

2011 Military Health System Conference

Improving Care, Controlling Costs – the AF Medical Home at Hill AFB, Utah

The Quadruple Aim: Working Together, Achieving Success

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January 26, 2011

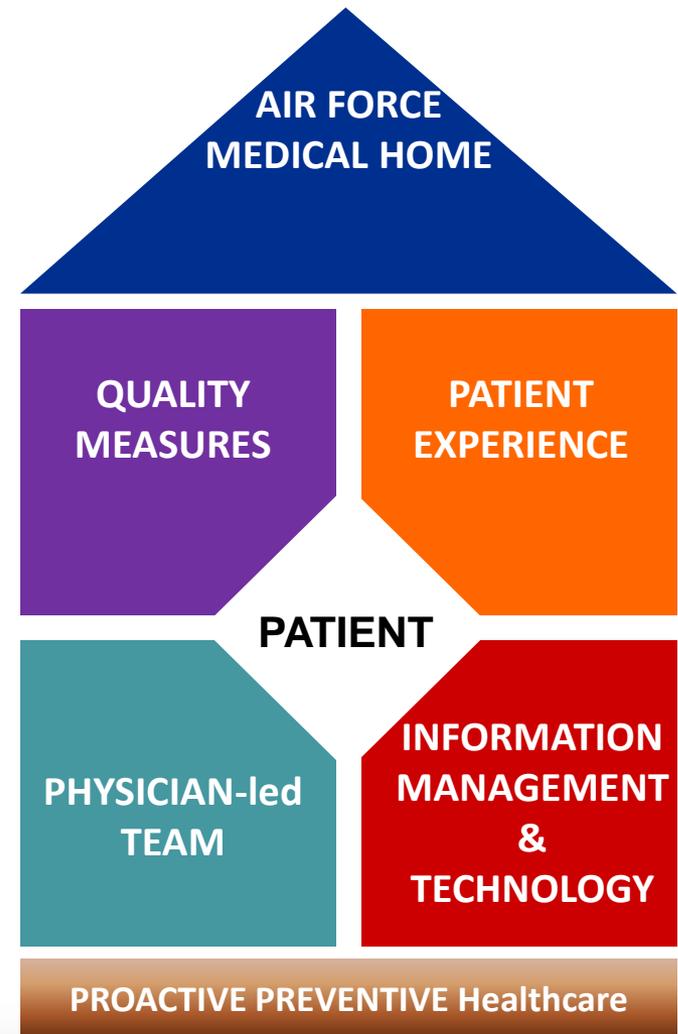


U.S. Air Force

BLUF at Hill AFB



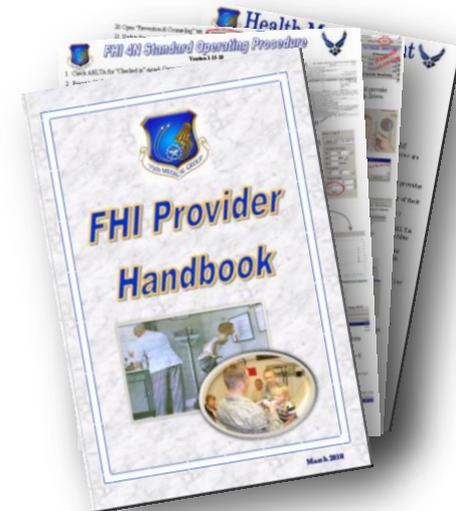
- Right care, right time
- Continuity of Care mostly established
- Providers & staff are empowered
- Benchmark “Health” (Disease) Management
- Private Sector Care costs stable/decreasing



