

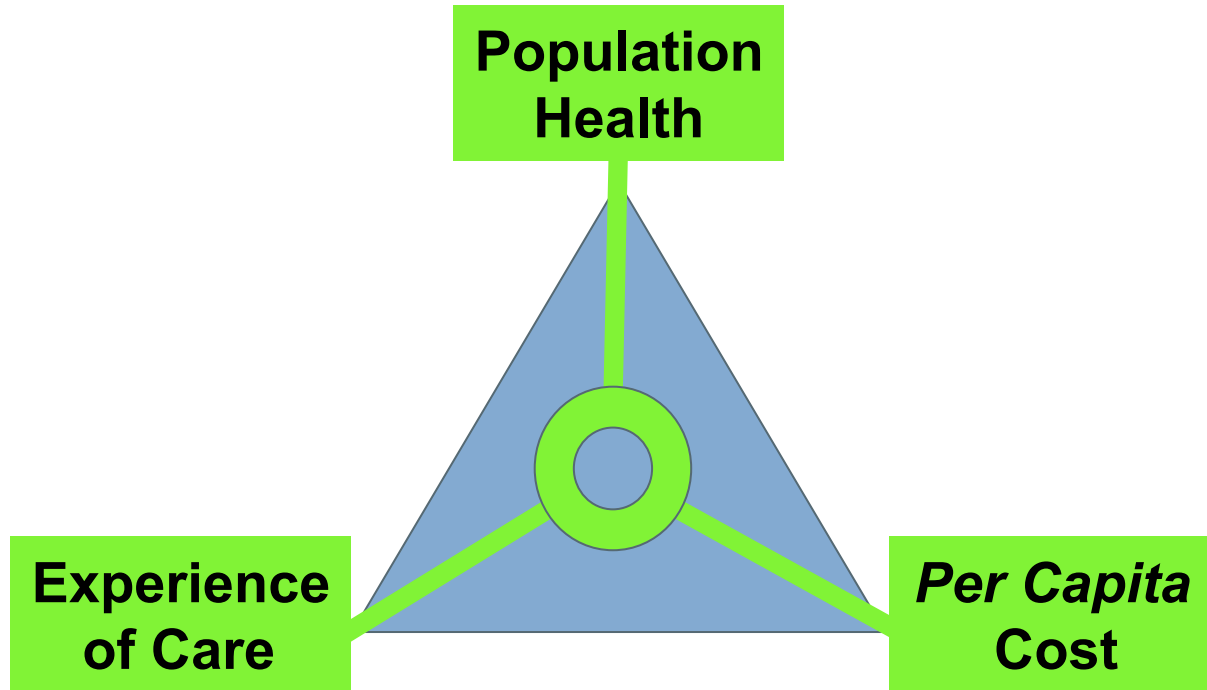
Mobile Technology in Medicaid: Engaging Patients and Improving Access to Care

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Institute for Healthcare Improvement*



February 16, 2016

The Triple Aim





New Rules for Radical Redesign in Health Care



New Rules for Radical Redesign

- Change the Balance of Power
- Standardize What Makes Sense
- Customize to the Individual
- Promote Wellbeing
- Create Joy in Work
- Make it Easy
- Move Knowledge, Not People
- Collaborate/Cooperate
- Assume Abundance
- Return the Money



