

CCTWG

Collaborative Care Technology Working Group

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The Focus of the CCTWG

- **“Deep dive” into primary care: to better understand the challenges and potential contributions from the technology community**
- **“Community building:” to encourage and foster collaborations leading to innovation and piloting**

The Transformation of Primary Care

- **Essential to health system reform**
 - Lower per capita costs
 - Better health outcomes
 - Fewer disparities in access to care
- **Evolving from cottage industry to becoming the foundation of an integrated care system (e.g. ACO model)**

The High-Performance Model of Primary Care - The Medical Home

- **Commitments:**
 - To a caring relationship with a personal physician
 - To patient-centeredness and whole-patient orientation
 - To quality and safety
 - To enhanced access
 - To coordination and integration
 - To evidence-based practice
 - To cost-effectiveness

Medical Home (Cont'd)

- **Hallmarks**
 - **Team-based practice, with each member operating at highest level of training and certification**
 - **HIT infrastructure with decision support and patient portal**
 - **Health information exchange dependence**
 - **Payment reform with risk adjustment**

Science and Technology Challenges of the Medical Home

- **In Three Principal Areas:**
 - **Information Science & Technology**
 - **Team Development**
 - **Actuarial Science**

Information/Hardware Technology

- **Data Capture, Entry and Sharing**
 - One-step data entry/capture with ability to handle broad range of key data elements, including text, generated at point of care or at home – must be user friendly and adaptable
 - Delivery of real-time data, both clinical and administrative/financial from all care sources to the point of care – part of the “dash board”
 - Ready data sharing within and across systems, while preserving HIPPA compliance

Info Tech (cont'd)

- **Data Analytics and Monitoring for:**
 - Quality
 - Safety
 - Efficiency
 - Cost

N.B. Must be readily available in real time at the practice/point of care site – part of the dash board; must not require separate data collection but can process existing data – e.g., natural language processing capability

Info Tech (end)

- **Decision Support**
 - For evidence-based, cost-effective care
 - For shared decision making

N.B. Must be available in real time at the point of care – part of the dash board; must be based on best evidence and able to updated regularly; must be affordable and readily accessible

Team Development

- **Leadership training**
 - **Small group/team dynamics/team work**
 - **Continuous improvement and effecting change**
 - **Accountability, transparency, and responsibility**
 - **Effective selection and use of technology**
 - **Financial management**
 - **Rewarding and incentivizing performance**

Actuarial Science

- **Risk adjustment**
 - For ensuring bundled or global payment provides necessary resources
 - For leveling playing field in payment for performance
 - Incorporating not only for demographic and clinical factors but also for behavioral ones that affect clinical outcomes

NB. Must be affordable, clinically relevant and clinically meaningful to clinicians (no “black box”)