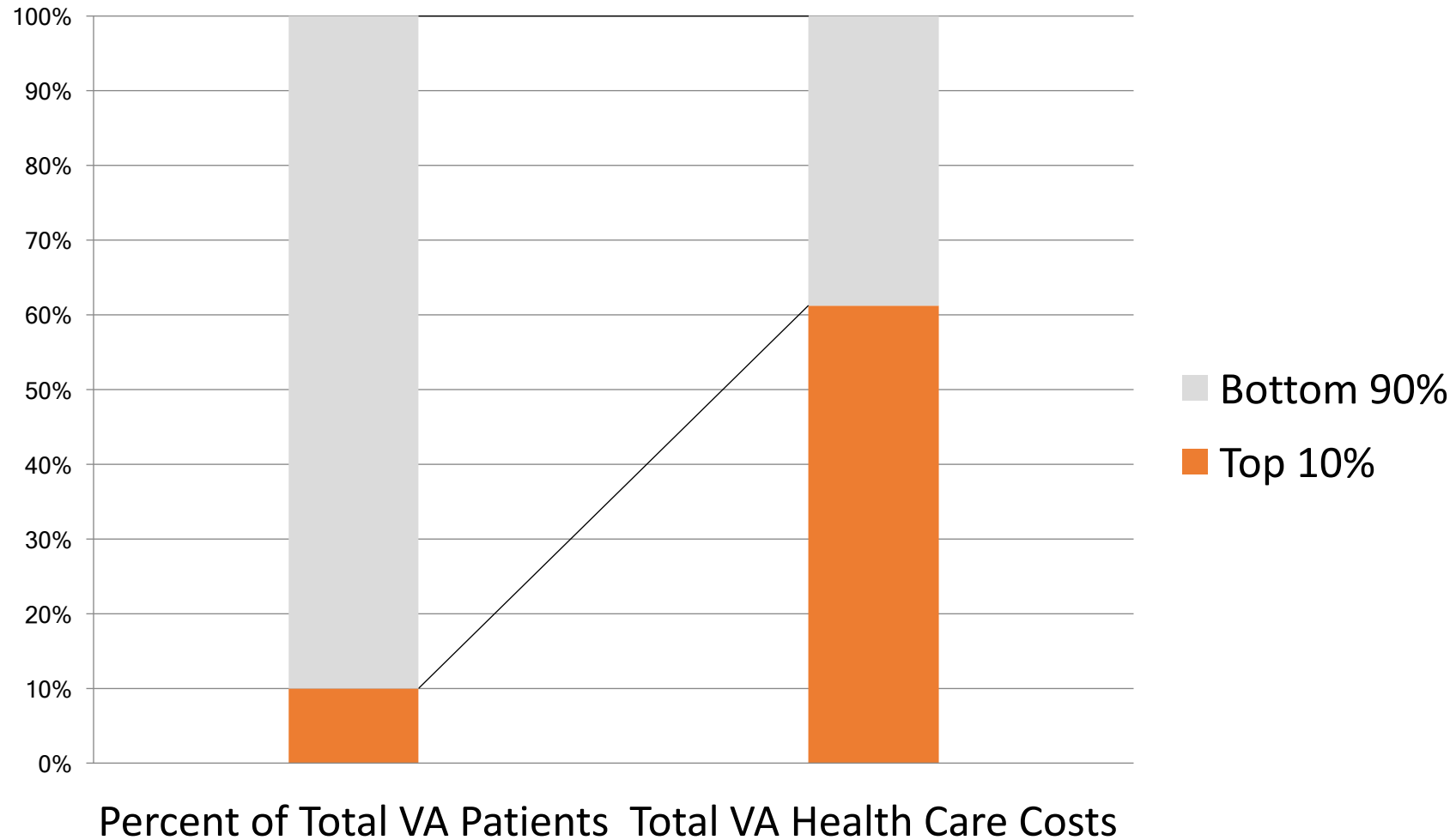


Evaluating Intensive Outpatient Primary Care: VA Experience

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Same problem as everywhere: Concentration of utilization and costs..



...But a different institutional context

- Integrated system
- Well developed Patient Centered Medical Home
 - Patient Aligned Care Teams (PACT)
 - Geri PACT
 - Homeless PACT
- Well developed programs for complex pts
 - Home Based Primary Care (HBPC)
 - Mental Health Intensive Case Management (MHICM)