Hill AFB Medical Home



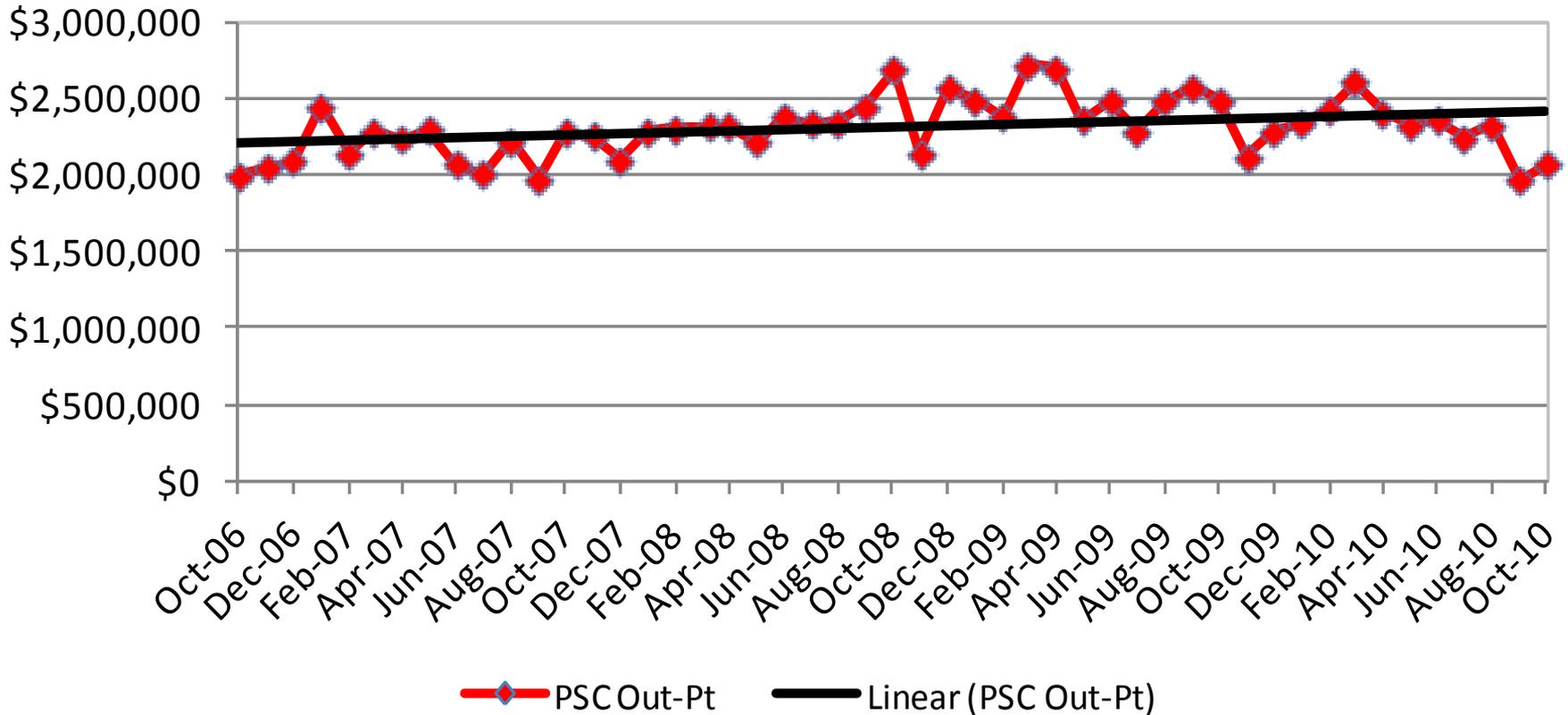
- Family Health Initiative (FHI) in Nov 2009
 - Airmen Clinic – 2 Teams
 - Family Practice – 3 Teams
- Challenges
 - Culture and Team Concept
 - Urgent Care Pass Throughs
 - Accountability of Appointments/Templates
 - Meeting Patient Demand
- Health (Disease) Management in FY08



Private Sector Costs – Out-Patient - FY Reported by M2 (A/O: 23 Dec 10)



