



COORDINATED TOTAL CARE

**SYNERGY**

**WHEN MULTIPLE ELEMENTS WORK TOGETHER  
IN UNISON, THE WHOLE IS GREATER THAN THE  
SUM OF ITS PARTS. NOW APPLY THIS SIMPLE  
PRINCIPLE TO THE DELIVERY OF HEALTH CARE.  
WHAT DO YOU GET?**



**IT'S CALLED COORDINATED TOTAL CARE.  
AND IT'S A GROWING PART OF THE ANSWER TO  
THE CHALLENGES FACING THE U.S. HEALTH SYSTEM.**

Picture doctors with the tools they need to truly enhance care. Teams of top-notch care-givers: primary care physicians, specialists, care managers, dietitians, health educators and nurses. Sharing vital information and treatment knowledge.

Picture patients at the center, surrounded by coordination and communication. Their medical information where they need it, when they need it, accurately recorded in a single medical record. Getting the care they need to stay healthy and the best treatments to help them return to health when they are ill.

Picture health care that works for everyone. Promoting wellness and providing the most appropriate treatments, resulting in healthier people, and in turn, reduced burden on the entire system.

At Multi-Specialty Medical Groups across the country, this picture is already a reality. And we're only just beginning to make the case.



## **SUPERIOR CARE. GREATER VALUE. BETTER TOGETHER.**

A crisis of costs. A crisis of care. America leads the world in health care spending, yet quality and patient satisfaction lag far behind. As our population grows older, the burden of chronic illness will make this challenge even more critical.

We have highly trained medical professionals. We have advanced information technology. And we have growing public demand for change. But unfortunately, we aren't all working together. Efforts and expenses are duplicated. Information doesn't always reach the right people at the right time. The most proven treatments are not always utilized.

### **There is a better way to make the health system work.**

It's called Coordinated Total Care, and it is delivered exclusively by Multi-Specialty Medical Groups. When health professionals, resources and expertise are coordinated across patient needs, our full potential comes to life. Doctors have more complete information on patients, and care decisions are tracked in a single chart. Patients can be more confident, knowing their primary care doctor is supported by an integrated team of care givers. Results are measured and treatments improved.

### **The result? Health care that works better for everyone.**

- *Patients are literally surrounded with care – care to keep them healthy and care to help them return to health when they need it*
- *Doctors and their teams are equipped with what they need to put the most proven treatments into practice*
- *Employers and insurers can offer more comprehensive health care options without sacrificing value*
- *Federal and state governments are better positioned to improve our health care system in a meaningful way*



## **COMMON GOALS. OUTSTANDING RESULTS. BETTER TOGETHER.**

By connecting health professionals to their patients' needs with advanced information technology, Coordinated Total Care ensures the most proven knowledge is put into practice.

That means a reduced risk of errors. Treatment advances are implemented more quickly. Better preventive information can address health issues before they become critical. Performance and costs are continuously measured and improved. A healthier population leads to a reduced burden on the system.

Even as the health needs of our aging population grow, Coordinated Total Care can deliver a higher standard of quality with more compassion and more efficiency. Across the country, Multi-Specialty Medical Groups are already making this vision a reality – demonstrating that together, we can make the system work better for everyone.

And we're only just beginning to make the case.



## **BETTER TEAMWORK**

**A system that is centered around the patient's needs.**

Health care in America is less a system than a multitude of distinct specialties, processes and financial interests. The result is confusing and ineffective: conflicting incentives, slow dissemination of knowledge and a difficult trade-off between cost and quality.

- *“About one-third of U.S. patients reported problems with the coordination of their care, such as test results not being available when they arrived at a doctor’s appointment or doctors ordering duplicate tests.”*

Source: “Primary Care and Health System Performance: Adults’ Experiences in Five Countries,” Health Affairs, 10/04

## **There is a better way to put the pieces together. It’s called Coordinated Total Care.**

When teams of health professionals – nurses, nutritionists, care managers, health educators and more – collaborate in support of a doctor, everything works better. Doctors of all kinds are working together to share expertise and do more of what they do best: take care of patients. Patients are literally surrounded with highly coordinated and well-timed care, care that boosts both their health and confidence. When test results and doctor’s orders are accurate, and available when and where they are needed, patients can be more confident in the availability and quality of their medical attention. Performance and satisfaction are improved – everybody benefits.