...But a different institutional context

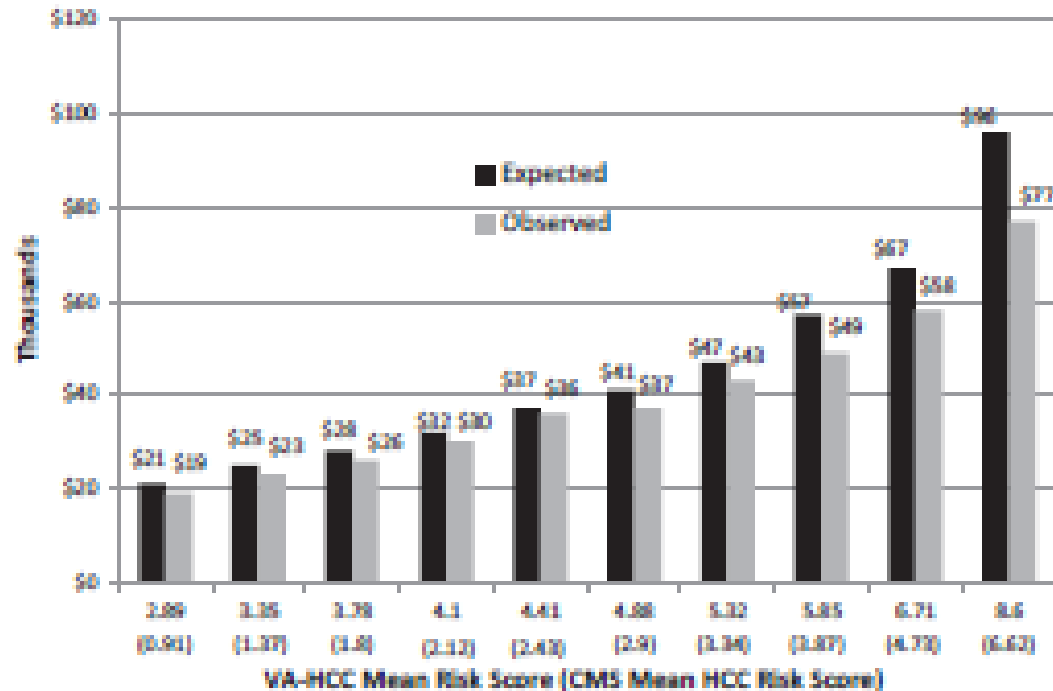
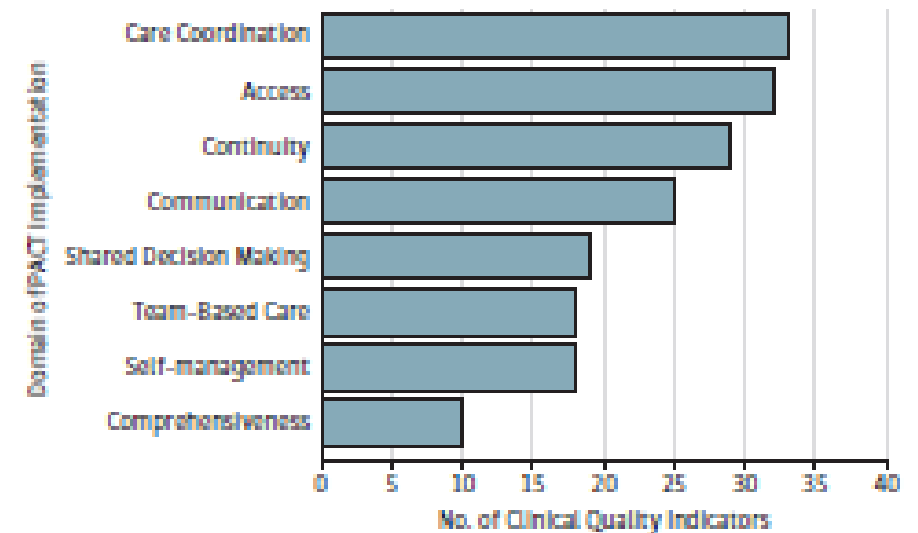
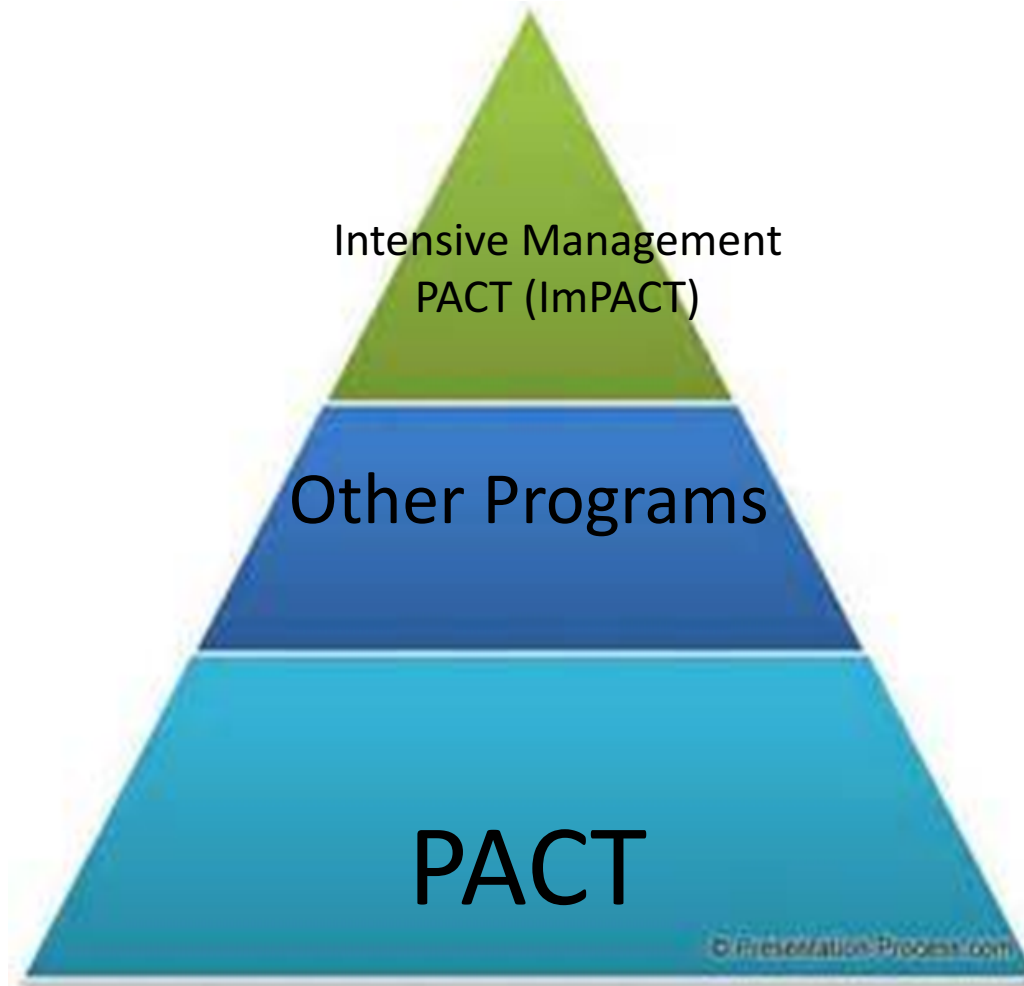