IHI Leadership Alliance

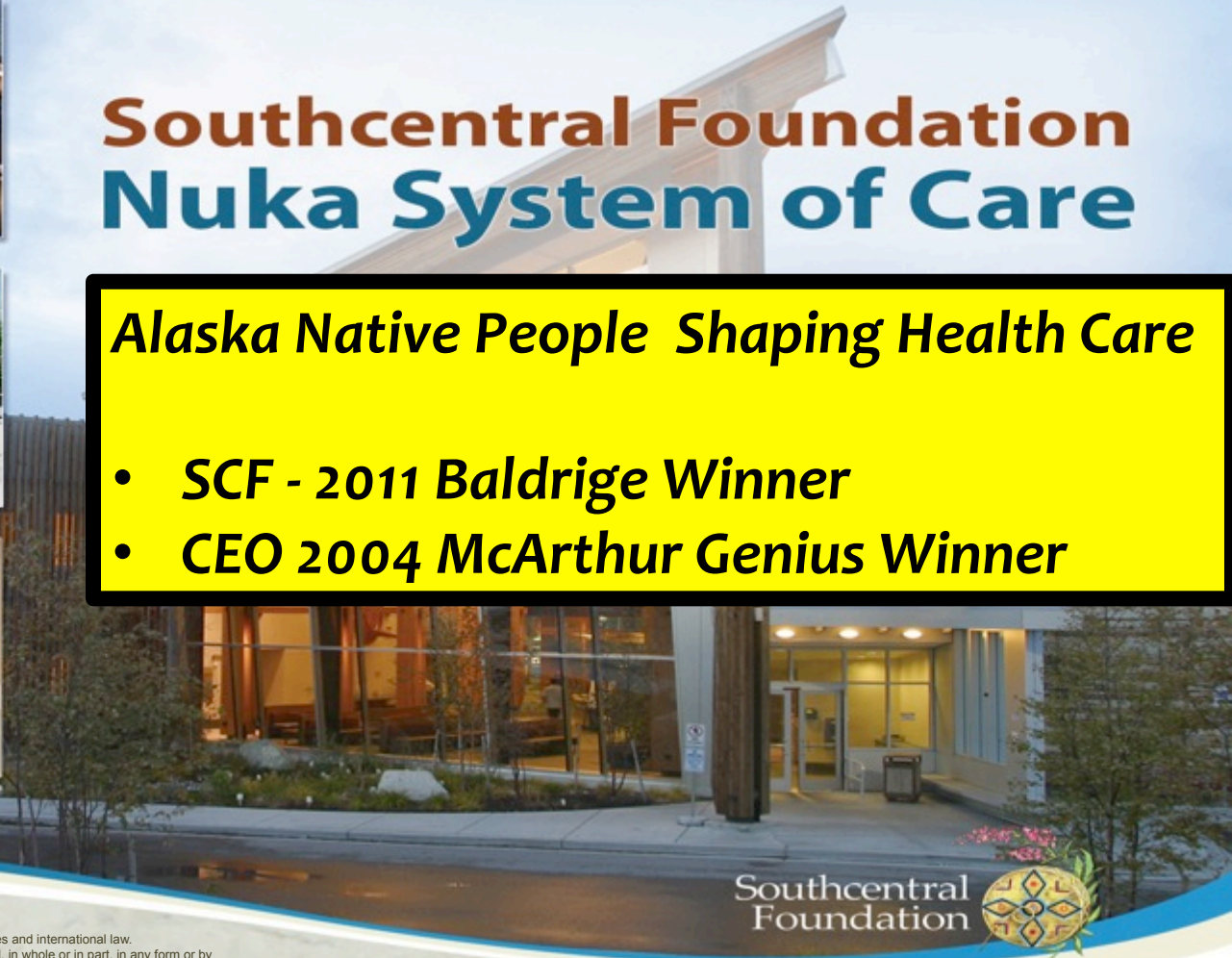




Southcentral Foundation Nuka System of Care

Alaska Native People Shaping Health Care

- ***SCF - 2011 Baldrige Winner***
- ***CEO 2004 McArthur Genius Winner***



Southcentral
Foundation



**“NUKA” CARE SYSTEM
Southcentral Foundation
Anchorage, Alaska, USA**



Some Nuka Results

- Urgent Care and ER Utilization = **50%** ↓
- Hospital Admissions = **53%** ↓
- Specialist Utilization = **65%** ↓
- Primary Care Utilization = **20%** ↓
- HEDIS Outcomes and Quality = **75-90%ile**
- Employee Turnover Rate < **12% per year**
- Customer and Staff Satisfaction > **90%**