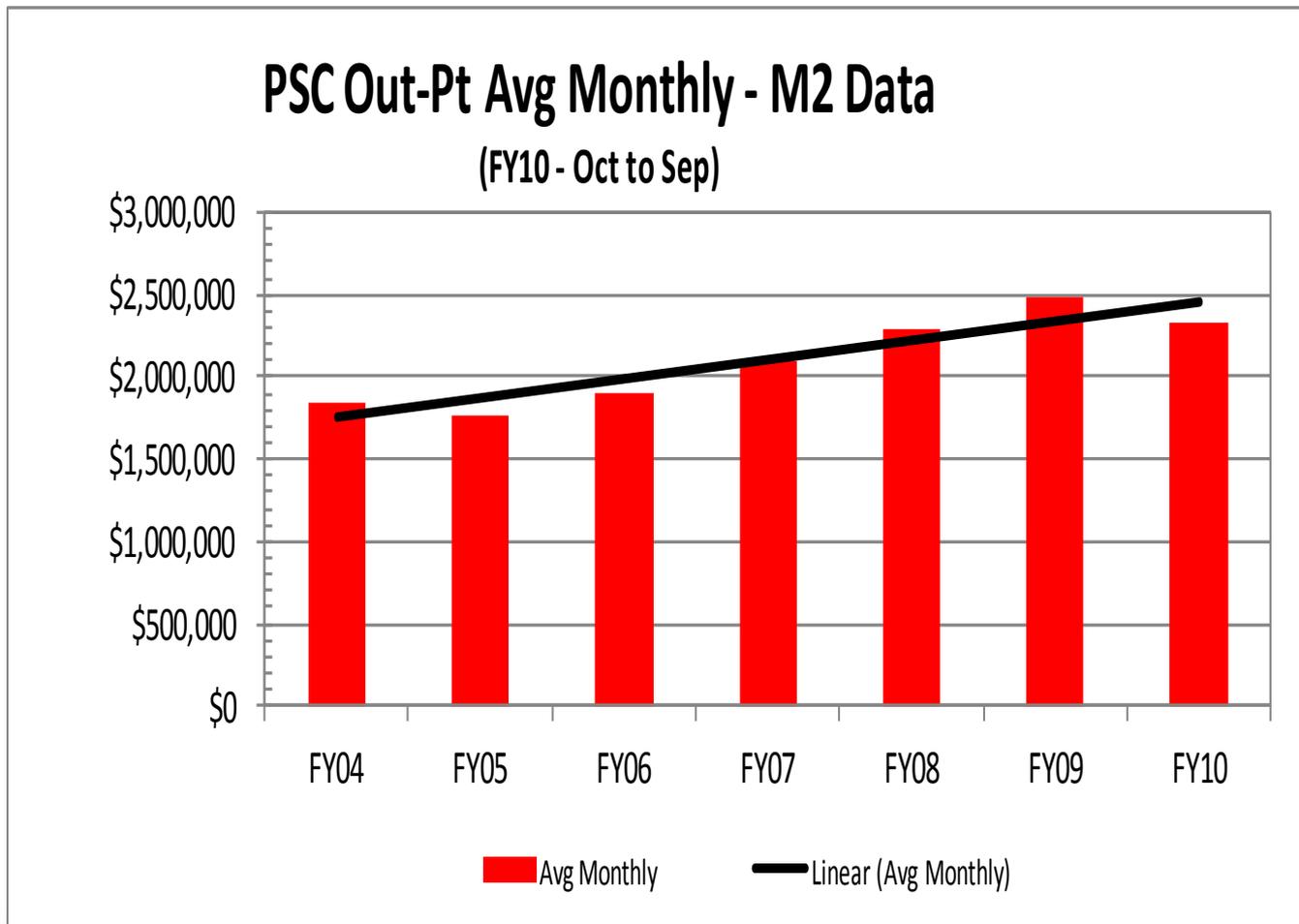
PSC Out-Pt FY07 to Present



Private Sector Costs/Month



Out-Pt – Monthly Reported by M2 (A/O: 23 Dec 10)



Projected
FY09 Monthly
mature
cumulative to
finish @ 2.5M
per month.
(Actual was
2.49M / Mo)

Project FY10
Monthly
mature
cumulative to
finish @ 2.3M
per month.
(Actual was
2.32M / Mo)

PMPM rates



- In Perspective- PMPM FY09 rates / % growth FY08/09
 - AF - \$274 PMPM rate / 7.9% growth
 - Army - \$314 PMPM rate / 12% growth
 - Navy - \$304 PMPM rate / 10.1% growth
 - MCSC - \$236 PMPM rate / 4.7% growth
 - MHS Total - \$275 PMPM rate / 8.1% growth