Figure. Percentage of 48 Quality Indicators Associated With Significantly Better Performance in Highest-Quartile Clinics Compared With Lowest-Quartile Clinics (N = 909 Clinics)



PACT indicates Patient Aligned Care Team.

How do we layer IOPC on top of PACT?



Core Elements of ImPACT in Palo Alto

- Multidisciplinary Team: NP, MD, SW, Rec therapy
- Comprehensive intake; goal-concordant care
- Frequent in-person/phone contact
- After-hours access
- Chronic condition case management
- Coordination of primary and specialty care
- Rapid response to health status deterioration
- Support during transitions from hospital to home
- Access to social and community resources

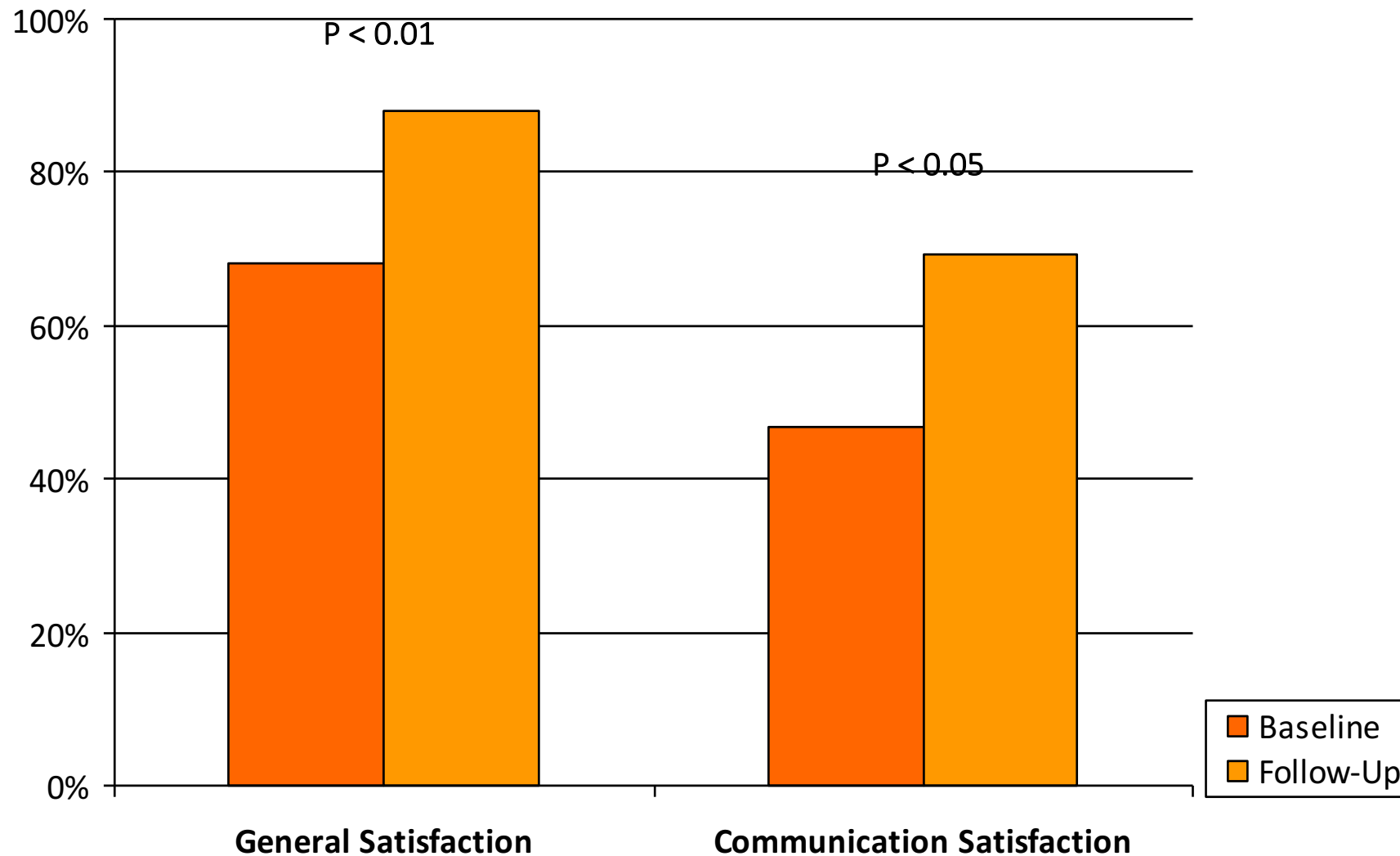


Patient selection and evaluation design

- Proactive recruitment of patients at top 10% risk of future admission/cost
- **Randomized** assignment to ImPACT team
- Outcomes
 - Hospitalizations/ED use
 - Satisfaction
 - Patient activation
 - Costs
 - Qualitative interviews



