

National Academy of Medicine: Digital Health

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Tomorrow's Doctors, Tomorrow's Cures®

Learn

Serve

Lead



Association of
American Medical Colleges

CMMI Award Overview

Three year (9/14-8/17), \$7M project awarded to AAMC by Centers for Medicare and Medicaid Innovation (Round Two Health Care Innovation Awards)

Target population: ~500,000 primary care patients served by 5 AMCs

Project Goals:

By improving care delivery at the primary care-specialty care interface through electronic consults and referrals:

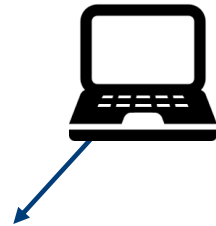
- **Reduce total cost of care** for primary care patients
- **Improve quality of care** through enhanced timeliness of specialist input and improved continuity within the primary care setting
- **Improve patient satisfaction** by reducing wait times for necessary specialty care



Project CORE: Innovation in Action

My patient needs to see a specialist about a specific clinical issue.

Enhanced Referral



Specialist

I appreciate having a clear clinical question and relevant data in the EMR to help make the most out of this in-person visit.



PCP

I have a clear clinical question for a specialist to help me manage my patient's care plan.

eConsult



I reply to the PCP with my recommendation and next steps for the patient so that the PCP can continue managing the patient's care.



Specialist

Referral Trends Today

From 1999 to 2009:

- **Likelihood that an ambulatory visit resulted in a referral increased 95%**
- **Overall increase in referral volume of >150%**

In most AMCs, this has created:

- **Poor access to specialists**
- **Poor coordination between PCPs and specialists**

Did You Know?

Referrals have risen rapidly in the U.S., more than doubling over the past decade.



CORE Coordinating Optimal Referral Experiences:
Implementing eConsults and Enhanced Referrals

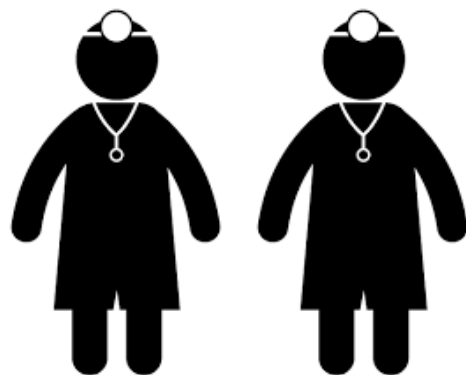
[Trends in Physician Referrals in the United States, 1999-2009](#)

Project CORE: Innovation in Action

Across the participating AMCs, over 1.2 million primary care patients will benefit from Project CORE through **timely clinical input, greater convenience, improved access, and lower costs.**



**12
AMCs**



**1,960
Primary Care
Providers**



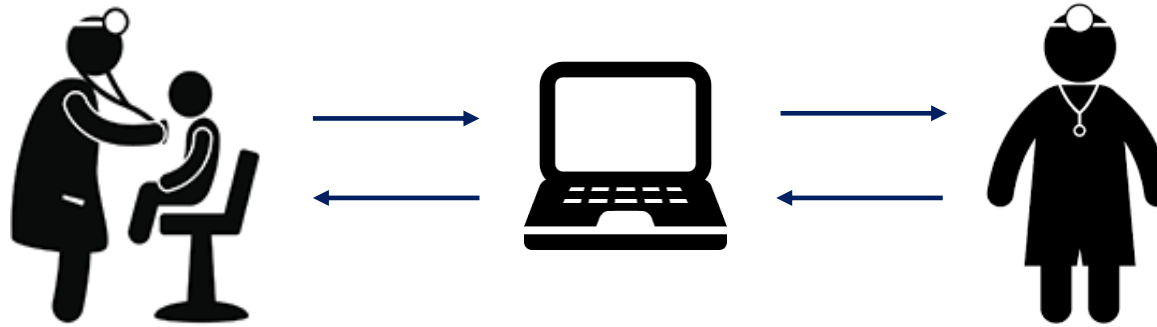
**1.2 Million
Primary Care
Patients**



What We're Hearing...

“This model is right for our patients, our organization, and healthcare in general.”

– *Academic Health System CEO & President*



“I have found it a very helpful way to get answers to my questions & learn at the same time, while getting my patients’ needs addressed.”