Designs in Action: Move Knowledge, Not People

- Develop Non-Visit-Based Care
- Invest in Telemedicine

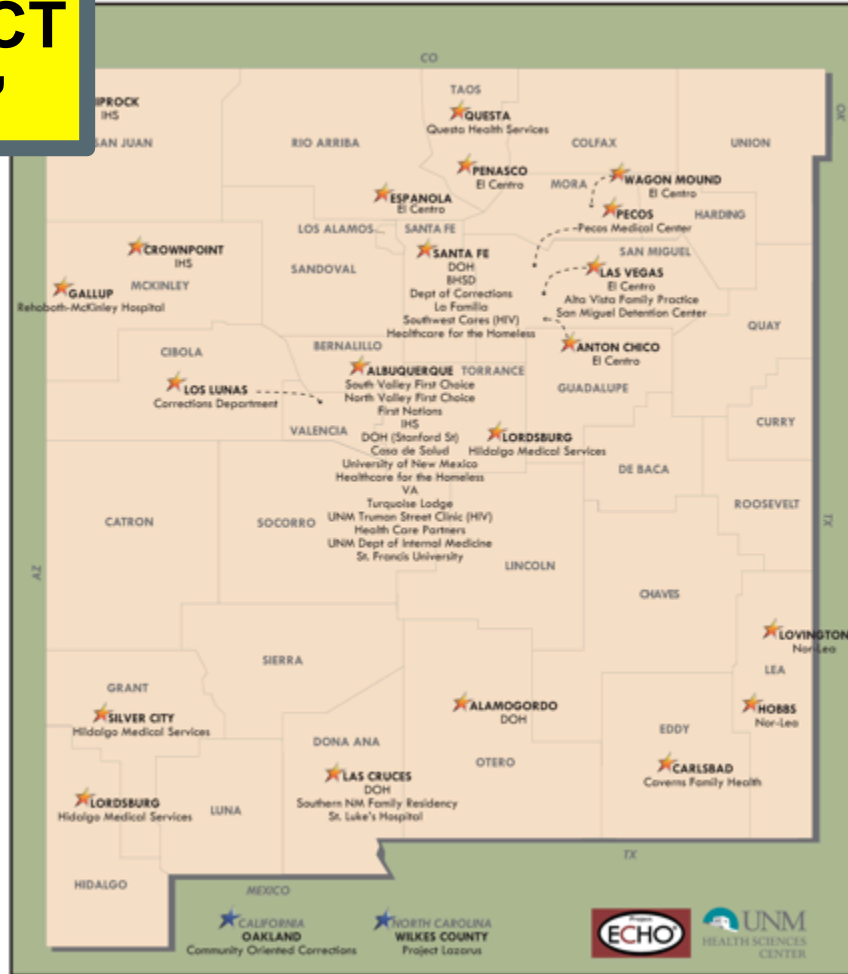


“PROJECT ECHO”



“PROJECT ECHO”

IAP CLINIC PARTICIPATION SITES



“PROJECT ECHO”

ECHO Treatment Outcomes: Equal to University Medical Center

Hepatitis C Outcome	ECHO	UNMH	P-value
	N=261	N=146	
Minority	68%	49%	P<0.01
SVR (Cure) Genotype 1	50%	46%	NS
SVR (Cure) Genotype 2/3	70%	71%	NS

SVR=sustained viral response

Arora S, Thornton K, Murata G. NEJM 2011; 364:23

PEEK: Telemedicine at Scale



peek
portable eye examination kit





£ 1/50th











**PEEK: 10,000
Children Screened
per Week by
Teachers in Kenya**



HEALTHCARE. REFRESHINGLY SIMPLE.

Get a doctor's prescription for \$15.

 Acid Reflux start visit →	 Acne start visit →	 Birth Control Pills start visit →	 Erectile Dysfunction start visit →
 Flu start visit →	 Hair Loss start visit →	 Sinus Infection start visit →	 Urinary Tract Infection (UTI) start visit →

Available in California, Michigan, New York, and Pennsylvania. Other states and services coming soon.



Where We Are Headed....

From	To
Fee for Service Payment	Global Budgets
Hospital as the Center	Home as the Hub
Excellent Soloists	High Performing Teams
Moving People	Moving Knowledge
“What Is the Matter with You?”	“What Matters to You?”
A Sense of Scarcity	A Sense of Abundance