ImPACT patients' satisfaction with VA improved



End-of-Life Planning and Care

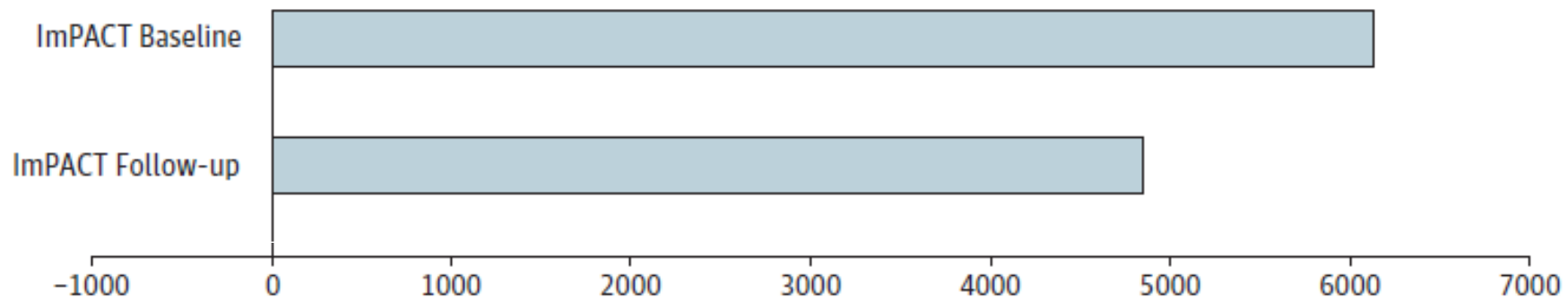
	ImPACT (%)	PACT (%)	P-Value
New advance directive	24	6	< 0.001 [^]
New advance directive completed or discussed	56	13	< 0.001 [^]
Hospice referral (among patients who died, n = 19 ImPACT, n = 63 PACT)	74	45	< 0.05 [~]

[^] P-value reflects significant difference in follow-up values (among eligible patients)

[~] P-value reflects significant difference among patients who died (n = 15 vs. 67)

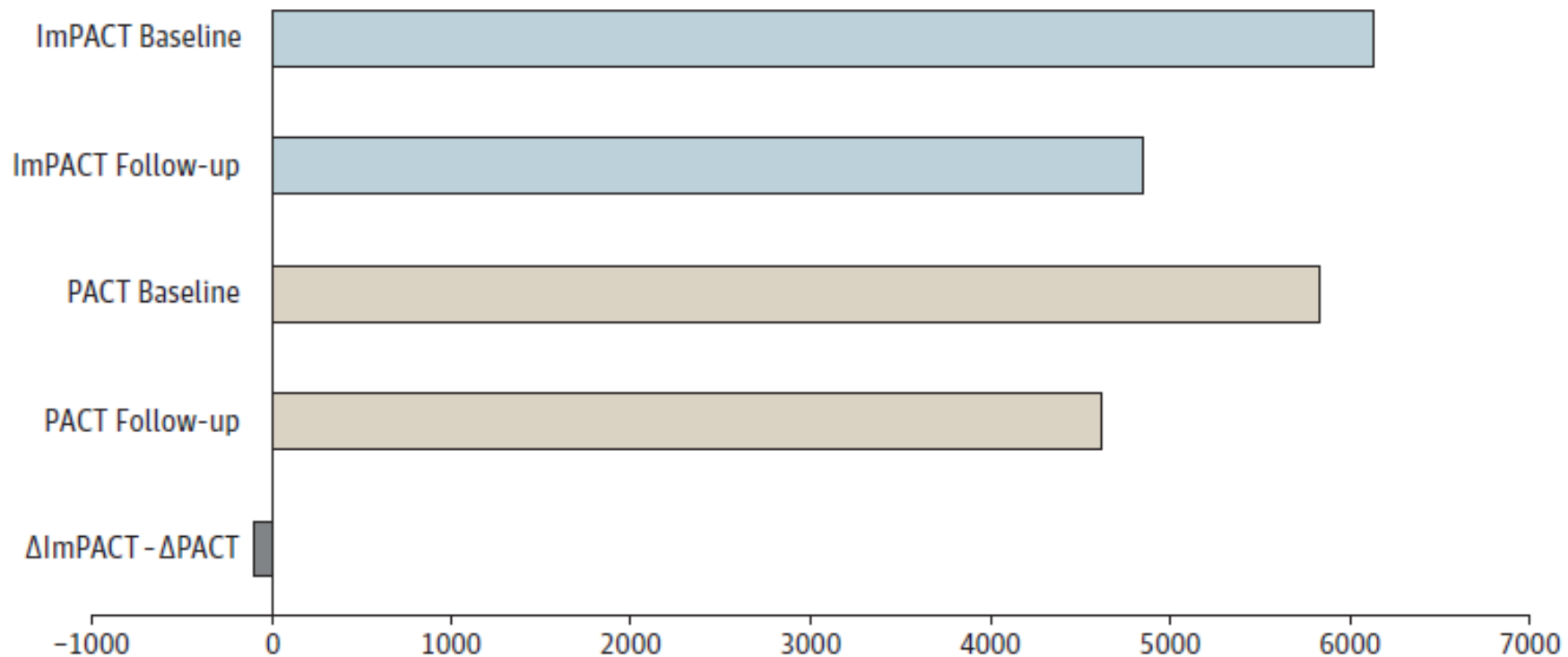
Monthly costs declined...