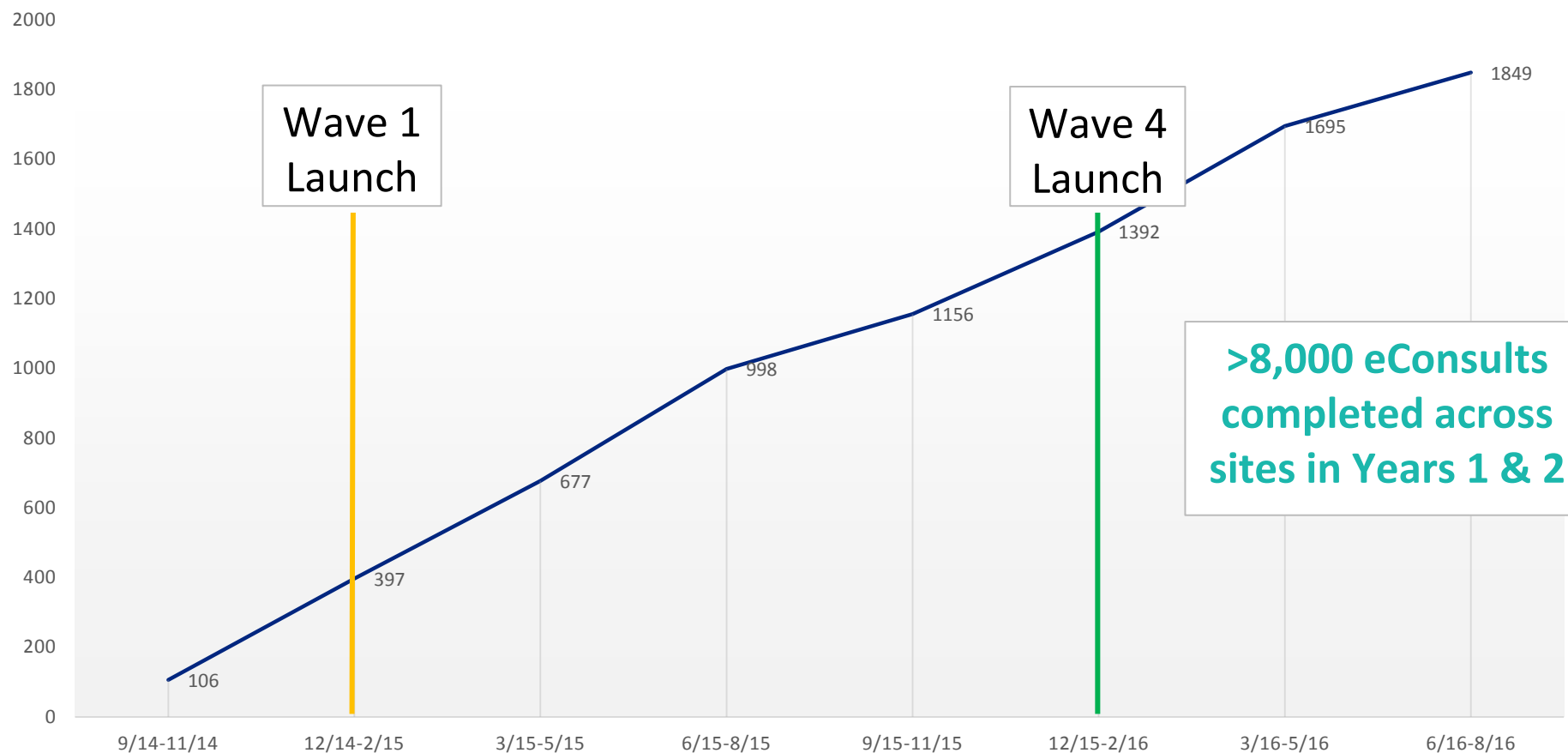
– *AMC Primary Care Physician*

“eConsults reduce the length of waiting for in-person consultations...it is the future of medicine...”

– *AMC Specialist*

CMMI Collaborative: eConsult Volume

Total eConsults Completed by Quarter
Sept 2014 - Aug 2016



EMR Optimization = Improved Satisfaction



89%
of Primary
Care Providers
were satisfied
with eConsults.



