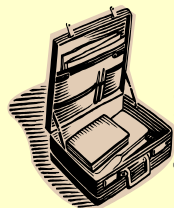


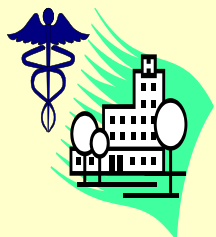
# Maine Health Management Coalition

## www.mhmc.info



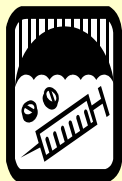
### Purchasers

19 Private Employers  
5 Public Purchasers



### Providers

21 Hospitals  
14 Physician Groups



### Health Plans

5 Health Plans

Collectively 35% of Comm. Market

The MHMC is an purchaser-led partnership among multiple stakeholders working collaboratively to maximize improvement in the value of healthcare services delivered to MHMC members' employees and dependents.

The Maine Health Management Coalition Foundation is a public charity whose mission is to bring the purchaser, consumer and provider communities together in a partnership to measure and report to the people of Maine on the value of healthcare services and to educate the public to use information on cost and quality to make informed decisions.

# 4 Steps to Improving Health Care Value

- 1) Performance Measurement and Public Reporting
- 2) Consumer Engagement
- 3) Value Based Purchasing
- 4) Reformed Payment/Effective Incentives

# What Role Do Consumers Play?

*“There is a growing recognition that our ability to control costs and improve quality will require an effective partnership with informed and engaged consumers.”*

-Dr. Judith Hibbard

# What Role Do Consumers Play?

- ***Informed choice Role***
  - Using performance information to choose providers
  - Selecting cost-effective evidenced based treatments
- ***Co-producer***
  - Self-care
  - Preventive actions
  - Collaborating with providers
  - Vigilant partner in assuring health care safety
- ***Evaluator***
  - Source of data on provider performance
  - Help to define the parameters of quality care

# Unwarranted Variation in Maine

‘Through reductions in potentially avoidable hospital admissions and in high variation high cost outpatient services, this study identifies savings of over \$350 million in annual health care expenditures in Maine.’

- Maine Quality Forum’s All-payer Analysis of Variation in Healthcare in Maine

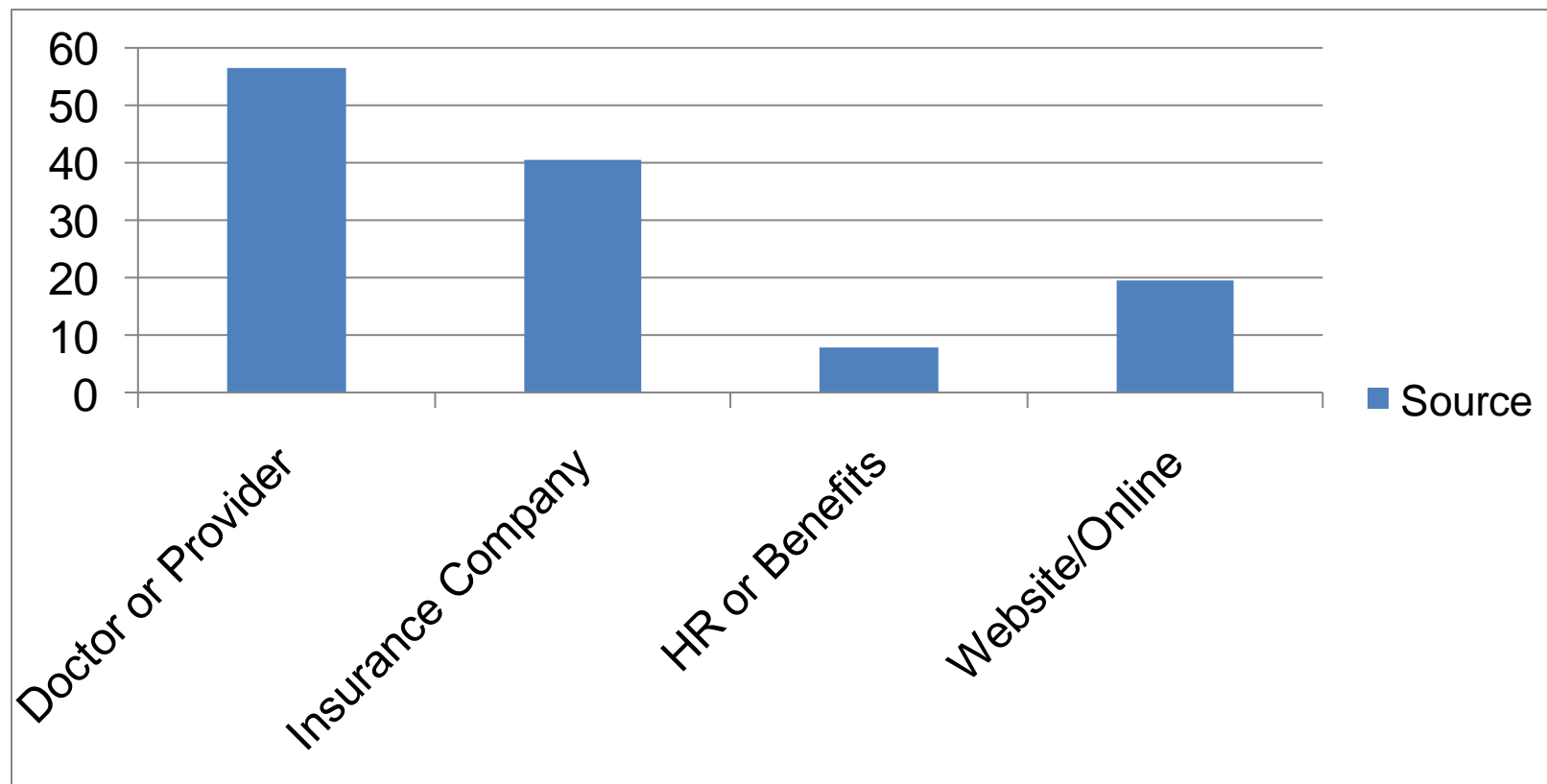
# If food prices had risen at medical inflation rates since the 1930's.

