



Patient Care Pathways
medicine by design

Designing Healthcare Across the Continuum

Dr. Clay Callison, MD, CMIO

Dr. Julia van Zyl, MD, MBA,
Pathways Medical Director



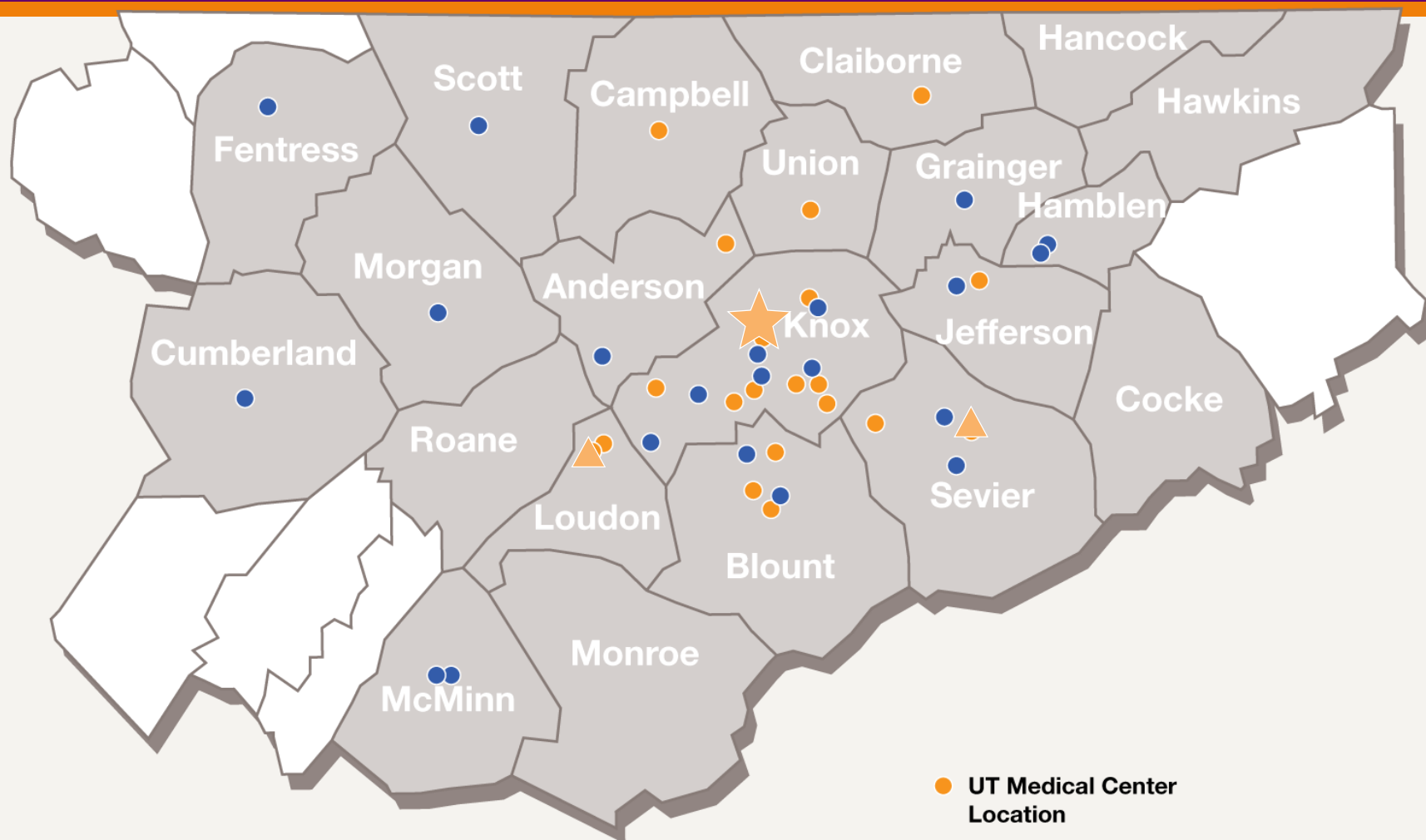
The University of Tennessee Medical Center (UTMC)

Knoxville, Tennessee



- Not-for-profit
- 669 beds
- 6 Centers of Excellence
- East TN's only academic medical center
- Fellowships in Cardiology, Interventional Cardiology, Vascular Surgery, and Pulmonology/Critical Care Medicine

21 County Service Area



● UT Medical Center Location

● Community Care Network

What's in a Name?

What is Clinical Integration anyway?

- A way to get paid
- Population Health
- Personalized medicine
- A Transition of Care
- Is it Bundled Payments
- Chronic Disease Management
- Precision medicine
- The Patient Experience

Mr. Google says...

Clinically integrated network:

- A collection of health providers, such as physicians, hospitals, and post-acute specialists that join together to improve care and reduce costs
- “the means to facilitate the coordination of patient **care** across conditions, providers, settings, and time in order to achieve **care** that is safe, timely, effective, efficient, equitable, and patient-focused.”
- A means to achieve the “Triple Aim”:
 - To improve the patient care experience.
 - To improve the health of populations.
 - To reduce the cost of healthcare.

The rest of the Patient Story...

Mr. Jones

- Admitted for heart failure exacerbation
- Medications adjusted
- Discharged after 5 day stay
- Appointment to see PCP in 6 days, cardiologist in 17 days
- New symptoms on post-DC day 3
- Readmitted to hospital
- New diagnosis renal failure
- Medications adjusted...

UTMC Formula for Success

A design that makes sense

Collaborative Patient Centered Care

Contractual
Negotiation

+

Integrated IT
Network

+

SMART
Metrics

What we did

Keys to success

- Network
- GEMBA Walks
 - Ask how we can do it better
- Communicate better
 - Talk to me in this way..
 - Give me the cliff note version
- Standardize care around the patient
- Keep the provider in mind

What can you do?

Relationship and communication are at the heart

- Find the Rosetta stone!
- Invest in the relationship
- Spend time and energy

Payoff is worth it

Invest in the effort