Figure 2. Mean Unadjusted Monthly Costs per Person for Intensive Management PACT (ImPACT) and Patient Aligned Care Team (PACT) Patients During Baseline and Follow-up Periods



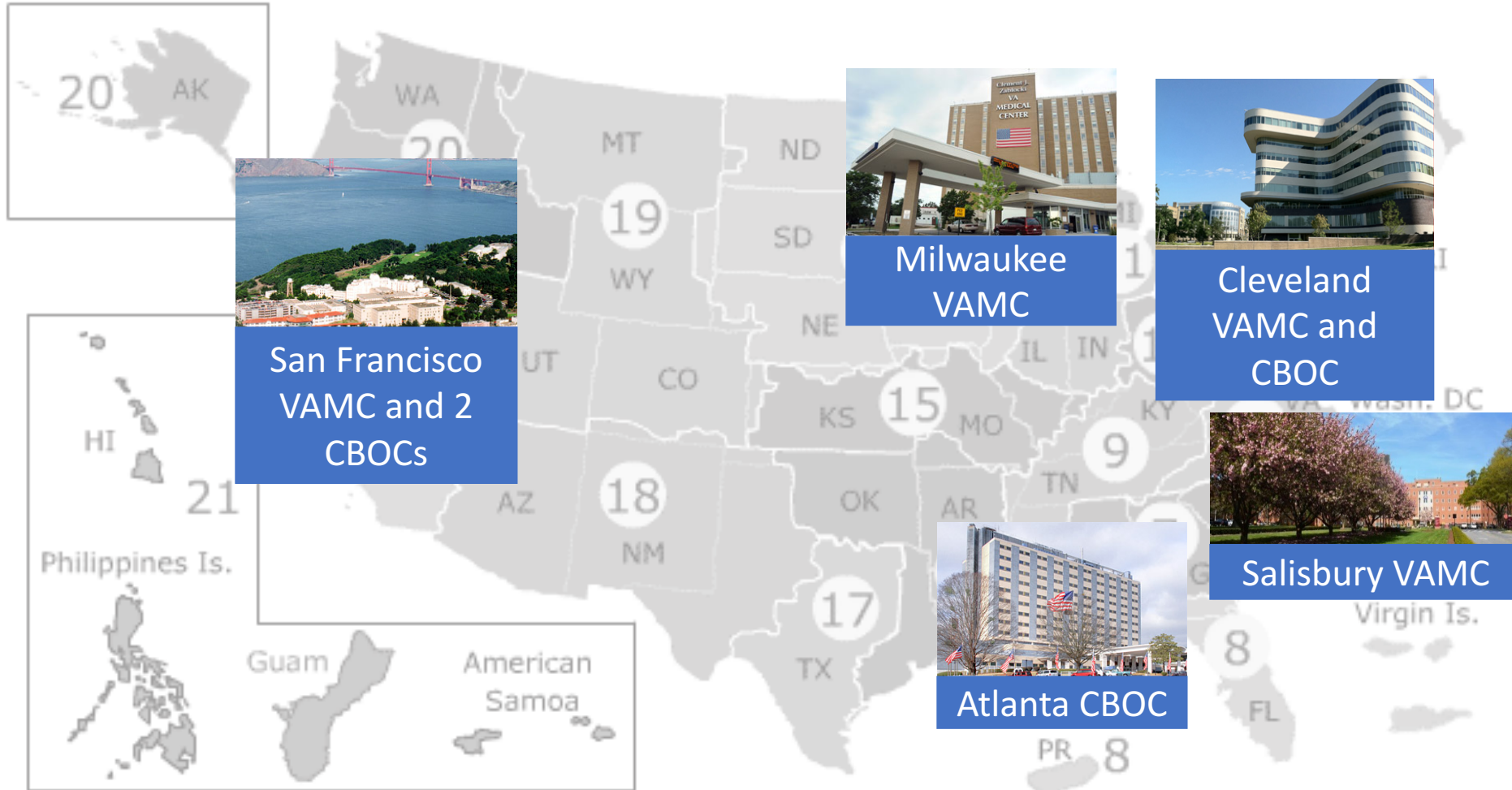
...but about the same as controls- Regression to the mean

Figure 2. Mean Unadjusted Monthly Costs per Person for Intensive Management PACT (ImPACT) and Patient Aligned Care Team (PACT) Patients During Baseline and Follow-up Periods



