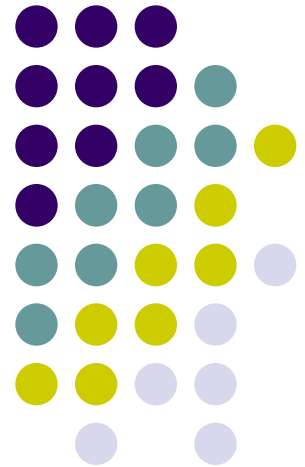


Journeys of Transformation

West Hawaii Community Health Center
Waianae Coast Comprehensive Health Center
Waimanalo Community Health Center
Kalihi-Palama Community Health Center

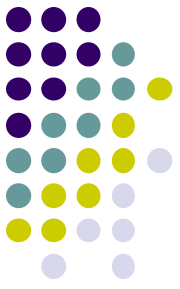
Emmanuel Kintu





Background

- In the USA:
- ... best health care professionals
- ... best health care facilities
- ... spend more on health care than any other nation!
 - \$2.5 to 3 Trillion



Background continued

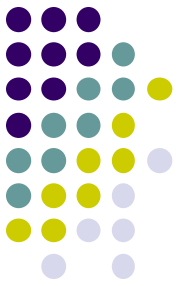
- Based on key health indicators we rank in the high 30s
- This is a **BAD** thing
- For some segments in our population, the health indicators are down right appalling.



Background continued

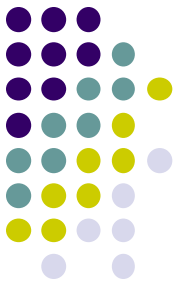
- Enter “something old, something new” Patient Centered Medical Homes (PCMH)
- An approach that would:
 - Improve care and outcomes
 - Improve patient experience
 - Improve provider experience
 - And cut costs!
 - Pay for **value** rather than **volume**

How will we measure Value?



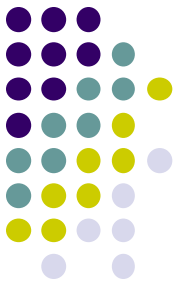
- Can one size (of PCMH) fit all?
- Will it address the realities of our communities?
- Will it honor Hawaiian realities?
- All of them?

Introduction



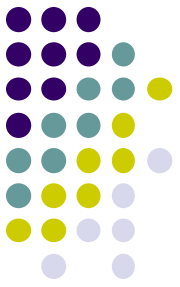
- An AlohaCare – Hawaii Primary Care Association (HPCA) initiative
- Design and test-pilot five coherent *and* integrated models of seamless patient-centered care that **demonstrate *and* embrace** the **values** of our **respective communities** *and* empower patients *and* their families to take responsibility for their own health...*by 2012.*

Objective:



Articulate what the Hawaii Patient Centered Health Care Home Pilot Project (PCHCH) **sought to do**, report on how we are doing, and share some **lessons learned**.

FQHCs in the Pilot Project




West Hawaii Community Health Center
(WHCHC)

Waianae Coast Comprehensive Health Center
(WCCHC)

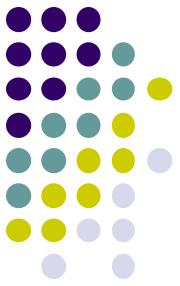
Waimanalo Community Health Center
(WCHC)

Kalihi-Palama Community Health Center
(KPHC)

A healthcare provider in a white shirt and gloves is examining a baby lying on a blue chair. A woman in an orange shirt is sitting next to the baby, smiling. The healthcare provider is also smiling and looking at the camera. The background is a plain white wall.

**West Hawaii
Community
Health
Center**

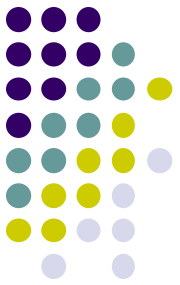
***Our Patient
Centered
Health Care
Home***



PATIENT CENTERED HEALTH CARE HOME

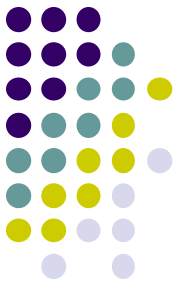


**WAIANAE COAST
COMPREHENSIVE
HEALTH CENTER**
www.wcchc.com



PATIENT-CENTERED HEALTH
CARE HOME UPDATE
“OUR PATIENTS,
OUR OHANA”

