

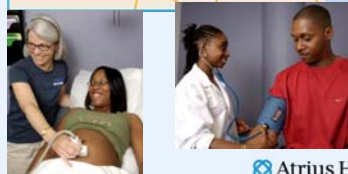
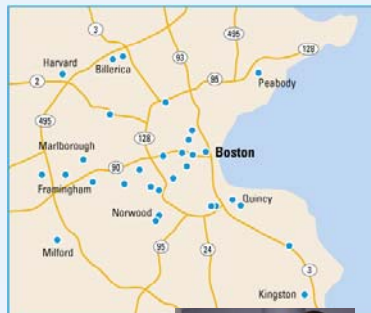
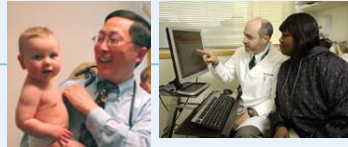
## Massachusetts Models of Success: Atrius Health

Gene Lindsey, MD, President & CEO  
Atrius Health



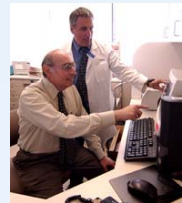
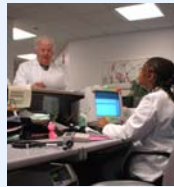
### Atrius Health

- Non-profit alliance of five leading independent medical groups
  - Granite Medical
  - Dedham Medical Associates
  - Harvard Vanguard Medical Associates
  - Southboro Medical Group
  - South Shore Medical Center
- Provide care for almost 700,000 adult and pediatric patients from 30 ambulatory sites
- 800 physicians, 1250 other healthcare professionals across 35 specialties



## Atrius Health

- 100% on EMR combined with corporate data warehouse, used for managing quality and cost. Patient portal.
- Long history with global payments, currently managing 225,000 risk patients across commercial, Medicare and Medicaid populations.
- Strong infrastructure to manage risk



 Atrius Health

## The concept of an Accountable Care Organization is not new

“The existing deficiencies in health care cannot be corrected simply by supplying more personnel, more facilities and more money. These problems can only be solved by organizing the personnel, facilities and financing into a conceptual framework and operating system that will provide optimally for the health needs of the population.”

Dr. Robert Ebert, Founder,  
Harvard Community Health Plan, 1969

 Atrius Health

## Atrius Health Assessment in 2008

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- Growth in health care costs not sustainable
- All payers looking for increased value
  - We were then negotiating with BCBSMA on Alternative Quality Contract (AQC)
- Quality must be the focus; Cost will follow
- Physician “job do-ability” is an issue we also must solve at a time of growing shortages
  - Epic overly cumbersome
  - Not working at “top of license”



## From 2009-12 strategic planning

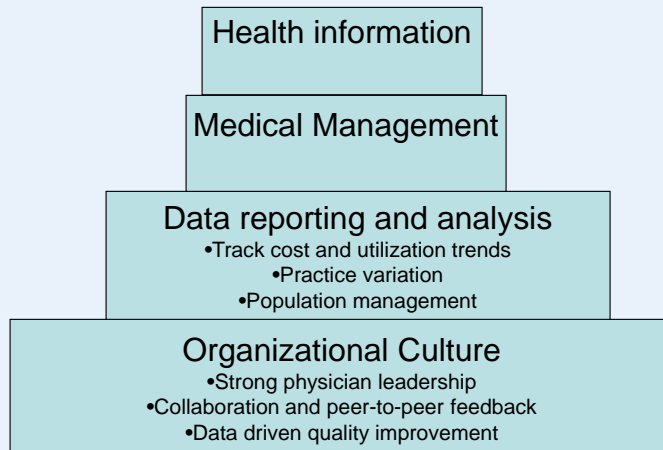
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- Increase ability to work in well-functioning clinical teams
- Toyota Lean as an operating system
- Rescue and reallocate resources
  - Ensure right care in the right place
  - Minimize misuse and overuse
- Innovation in clinical delivery
  - Advanced Medical Home
  - Shared Medical Appointments
- Decision-making close to the patient
- Epic standard model



