

HAWAI'I PRIMARY CARE ASSOCIATION



2011 ANNUAL CONFERENCE
JOURNEYS OF TRANSFORMATION





PLENARY SESSION

Journeys of Transformation

Paul Strauss

CEO, Bay Clinic

Susan Hunt

CEO, Hawai'i Island Beacon Community

Emmanuel Kintu

CEO, Kalihi-Palama Health Center

Richard Bettini

CEO, Wai'anae Coast Comprehensive Health Center

HAWAI'I PRIMARY CARE ASSOCIATION



JOURNEYS OF TRANSFORMATION

HAWAI'I ISLAND BEACON COMMUNITY



Hawai'i Primary Care Association

Annual Conference
September 30, 2011



Hawaii Island Beacon Community JOURNEY

Began...

Amalga
Welllogic

to interconnect
providers and
information



Reset
Vision



Challenges...



• Aging population

• High burden of disease



• Less than half the supply of providers needed



• Higher rates of admissions & re-hospitalizations compared to other islands

HAWAII BEACON GOALS

Improve Access
to primary, specialty and behavioral healthcare

Reduce ↓
health disparities for Native Hawaiians; other populations at risk

Avert onset and advancement of diabetes, hypertension & hyperlipidemia

Achieve EMR adoption: 60%+ of providers



May 2010

August 2011

May 2013

What We Knew When We Started

- Significant collaboration between physicians, hospitals, payors and others would be critical.
- Care delivery would need to be transformed.
- Payment models would need to be aligned with care delivery transformation.
- Transitional models would be required.
- A design for one payor would not work – systemic change for all payors is needed.
- Advanced measurement and technology would be needed.
- Legal and trust barriers would be challenging.
- The typical consumer would likely be cynical and confused.