The WHC Journey
March 2010 to August 2011



Kalihi-Palama Health Center

A HOME FOR HEALTH AND HEALING

NAINOA'S FORMULATION

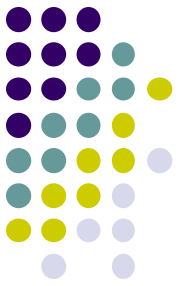
A large, multi-masted sailing ship with brown sails is shown on a choppy sea under a cloudy sky. The ship is the central focus of the image, with its masts and rigging clearly visible. The water is dark and textured, and the sky is filled with soft, grey clouds. The overall tone is somewhat somber and reflective.

- Where are you going?

- Why are you leaving?

- What are you taking with you?

- What are you leaving behind?



Why are we leaving?

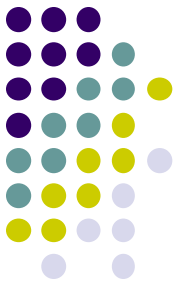
- Poor patient experience - suffering
- Avoidable disparities
- Dissatisfied provider experience - frustration
- Expensive
- Dissatisfied communities
- The “System” is not sustainable



What are we taking with us?

- Values and Principles – Community Whole person
- Integrated, comprehensive care
- Patient/Person/Family Centered care
- Enhanced Access
- Sustainable care (pay for value)

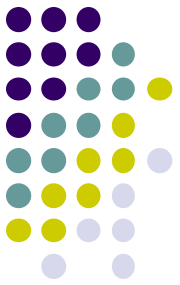
What are we leaving behind?



- ___Centered Health Care delivery system
- Poor patient experience
- Dissatisfied care providers
- Payers who are not engaged
- A public that is not activated

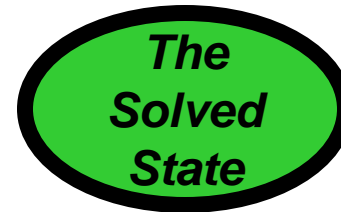
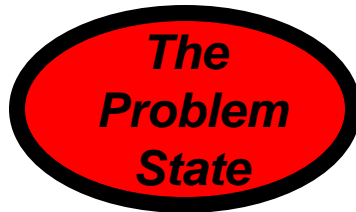
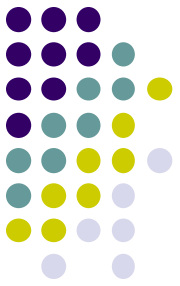
Where are we going?

- A Person Centered Health Care Home



Where we are going...

A Sampling of Attributes



The Solution Path

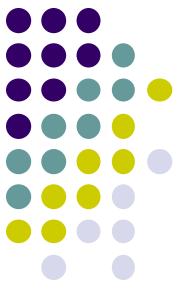
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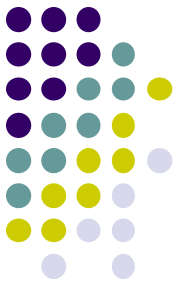
- Fragmented
- Pay for Volume
- Poor Care Coordination
- Little Community/Consumer input
- Disease focus
- Cure
- Sick Care System

Integrated/seamless
Pay for Value
Great Care Coordination
Community/Consumer driven
Health and Wellness
and Prevention
Health Care System



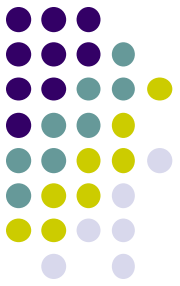
What have we learned?

- It takes a lot of primary care resources and it reduces the **total cost** of delivering care – significantly.
- It improves outcomes in some cases and makes a significant difference in persons' health and wellness.



Dollar\$ and Sense

| | Rx (Drugs) | Out - Patient | Out – Patient Other | In - Patient | Emergency Room | Total Cost |
|--------------------------------|----------------|------------------|---------------------------|-----------------|-------------------|------------------------|
| 12 Months with FQHC | \$2,205 | \$1,241 | \$4,735 | \$5,014 | \$806 | <u>\$14,000</u> |
| < 12 Months with FQHC | \$1,504 | \$904 | \$4,437 | \$26,494 | \$1,168 | <u>\$34,501</u> |



“Of all forms of inequality
Injustice in health is the more,
shocking
and
most inhuman”

Rev. Dr. Martin Luther King Jr.