\*Source: American Institute for Preventive medicine

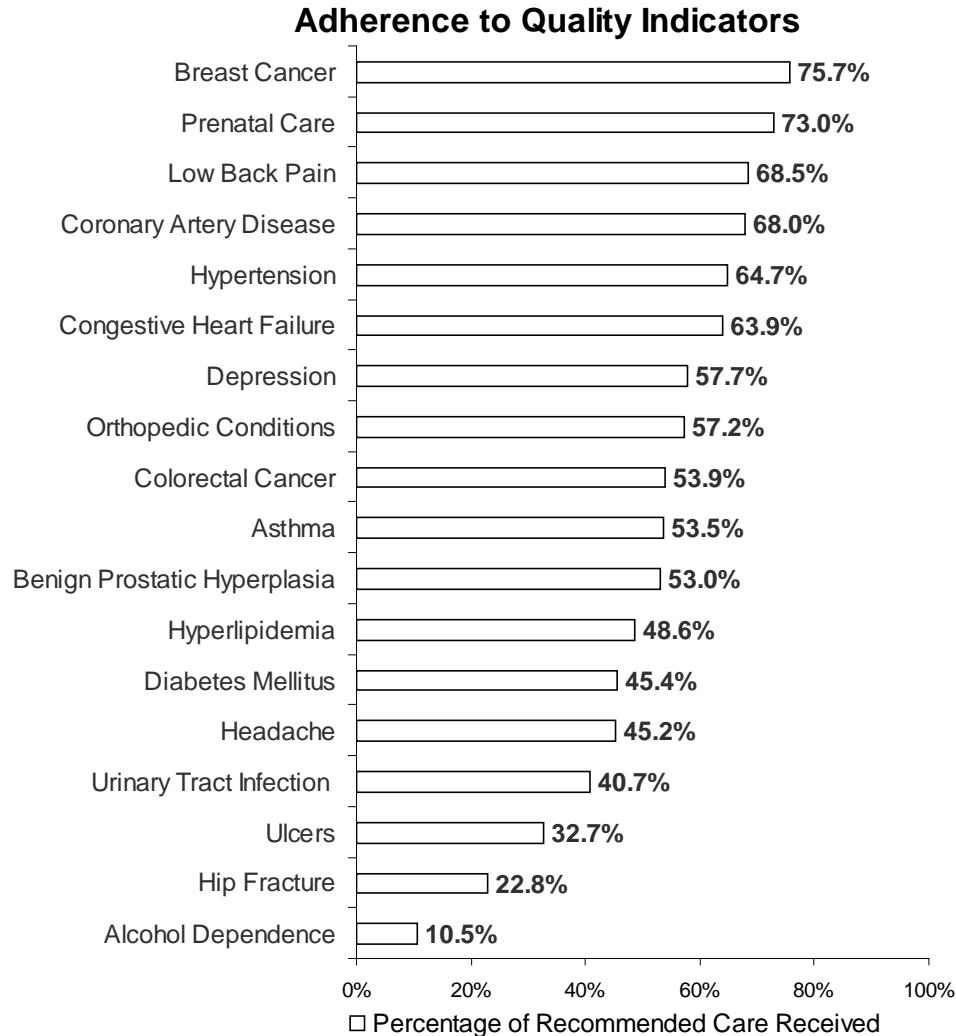
	<b>2009</b>
1 dozen eggs	\$85.08
1 pound apples	\$12.97
1 pound sugar	\$14.53
1 roll toilet paper	\$25.67
1 dozen oranges	\$114.47
1 pound butter	\$108.29
1 pound bananas	\$17.02
1 pound bacon	\$129.94
1 pound beef shoulder	\$46.22
1 pound coffee	\$68.08
<b>10 Item Total</b>	<b>\$622.27</b>