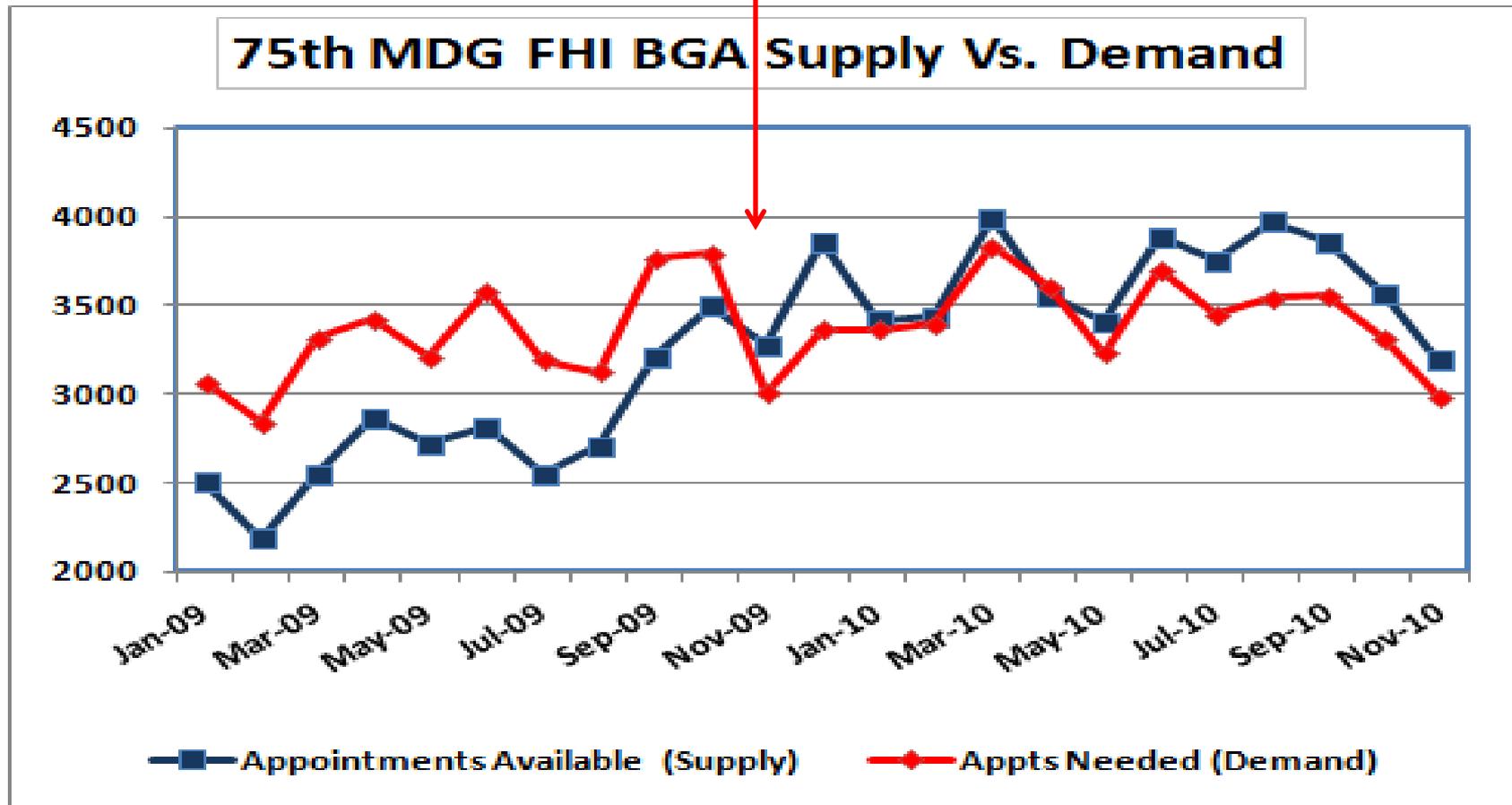
- Hill AFB 06-09 PMPM percentage growth
 - 06-07 \$230 PMPM rate / 5.5% growth
 - 07-08 \$241 PMPM rate / 4.8% growth
 - 08-09 \$264 PMPM rate / 9.5% growth (FHI ramp up)
 - 09-10 (09/10 Q1) \$273 PMPM rate / 7.9% growth

Data Source: TMA R&A Deep Dive

“Production Success”



