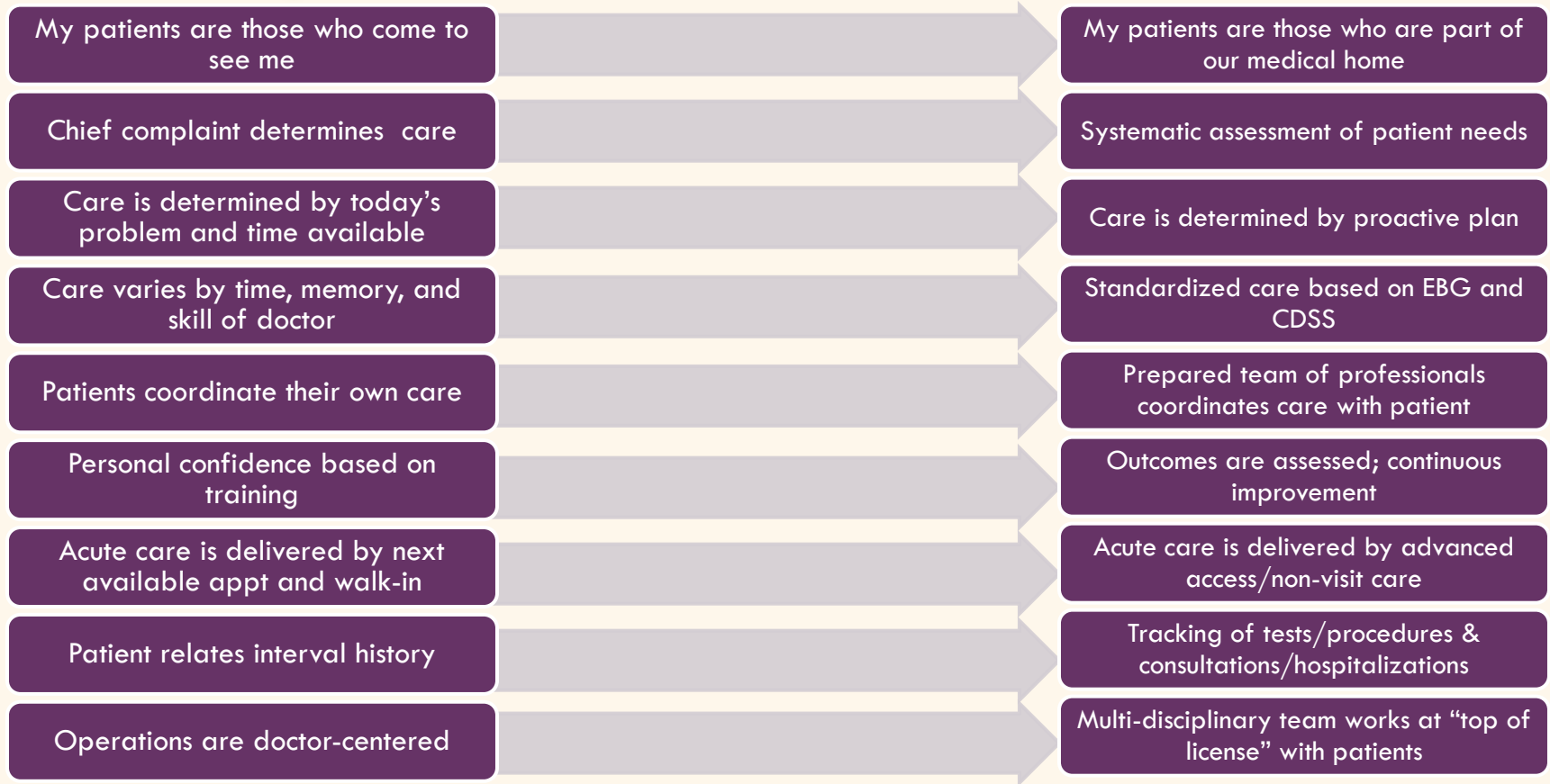
# The Premise...





# Today

# Tomorrow



# 5 Prescriptions - ACP/Carter Center

## From Oct 2010

The Importance of:

1. Teaching Context
2. Teaching Teamwork
3. Teaching Integration
4. Providing Resources
5. Measuring Results

**Plan for...**



CHANGE

I put a dollar in a  
change machine.  
Nothing changed.

— George Carlin



Just as the hand, held before the eye, can hide the tallest mountain, so can the routine of everyday life keep us from seeing the vast radiance and the secret wonders that fill the world.

-Chassidic, 18<sup>th</sup> Century



You must be the change you  
want to see in the world.

-Mahatma Gandhi



**Michael S. Barr, MD, MBA, FACP**  
**Senior Vice President**  
**Division of Medical Practice**  
**American College of Physicians**  
[mbarr@acponline.org](mailto:mbarr@acponline.org)  
**202-261-4531**