Introductions

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Disclosures

The presenters have no financial relationships or affiliations with commercial interests.

Demonstrations include examples of tools that are available, but CIPCI does not endorse or have financial interests in any vendor or product.

The presentation does not include any discussion of unapproved or investigational uses of products or devices.
Goals and Objectives

Participants will be able to:

- Describe several innovative concepts identified with the Primary Care Office of the Future exhibit.
- Describe how innovative technology can enhance patient engagement, team based care, and clinician satisfaction.
- Discuss how Connecticut physicians are using some of the ideas displayed.
- Consider innovations to be included in their own practices.
Outline of Session

Part I
1. Overview of Office of the Future
2. Discussion of key concepts
3. Demonstration of select Office of Future tools

Break – 30 minutes

Part II
1. Examples of regional implementation of concepts
2. Create your future - group discussion exercise
3. Wrap-up
CIPCI

Our Mission
Deliver practical value for patients, providers, and payers by transforming primary care in ways that are palpable and sustainable.

Our Aims
- Serve as a trusted partner and resource
- Involve patients and patient perspectives
- Improve training for primary care providers
- Increase retention of primary care providers
- Help practicing providers manage change
Purpose

Expose primary care stakeholders to innovative and practical solutions that improve patient care and provider and staff experience.
The Primary Care Office of the Future
A hands-on demonstration of new practice designs and technology for primary care transformation.

CIPCI
Connecticut Institute for Primary Care Innovation
Transformation that works.
Introduction to Office of the Future
Space designed to facilitate communication and collaboration
population health center
Learn more and engage your team:

www.cipci.org/future
The Primary Care Office of the Future: Demonstrating Innovative Technology, Design, and Workflow Concepts

cipci.org/future
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Review Concepts – Video from FMX
The Future is Now
MACRA

A new Medicare reimbursement system goes into effect in 2017

2017: TWO PATHWAYS FOR PAYMENTS

MERIT-BASED INCENTIVE PAYMENT SYSTEM

OR

ALTERNATIVE PAYMENT MODELS

Tips

- Use available codes
- Make changes to ease workflows and improve care
- Professional organizations have tool kits for change
Transitional Care Management
Pros

- More time with patients
- Better care
- Patients like being seen when discharged
- Visit does not need to be done by the doctor
- You know what’s going on with your patients

Cons

- Hurdle of getting admit/discharge notification
- Tight schedules
- Patients like seeing you when discharged
Chronic Care Management
Pros

- Reimbursement for work you are already doing and documenting
- Includes all patients on Medicare with 2+ diseases

Cons

- Associated co-pay
- Only Medicare
## Financial Reality

| Current reimbursement with co-pay | $40 | 334 patients per month or 2.08 per hour based on 40 hours |

Pays you back with increased quality reimbursements under MACRA
Remote Monitoring Solutions in Use in CT

- Heart failure – Reduced mortality & hospitalizations @ 90 days\(^1\)
- CHF and hypertension
  - Home blood pressure & glucose recorded in patient portal (Asylum Hill Family Medicine)
  - EHR configuration to accept data from Apple Healthkit and Google Fit

Telemedicine and Reimbursement in CT

- Private insurance “Parity Law” – payment for telemedicine on par with in-person services – Variable implementation
  - ProHealth had pilot in 2015-16 – reassessing best uses
  - Pilot of OB/GYN and behavioral Health in Hartford
- New England eConsult Network – Medicaid paying in demonstration project
  - Regional, including centers in Maine
  - CHC, Inc. through Weitzman Center and UConn Health
  - Dermatology, Cardiology, Endocrine, and Orthopedics
- Corrections Medicine in CT – telemedicine from prison to UConn Health specialists
Teams need a “Virtual Assistant”

- ProHealth – Automated medication refill wizard

Charlie Handles Refill Requests
Dramatically reduce busywork from minutes to seconds.

Swoop for Refill Requests
Charlie has over 1,000 protocols covering 2,900+ meds.

- Evaluates against protocols in seconds
- Tees up results for quick decisions
- Enables robust delegation & centralization

Frank Darwin

CIPCI Connecticut Institute for Primary Care Innovation
Transformation that works.
Space and connectedness matter
The Primary Care Office of the Future Concept Map

- Care Anywhere
- Virtual Visits
- Interactive Population Health Tools
- Population Health
- Virtual Measurement and Activity/Behavioral Tracking
- Patient-Specific Educational Materials
- Integrated Intake and Clinical Decision Support
- Collaborative Spaces for Patients and Care Team
- Asynchronous Consults
- Care Coordination
- Automated Clinical Support
- Live Imaging and Telemedicine
- Specialty and Community Services
- Interprofessional Primary Care Team
- Patient
Back to Reality

What can you and your team do?
Challenge Video

cipci.org/create-your-future
Engaging All Participants

Write – Pair – Share

What are specific changes that you can make to facilitate efficient workflow, team collaboration, or clinical tool implementation?
Learn more and engage your team:

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