FHI Started in Nov 2009



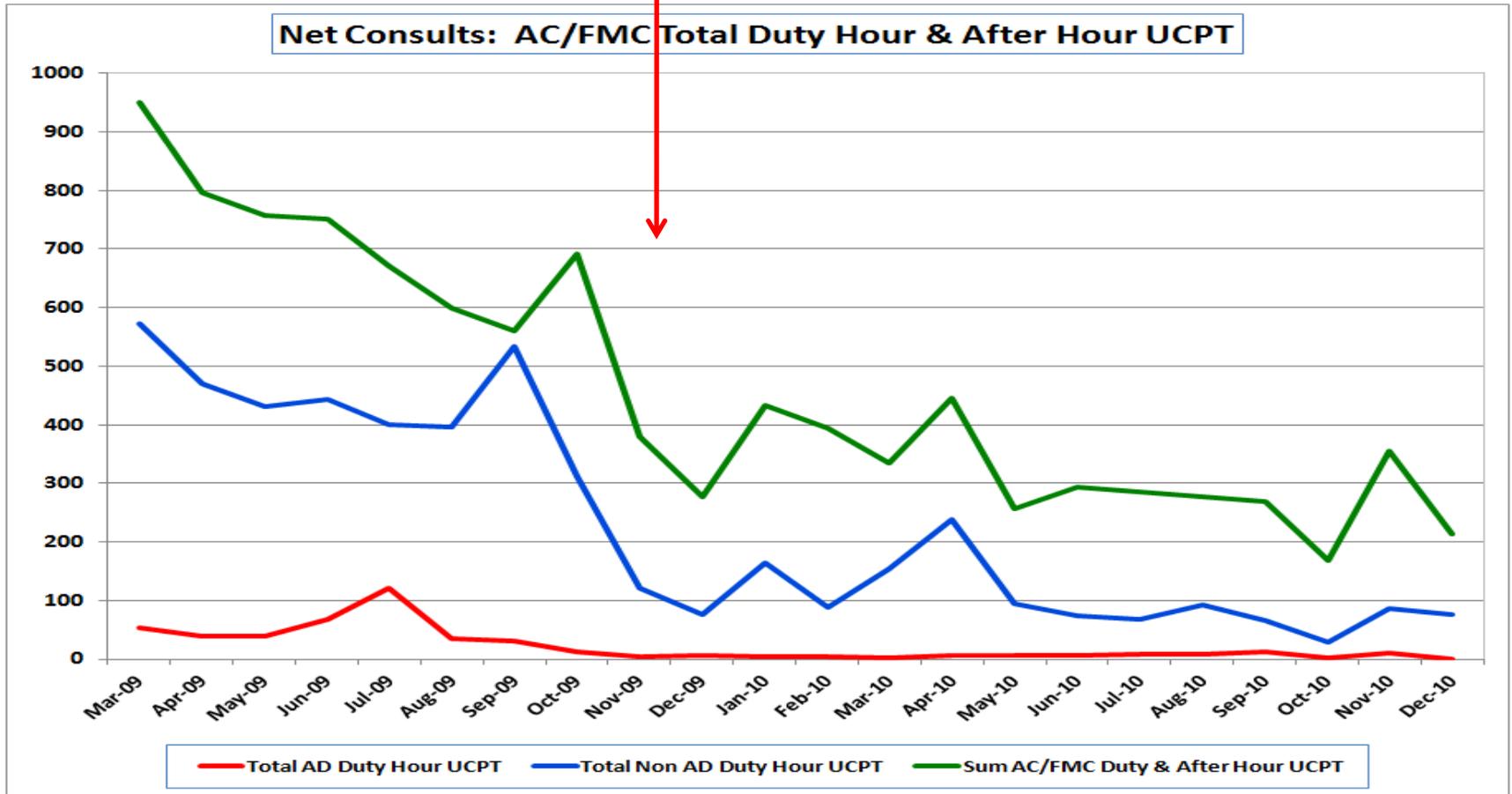
SUPPLY=Booked Appts+Unbooked Appts

DEMAND=Unbooked/Booked Appts + Walk-Ins+UCPTs

Right Care/Right Time



FHI Started in Nov 2009

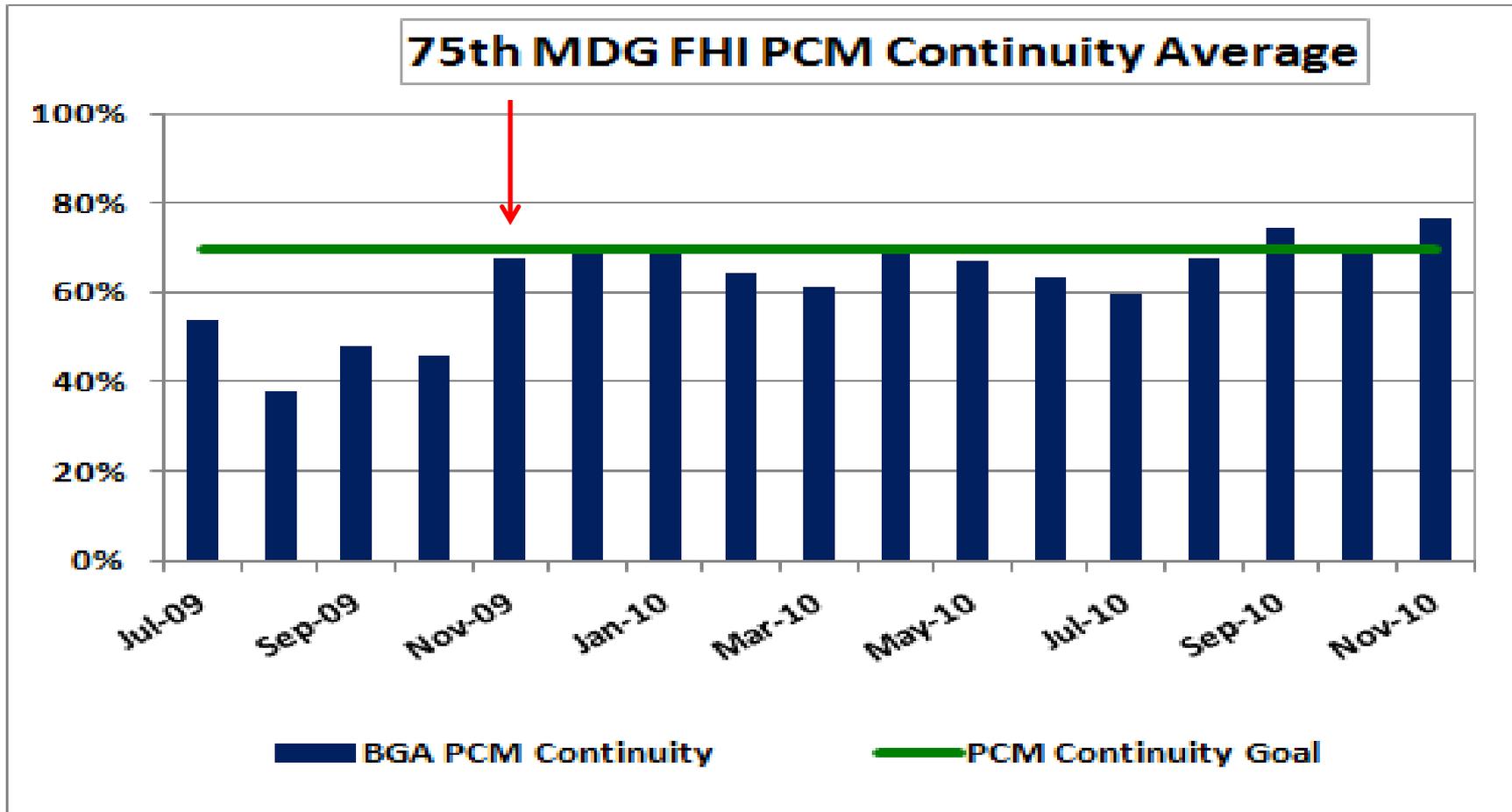


Continuity Successes



FHI Started in Nov 2009

75th MDG FHI PCM Continuity Average



“Health” Management



- Quarterly Care Coordination Conferences
- Asthma, Diabetes HEDIS still tops!
- Modifications to processes
 - 3 Mo DM visit for A1C >7 (not 6.5)
 - Spirometry every *other* year (not annual)
- Alignment of DM nurses under HCI
 - SGH approval to backfill clinic RNs
- IT Support, ICDB Database
- Administrative Support
- Addition of HTN CPG
 - Pharm-D HTN Protocols

Lessons Learned



- United Leadership
 - MTF Executive Staff
 - MDOS/SGN/SGH/SGA & 4NO Functional
- Provider Led
 - ROEs/Their Practice
- Steady State of Staffing
 - OCO/TPC Funds
- Share Metrics
- Team Work/Concept



Hill AFB Medical Home



Better Care
Better Health
Best Value



“TRUSTED CARE ANYWHERE”