## Q2: Where do you go to find information about how much medical treatments or procedures cost?



# Quality Shortfalls: Getting it Right 50% of the Time



**2004: Adults receive  
about half of  
recommended care**

**54.9% = Overall care  
54.9% = Preventive care  
53.5% = Acute care  
56.1% = Chronic care**







# Employee Activation

# Core Themes

## **Quality Matters**

*To your health, to your work, to your life*

## **Quality Varies**

*Not the same everywhere*

## **Quality Can Improve**

*Major commitments to quality can save lives*

## **Choose Quality Healthcare**

*The tools exist to make good choices*

## **Trust information from MHMC**

*Endorsed by Maine's leading doctors, hospitals, employers and insurers*

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## Compare Practice Ratings

[View on map](#)

[Change My Selections](#)

See how your selected Practices compare for Quality ratings:

Poor  
  Good  
  Better  
  Best

[> Where do these ratings come from?](#)

**InterMed Internal Medicine - Marginal Way**  
84 Marginal Way  
Portland, ME 04101  
(207) 774-5816  
[> See details](#)

**MMC Family Medicine Center, Portland**  
272 Congress Street  
Portland, ME 04101  
(207) 874-2466  
[> See details](#)

**MMC Internal Medicine Clinic**  
22 Bramhall St  
Portland, ME 04102-3175  
(207) 662-2911  
[> See details](#)

**Fore River Family Medicine**  
51 Sewall St, Ste. 2  
Portland, ME 04102  
[> See details](#)

Adult Care ratings for your selected practices:

	InterMed Internal Medicine - Marginal Way	MMC Family Medicine Center, Portland	MMC Internal Medicine Clinic	Fore River Family Medicine
<b>Effective</b> Provides the care that experts recommend				
<b>Diabetes Care</b> Download a diabetes checklist for your doctor	Better <small>Ratings explained</small>	Better	Did Not Report	Good
<b>Heart Disease Care</b> Download a heart disease checklist for your doctor	Better <small>Ratings explained</small>	Good	Good	Did Not Report
<b>Safe</b> Has systems to prevent medical errors				
Systems to track test results, send reminders, avoid medication errors	Best <small>Ratings explained</small>	Best	Better	Did Not Report
<b>Patient Satisfaction</b> What patients say about this practice				
How Patients Have Rated Their Experiences	Coming Soon	Coming Soon	Coming Soon	Coming Soon
<b>Other Areas of Consumer Interest</b> Taking new patients, office hours, health benefit discounts, and other useful information				
Accepting New Patients	Yes	Yes	Yes	Yes
Would you like us to ask your doctor or hospital to report?				