Community Stakeholders



Commitment to a Shared Vision

*Building an Interconnected System of
Health Care Delivery*

Which improves Health and Health Care

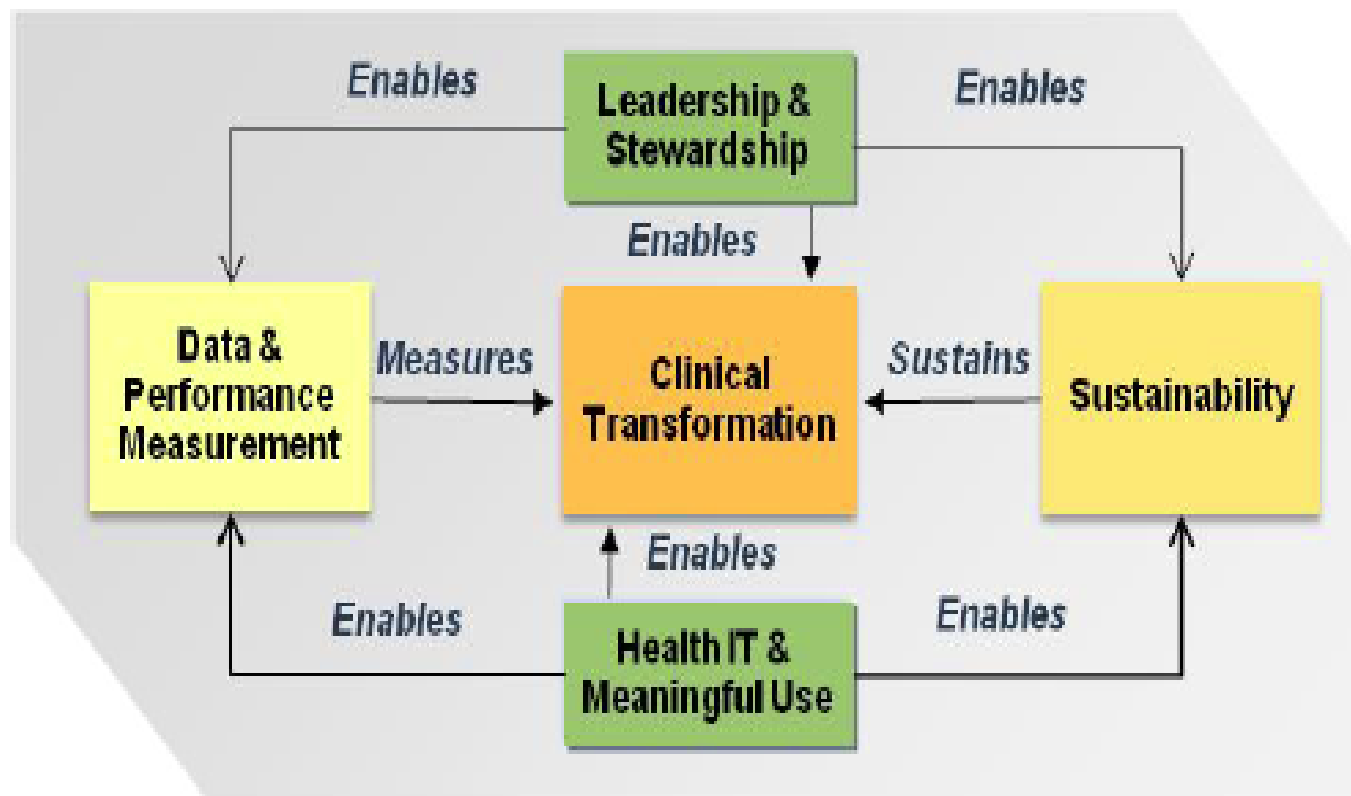
through

Collaboration

Technology

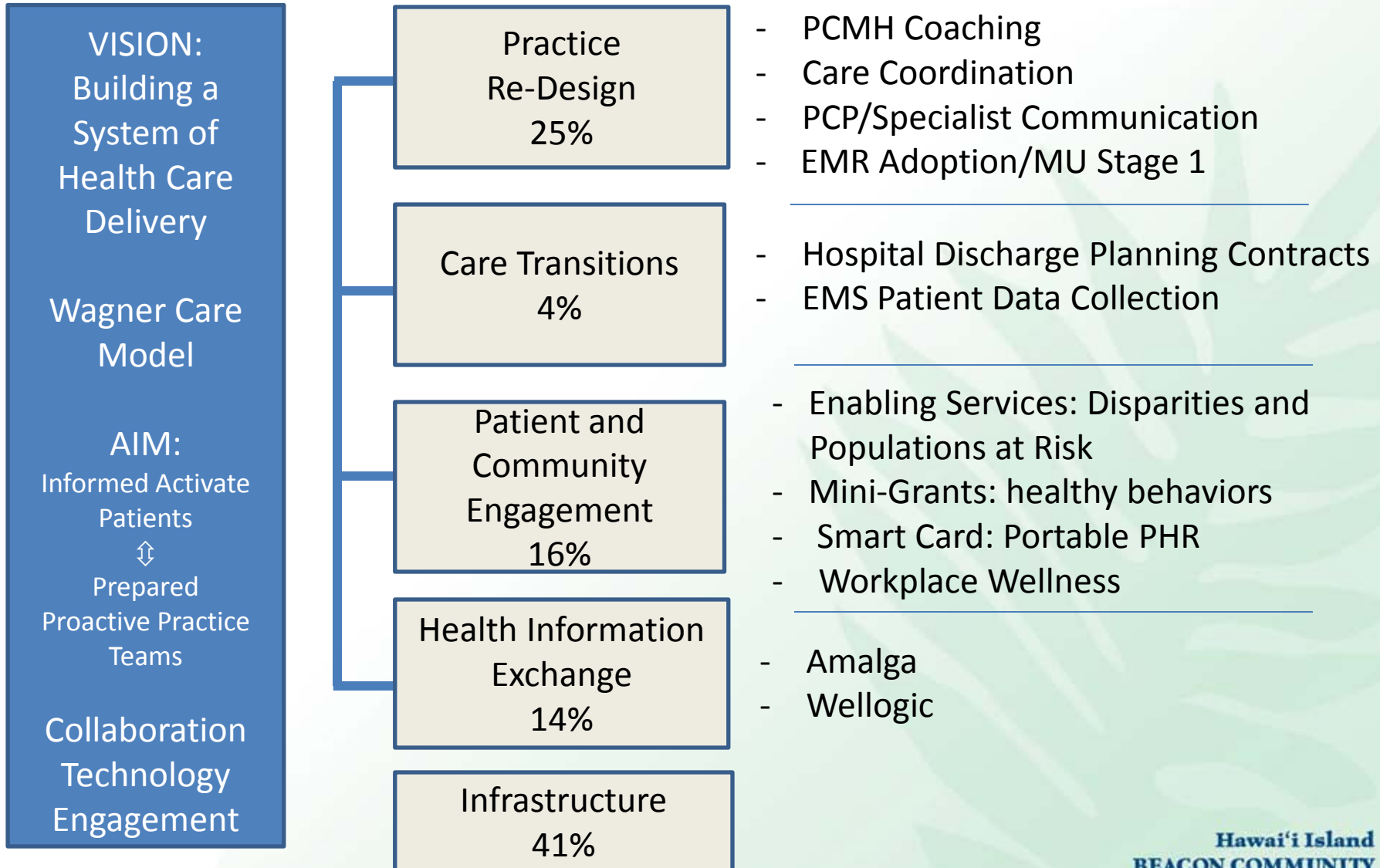
Engagement

Integrated Model



from National Beacon TA and ONC

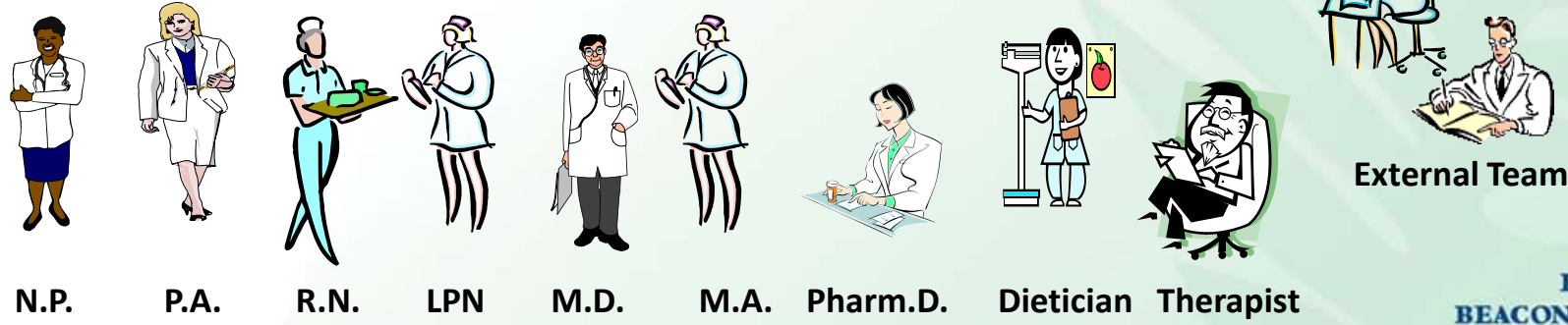
Clinical Transformation Strategies



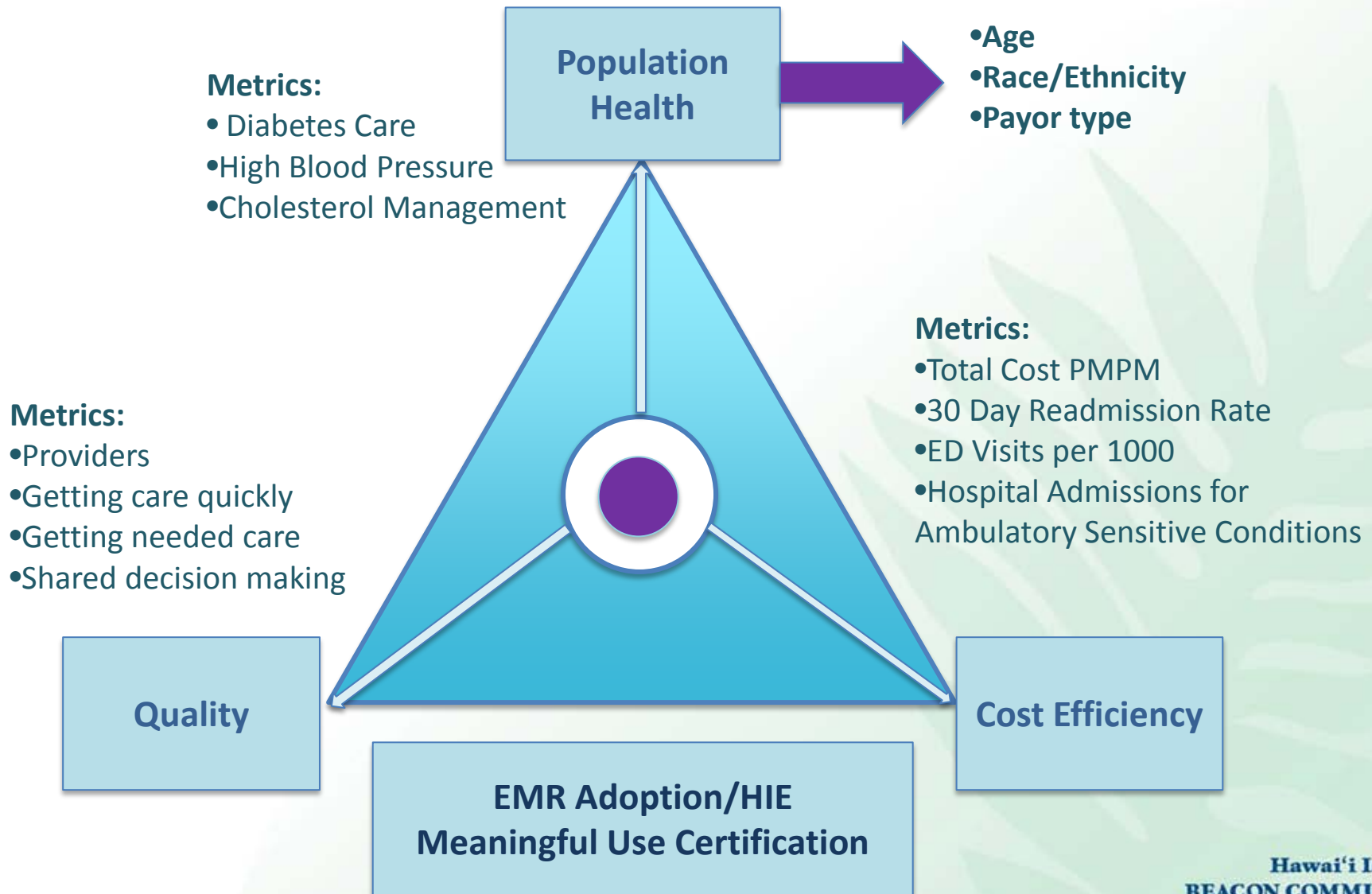
Clinical Transformation at the Practice Level



Care Team Work Spread 7-8:1 Ratio



Triple AIM™ Toward Accountable Care



Lessons Learned So Far

- **Unknowns are numerous – public and private sector have a lot to learn regarding how to effectively transform care.**
- **Fundamental transformation will be clinical.**
- **Managing populations requires systems thinking at all levels.**
- **Keys to success include care re-design, aligned with payment reform plus strong informatics and IT**
- **Physician leadership is critical.**
- **Executive leadership is vital.**

Current Challenges

Overall Systems Change

- Population measurement methodology.
- Partnerships require paradigm shifts for both providers and payors.
- Resistance to transformative change.
- Need to address clinical and social determinants of health.

Beacon Project

- Managing expectations.
- Agreement on core measures of sustainability.
- Agreement on core measures of success and performance.
- Alignment with federal and state visions of accountable care.
- Protection of personal health information.
- Protection of data sets.

The Transformation of Primary Care