We spread the model to test it further

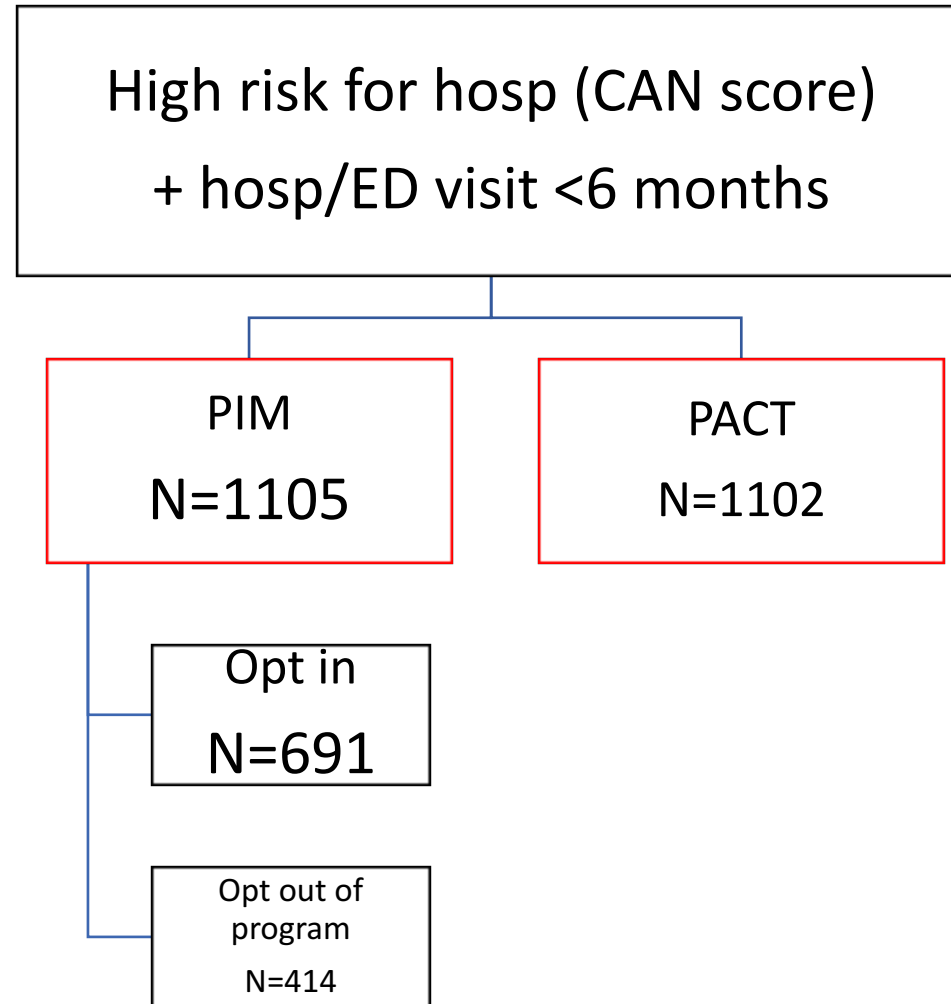
PACT Intensive Management (PIM) Sites



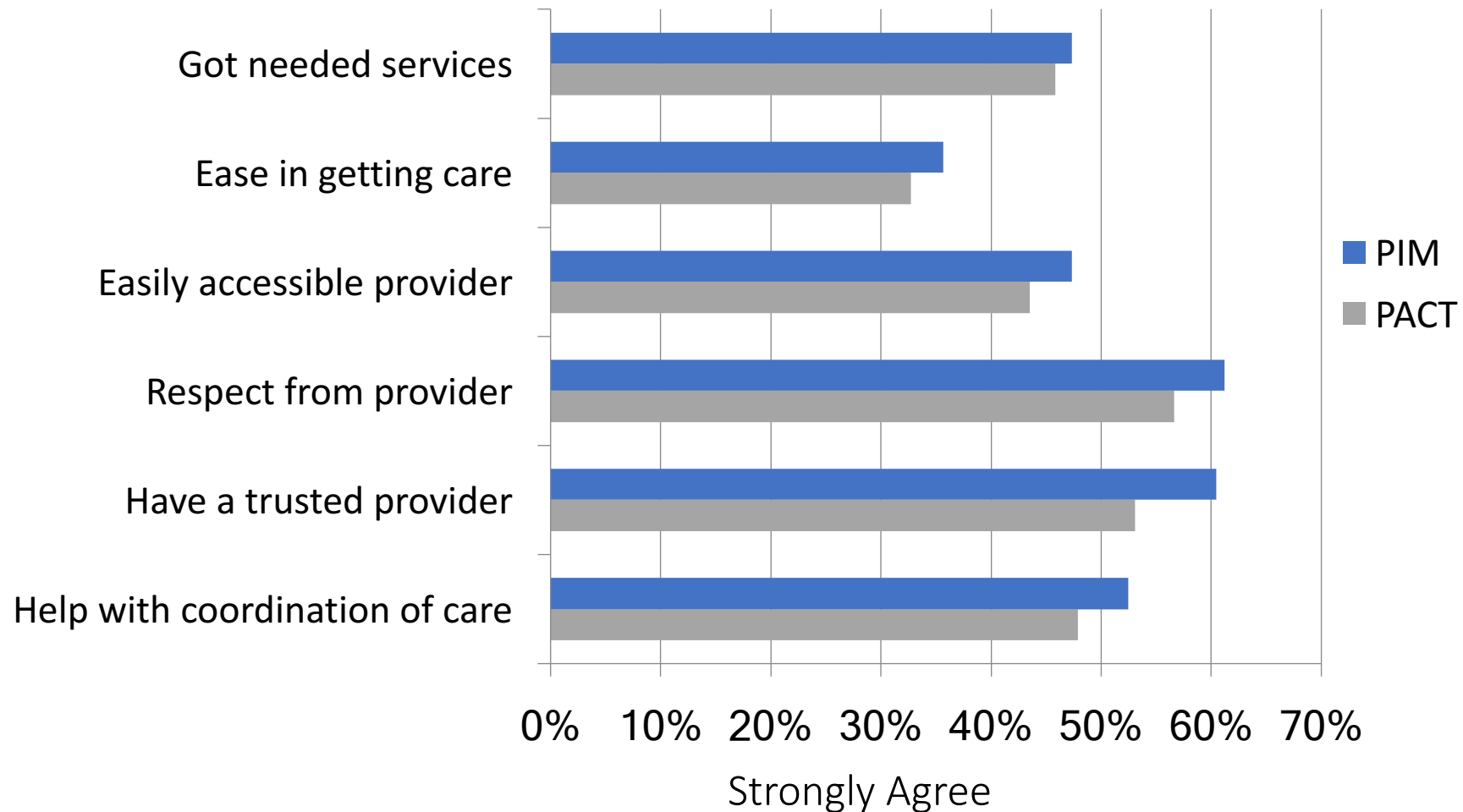
Allowed more variation in program elements