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## Compare Hospital Ratings

[View on map](#)

[Change My Selections](#)

See how your selected Hospitals compare for Quality ratings:

Low

Good

Better

Best

[> Where do these ratings come from?](#)

**Maine Medical Center**  
22 Bramhall Street  
Portland, ME 04102  
(207) 662-0111  
[> See details](#)

**Mercy Hospital**  
144 State Street  
Portland, ME 04101  
(207) 879-3000  
(800) 293-6583  
[> See details](#)

**Southern Maine Medical Center**  
One Medical Center Drive  
Biddeford, ME 04005  
(207) 283-7000  
[> See details](#)

**Mid Coast Hospital**  
123 Medical Center Drive  
Brunswick, ME 04011  
(207) 729-0181  
[> See details](#)

Hospitals ratings for your selected hospitals:

### Effective

Provides the care that experts recommend

		Maine Medical Center	Mercy Hospital	Southern Maine Medical Center	Mid Coast Hospital
Heart Attack Care	<a href="#">Ratings explained</a>	Better	Good	Good	Best
Heart Failure Care	<a href="#">Ratings explained</a>	Good	Better	Better	Best
Pneumonia	<a href="#">Ratings explained</a>	Good	Low	Better	Better

### Safe

Has systems to prevent medical errors

		Maine Medical Center	Mercy Hospital	Southern Maine Medical Center	Mid Coast Hospital
Preventing Surgical Infection	<a href="#">Ratings explained</a>	Better	Better	Better	Best
Medication Safety	<a href="#">Ratings explained</a>	Best	Best	Best	Best
National Safe Practice Score	<a href="#">Ratings explained</a>	Better	Better	Better	Better

### Patient Satisfaction

What patients say about this hospital

		Maine Medical Center	Mercy Hospital	Southern Maine Medical Center	Mid Coast Hospital
Overall Experience	<a href="#">Ratings explained</a>	Better	Better	Low	Good
Would Recommend to Others	<a href="#">Ratings explained</a>	Better	Better	Better	Better

Would you like us to ask your doctor or hospital to report?

# Getbettermaine.org Resources



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## Self Care Checklist

Here are self-care steps recommended by the experts. Make a promise to yourself to do the following - choose where you want to start on your path.

### I WILL...

1. Choose a Doctor who provides the care experts recommend and see them for regular check-ups
  - [Maine Doctor Ratings](#)
2. Set goals for yourself that help you feel healthier
  - [asthma.about.com/od/dailycoping/a/art\\_resolutions.htm](http://asthma.about.com/od/dailycoping/a/art_resolutions.htm)
3. Have a written asthma plan
  - [www.nhlbi.nih.gov/health/public/lung/asthma/asthma\\_actplan.pdf](http://www.nhlbi.nih.gov/health/public/lung/asthma/asthma_actplan.pdf)
4. Avoid things that make your asthma worse like tobacco smoke, dust, perfume, mold and furry animals
  - [www.nhlbi.nih.gov/health/public/lung/asthma/asthma\\_actplan.pdf](http://www.nhlbi.nih.gov/health/public/lung/asthma/asthma_actplan.pdf) (page 2 only)
5. Take All of Your Medicines Exactly Prescribed by Your Doctor and if you can afford to do so, talk to your doctor, phone 211 for possible assistance or go to [www.consumerreports.org/health/best-buy-drugs/steroid\\_asthma.htm](http://www.consumerreports.org/health/best-buy-drugs/steroid_asthma.htm) for ideas on how to make your drugs more affordable.
6. Get Your Flu Shot Each Year
  - <http://www.flu.gov/individualfamily/vaccination/locator.html>
7. Try to Exercise Regularly To Improve Your Overall Health
  - <http://www.webmd.com/asthma/guide/exercising-asthma>

SHARE

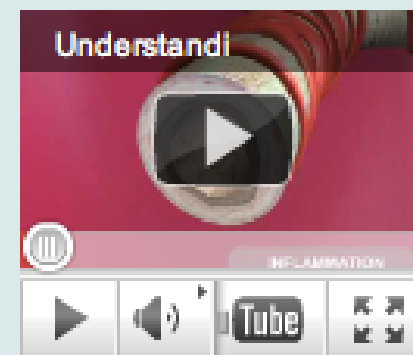


## Help Your Child Gain Control Over Asthma

Printout this workbook to keep track of your child's warning signs and create an Asthma action plan!

