Primary Care Clinical Program Update

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Medical Director
It's not that diabetes, heart disease and obesity runs in your family. It's that no one runs in your family.
Intermountain Clinical Programs

Identify Best Practice → Decrease Variation → Improve Outcomes → Decrease Cost
Intermountain Quality Improvement Process
Primary Care Clinical Program

Clinical Programs

- Provide performance data to providers compared to peers
- Identify Best Practices
- Create a measurement system
- Disseminate to clinicians
Intermountain Quality Improvement Process

“Without data you are just another person with an opinion”

--W. Edward Demings
Primary Care Key Processes

1. Preventive Visit (adult or child)
2. High Blood Pressure
3. Diabetes
4. Upper Respiratory Illness
5. Depression/Anxiety

(These 5 conditions account for 80% of visits in Intermountain)
PCCP Development Teams

- **High Blood Pressure** (Greg Parkin M.D.)
- **Diabetes** (Chris Jones M.D.)
- **Pre Diabetes** (Kim Brunisholz PhD)
- **Adult Prevention** (Tamara Sheffield, M.D.)
- **Pediatric Prevention** (Sylvie Backman M.D.)
- **Choosing Wisely** (Sharon Hamilton APRN)
- **CV Risk/Statins** (Mark R. Greenwood M.D., Don Lappe M.D.)
- **CKD** (Paula Haberman M.D.)
- **Anticoagulation** (Scott Woller M.D.)
- **Asthma** (Rich Hendershott M.D.)
Best Practice=Care Process Models

CPM Documents and Flash Cards
Thoughts on Data Feedback

“Most clinicians don’t know (don’t measure, or have easy access to) their own short and long term clinical outcome results. If we provide physicians good data, it changes things dramatically.”

— Brent James, MD

“If you change what people are seeing they will perform better.”

— Brent James, MD
2017 Initiatives: HBP
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- 11,000 more patients now in control
- Potentially 300 ASCVD events prevented
- Mortality risk reduced by a relative average of 27%
- How many lives saved?
2017 Initiatives: Statins in Diabetics
2017 Initiatives: Pre Diabetes
2017 Initiatives: Choosing Wisely
2018 Initiatives

- Diabetes
- Pre Diabetes
- Colon Cancer Screening
- Influenza Vaccination
- Opioids
Intermountain Primary Care Future Direction
“The Upstream Clinical Program”

- Wellness/Prevention
- Lifestyle Bundle
  - Non Smoker
  - Normal BMI
  - Healthy Diet
  - Regular Exercise
- Care Pathways
- Provider Scorecards
- Publicly reported metrics (HEDIS, STARS, ACO)
- iCentra optimization to standardize care processes