- *The nurses of the Patient Support Center at HealthCare Partners Medical Group in Southern California not only provide after-hours medical advice and coordinate hospital discharge orders, they also keep the patients’ primary care physicians informed. Patients who receive after-hours advice can rest assured that their doctors will be aware of their condition when the doctors’ offices open the next day.*
- *“This is a great place to work because of the people of Mayo Clinic -- people who are committed to excellence, committed to our patients and committed to supporting each other.”*

– Dr. Denis Cortese, Mayo Clinic President and CEO, 01/05

**We have the people. Together, we can make health care work better.**



## **BETTER COMMUNICATION**

The right information at the right time.

The latest information technology has the power to improve health and reduce costs. But due to independent practices, disconnected networks, and slow adoption, American medicine isn't fully realizing its benefits.

- *Medical errors – estimated to be the 8th leading cause of death in the U.S. – are more likely to stem from systems problems than human conduct.*

Source: Institute of Medicine, 11/99

### **There is a better way to connect doctors and patients. It's called Coordinated Total Care.**

When teams of specialists and health professionals share resources, it reduces the expense and personnel required to make communications technology work. Doctors have instant access to vital health information, including electronic medical records and automatic drug alerts. Patients are more connected, more engaged in their care, and more confident that their doctors know everything they need to know. The system is wired for performance.

- *Thanks to shared information technology infrastructure, patients of Geisinger Clinic have anytime, anywhere access to health information – electronically, by phone or in person. Through a secure, convenient website, they can schedule appointments, review their health history, order prescription refills and request referrals. Whatever their situation, they can access the information they need to make an informed choice based on their individual preferences and the best available medical evidence.*
- *The Henry Ford Medical Group has achieved remarkable success using information technology to fight diabetes. Thanks to a comprehensive electronic medical record and reminder system, doctors have instant access to all aspects of their patients' care no matter where they are, offices receive automatic prompts to perform recommended tests and patients receive regular mailed reminders. As a result, the group has achieved top quartile performance in diabetes screening, measures and control.*

**We have the technology. Together, we can make health care work better.**



## **BETTER TREATMENT**

Putting knowledge into practice.

With news of breakthroughs in care emerging daily, medicine is constantly evolving. Yet studies show that only half of American patients receive the recommended treatment for their condition. The latest preventive knowledge doesn't always reach the right people.

- *“More than 57,000 people will die this year because there is a huge gap between what we know and what we do.”*

– Margaret O’Kane, President, National Committee for Quality Assurance, 9/03

### **There is a way to turn great breakthroughs into better results. It’s called Coordinated Total Care.**

When teams of doctors and health professionals work in a collaborative environment, it becomes far easier to realize the latest advances. Doctors are encouraged to share experiences, are provided with feedback on their practices, and use advanced care management tools such as drug reminders, disease registries and case management. Patients benefit from faster referrals and the peace of mind that comes from knowing they are receiving the most proven preventive information and medical treatment.

- *The Group Health Heart Protection Study Implementation has shown how Coordinated Total Care can accelerate improvements in patient treatment. In July 2002, a new study on the heart was published. By November, a group-wide implementation plan was put in place. By June 2003, less than a year after the study, there was a 20% increase in the number of at-risk patients on medication. By comparison, some estimate that the dissemination of innovation in medical care takes an average of 17 years. In addition, implementing the recommendations would prevent an estimated 750 heart attacks and revascularizations and save approximately \$5 million dollars.*
- *Thanks to a coordinated approach to managing major risk factors and rehabilitation, Kaiser Permanente heart disease rates dropped so quickly that it is no longer the leading cause of death among members. In a period of 8 years, death from cardiovascular disease fell by 15%.*

**We have the knowledge. Together, we can make health care work better.**



## **BETTER VALUE**

**Measurably improved performance.**

American medicine faces a crisis not only of cost but also of quality. Yet the biggest changes have focused primarily on who should pay for care while efforts to improve the care itself have sometimes taken a back seat. The result? A financially-driven approach that the public neither likes nor understands.