[MORE](#)

## What is asthma?



## Meet Patients Like You!

Sometimes talking to someone else that knows what you're going through is the best medicine

*This workshop put me back in charge of*

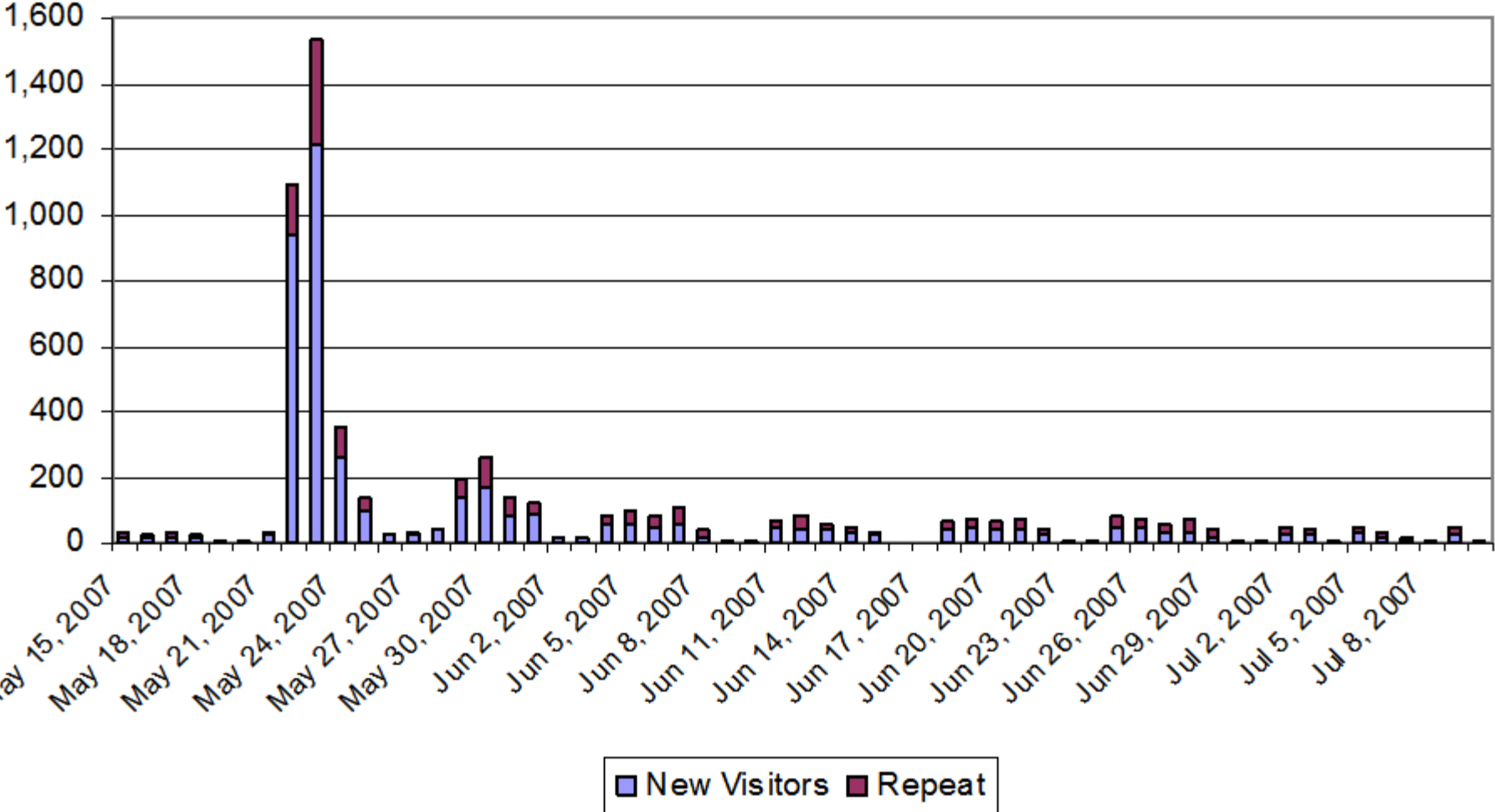
# Health Plan - Employer Use

- State of Maine Tiered Networks
  - Hospital based on PTE Metrics - 2006
    - Waive \$200 co-pay
  - PCPs based on PTE Metrics - July 2007
    - Waive co-pay and deductible on office visits
  - Deductible & co-pay waiver for diabetic pilot

*Three more employers initiated tiering program in 2010, three planning for 2012*

# SEHC Announce 7-07 PCP Tiering

### New Visitors and Repeat Visits



# Most current payment mechanisms

- ♦ **Actively incent overutilization:** *do more, get paid more - even when there is no health benefit*
- ♦ **I am paid to harm my patients** *(paid more for complications)*
- ♦ **Actively disincent innovation that reduces costs through better quality** *(a key success factor for the rest of the U.S. economy)*
- ♦ **Very strong, deep, wide evidence showing exactly this effect throughout U.S. healthcare**