## **Continue to improve infrastructure to manage Quality and Cost effectively**

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 Atrius Health

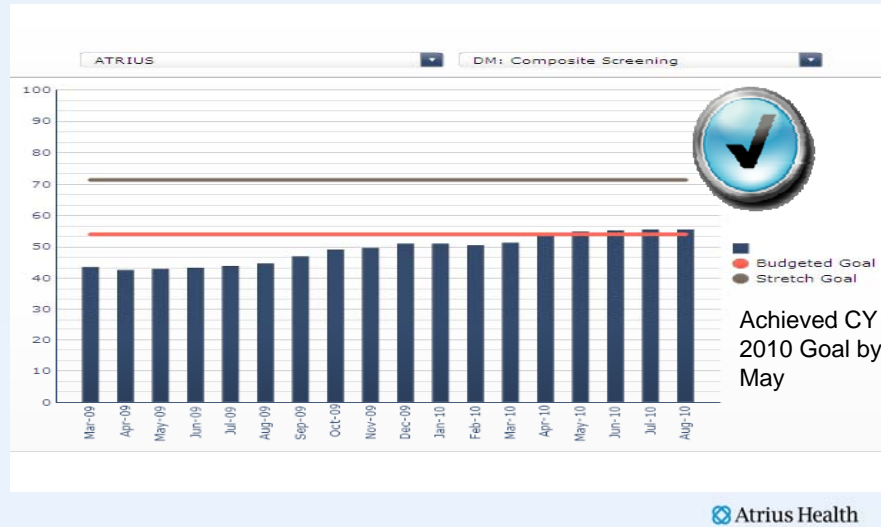
## **Atrius Health Quality Activities Begun After the AQC**

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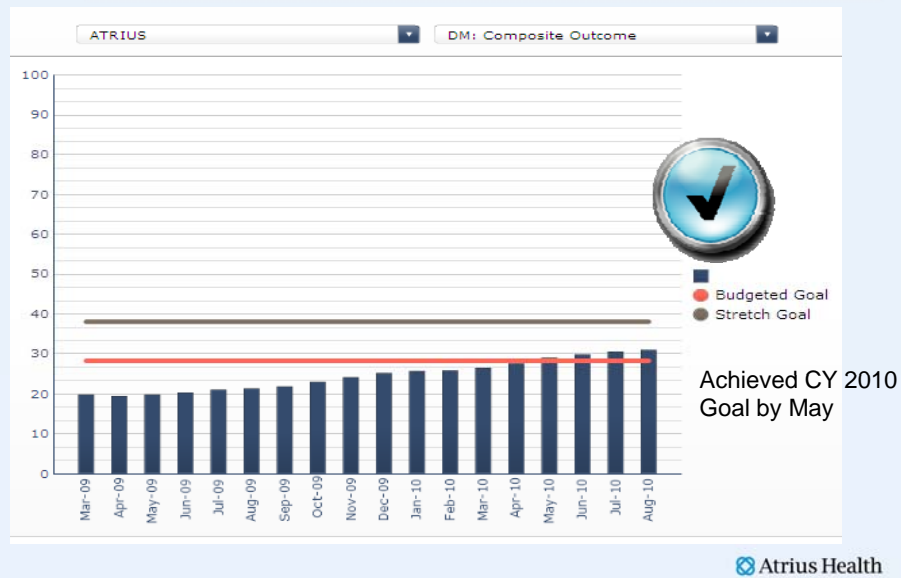
- Atrius QI Council
- Regular Site Visits
- Population Managers
- Monthly Quality & Safety Newsletters
- Standard Work for Clinical Care & Cross-Specialty Work
- Data Development
  - improved group, site, and PCP quality measurement reporting

 Atrius Health

### Atrius Diabetes Composite Screening (LDL, A1cx2, Eye, Neph) March 2009 (43.5) – August 2010 (55.5)



### Atrius Diabetes Composite Outcome (LDL<100, A1c<9%, BP<130/80) March 2009 (19.9) – August 2010 (31.0)



## Where Are We Going?

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- Position ourselves as a successful Accountable Care Organization without hospital ownership but in collaboration with many hospital and provider entities
- Continue our LEAN journey to improve quality, patient safety, patient experience, and value to payers.
- Implement patient centered medical home concepts in each practice
- Improve our clinical integration and growth of joint specialty and ancillary services
- Provide physician leadership with a community practice perspective in the state as health care reform evolves.



## Making a difference...

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The future we predict today is not inevitable. We can influence it, if we know what we want it to be...

We can and should be in charge of our own destinies in a time of change.

Charles Handy  
The Age of Unreason



## Contact Information

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