- *At its current rate of growth, health care spending could consume nearly half of U.S. GDP by mid-century.*

Source: "The Hidden Price Tag for Health Care," by Daniel Akst, New York Times, 12/04

**There is a better way to improve the quality of care. It's called Coordinated Total Care.**

When teams of health professionals share resources and patient knowledge, it becomes far easier to know what works best. Doctors have the right technology and greater support to improve performance. Care – not cost – drives health decisions. Patients are well informed and well treated. Better medicine means better health care outcomes and better lives, creating greater value for everyone.

- *A recent survey indicated that doctors in large group practices are more likely to have access to practice-wide data and receive quality-of-care information. According to the researchers, doctors in large groups may have greater access to capital and thus be in a better position to implement both quality measurement and quality improvement.*

Source: "Measure, Learn and Improve: Physicians' Involvement in Quality Improvement," Audet, Doty, Shamasdin and Schoenbaum, Health Affairs, 05/05

- *In a study identifying the benefits of and barriers to large medical group practice, groups of at least moderate size were identified with the advantages of being able to monitor clinical performance, create organized processes to proactively improve care, implement clinical protocols and serve as units of analysis for which statistically reliable measurements of quality can be made.*

Source: "Benefits of and Barriers to Large Medical Group Practice in the United States," Casalino, Devers, Lake, Reed and Stoddard, Archives of Internal Medicine, 09/03

**We have the ability. Together, we can make health care work better.**



## A BETTER FUTURE

A solution for today and tomorrow.

When it comes to the future of medicine in this country, there are as many proposed solutions as there are individual interests. Doctors want to direct individual care decisions. Patients want the best possible care. Employers and insurers want cost-effective performance. The current system is poorly designed to meet these demands.

### There is a better way to meet the challenges of the future. It's called Coordinated Total Care.

Across the country, Multi-Specialty Medical Groups are demonstrating the benefits of coordinating resources and focusing expertise on patient needs. Doctors are working together, supported by the latest medical knowledge and empowered to raise the quality of care. Patients have greater confidence, knowing their primary doctor is part of a comprehensive team of specialists that is dedicated to helping them stay healthy and meeting their needs, whenever they arise. Better practices are building better results and, ultimately, greater value for everyone.

- *“Health care services need to be organized and financed in ways that make sense to patients and clinicians and that foster coordination of care and collaborative work. . . . The current delivery system responds primarily to acute and urgent health problems, emphasizing diagnosis, ruling out serious conditions, and relieving symptoms (Wagner et al, 1996b). Those with chronic conditions are better served by a systematic approach that emphasizes self-management, care planning with a multidisciplinary team, and ongoing assessment and follow-up (Wagner et al, 1996a).”*

Source: “Crossing the Quality Chasm” report published by the Institute of Medicine, 2001

- *“To meet the quality, affordability, and access challenges of today’s health care system, the Institute of Medicine’s Crossing the Quality Chasm report described the critical competencies of a twenty-first century health care system. A growing body of research suggests that the nation’s multi-specialty group practices most nearly meet the delivery system challenges set forth by the IOM.”*

Source: “The Delivery System Matters,” by Francis J. Crosson, Health Affairs, 12/05

**We have the foundation. Together, we can make health care work better.**

**EVERYDAY, THOUSANDS OF PEOPLE WHO  
ARE A PART OF MULTI-SPECIALTY MEDICAL  
GROUPS ACROSS THE COUNTRY STRIVE TO  
WORK BETTER TOGETHER.**

The Council of Accountable Physician Practices, an AMGA affiliate, is an organization that helps tell their story.