# System ('ACO') Performance

Focus	Measures
Keeping People Well	Population Health <ul style="list-style-type: none"><li>- Immunizations</li><li>- BMI</li><li>- Tobacco Use</li><li>- Preventive Screenings</li></ul>
Improving Quality of Life	VR-12
Keeping People at Home and Happy	System Coordination <ul style="list-style-type: none"><li>- All cause readmissions</li><li>- Hospital days (per 1000)</li><li>- Hospital admissions for ASCs</li><li>- Care Transitions</li><li>- ER visits (per 1000)</li></ul>
Managing Resources Wisely	Resource Use <ul style="list-style-type: none"><li>- PMPM</li><li>- Imaging Rates</li><li>- Use of Generics</li></ul>

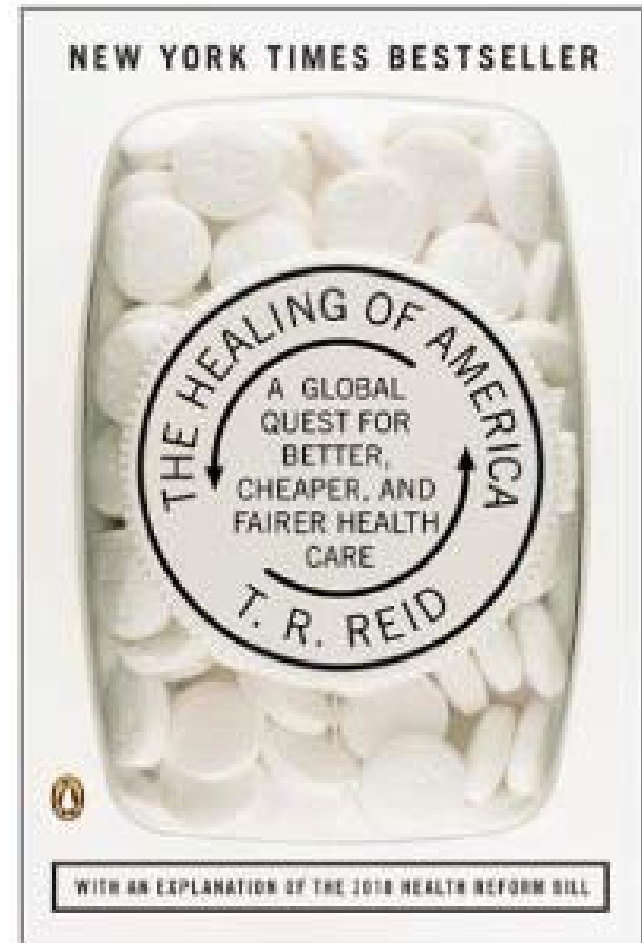


# Accountable Benefit Design

Option	Explanation/Rationale
Incent Selection of PCP provider in ACO	If primary care is to be foundation of ACO, plan must encourage use of selected practices
Incent PCP visits v. ER visits	Establish significant differential to obtain care at PCP or network urgent care
Incent compliance with preventive care	100% coverage or preventive services and age-sensitive screenings linked to health credit
Incent participation in practice based care management	Waive all co-pays for participation in practice based care management for members with chronic conditions

# Creating Community Support for Change

- **Statewide book club Nov. 2011**
- **10 appearances by T.R. Reid including the Maine Health Management Coalition's annual meeting**
- **Widespread media coverage**
- **Corresponding PBS program**



# Community Partners

- AARP: Town Hall and Bulletins
- Local Libraries: Website Trainings
- Realtors: Choosing New Doctors
- Retail Pharmacies: Receipts
- Optometrists: Appointment Cards

## Your Appointment

With \_\_\_\_\_

For \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_

Dr. Philip N. Goldthwait O.D.  
663 Stillwater Ave  
Bangor, ME 04401  
207-945-4452

# Consumers Active in Governance

- MHMC Foundation Board: 2 consumers
- State Employee Health Commission
  - 14 labor and 14 management
- State Ee Hlth Comm – Maine General ACO Pilot: 6 consumers
- Patient Centered Medical Home
  - Steering Group: 3 consumers
  - Consumer Advisory Group: 6 consumers
- Umaine Employee Health Task Force
  - 6 Labor and 6 Management

# What We've Learned

**Ask, Don't Tell.**