	Site A	Site B	Site C	Site D	Site E
Screened patients, triaged and assessed for services	X	X	X	X	X
Interdisciplinary care team	X	X	X	X	X
Social work	X	X	X	X	X
Mental health/addiction support	X	X	X	X	
Care coordination	X	X	X	X	X
Home visits	X	X	X	X	X
Assisted with medications	X	X	X	X	X
Health coaching	X	X	X	X	X
Replace PACT team			X		
Medic support		X			

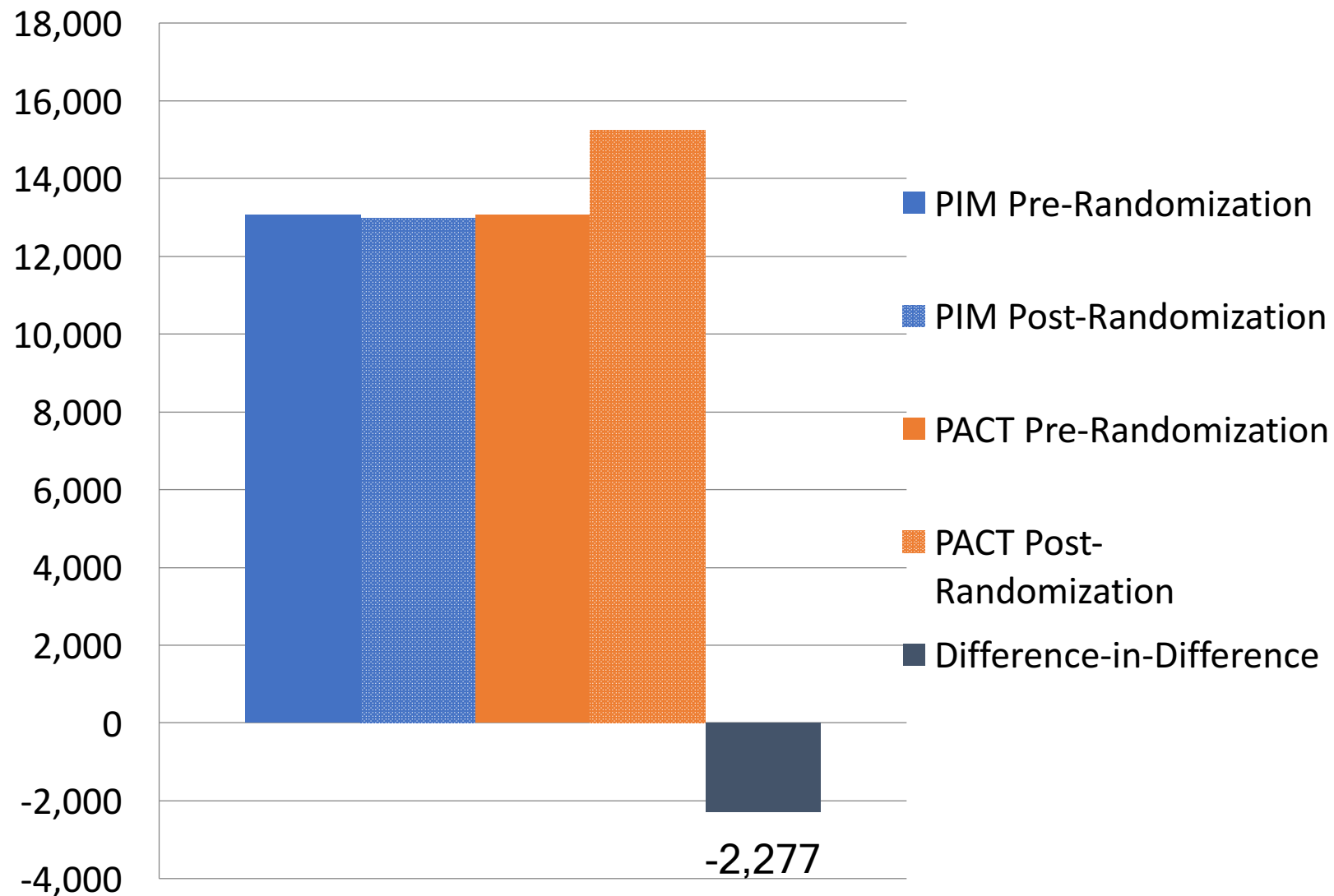
Again randomized QI evaluation, tested similar outcomes



Better trust, access, and coordination...
(in a non statistically significant sort of way)

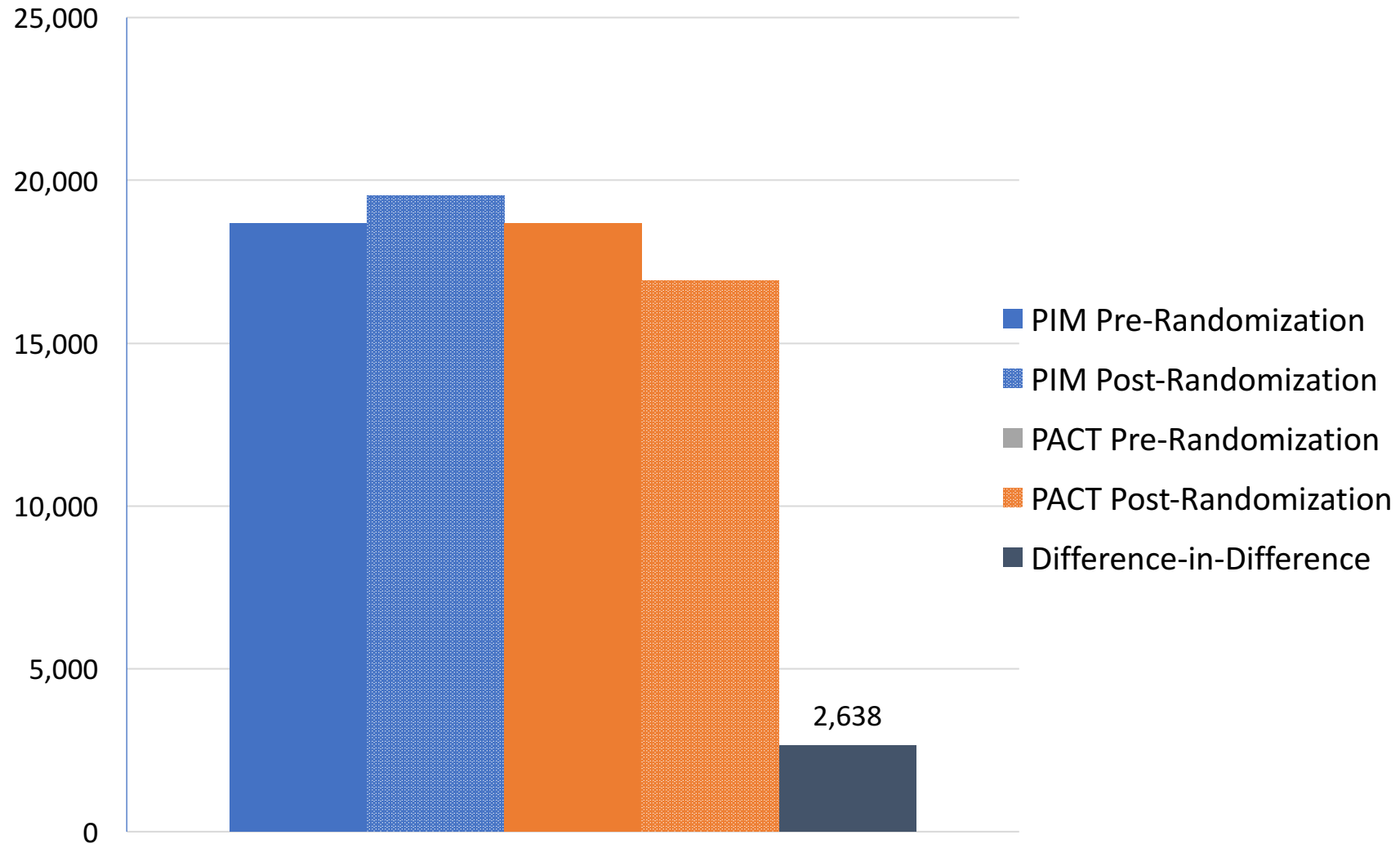


Inpatient costs declined...



^Predicted means from regression models

...But outpatient costs went up



* p<0.01

^Predicted means from regression models

In depth qualitative interviews and provider surveys

- Providers appreciated the help
- Patients loved single point of contact
- Patients felt supported at specialist visits
- Better end of life planning
- Transitions from hospital to home easier.

Conclusions of 5 year effort thusfar

- Layering intensive management on top of PCMH paid for itself*
 - Might have drawn nonVA care to VA – analyses underway
- Patient and provider satisfaction improved modestly
- Regression to the mean serious challenge to pre-post studies
- We didn't give up! Lessons:
 - Refined selection criteria
 - Standardized - more focus on mental health and social factors
 - Modified program undergoing further testing

*Translation did not save money

Thank you...

Donna Zulman

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David Atkins

Frances Wu

Debra Hummel

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Mingming Wang

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