



**PCMH and THL Webinar**  
**Beyond Coordination: How Integrated Care is the  
Future of Personalized Medicine**

United  
Healthcare  
02/15/2023

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# Agenda

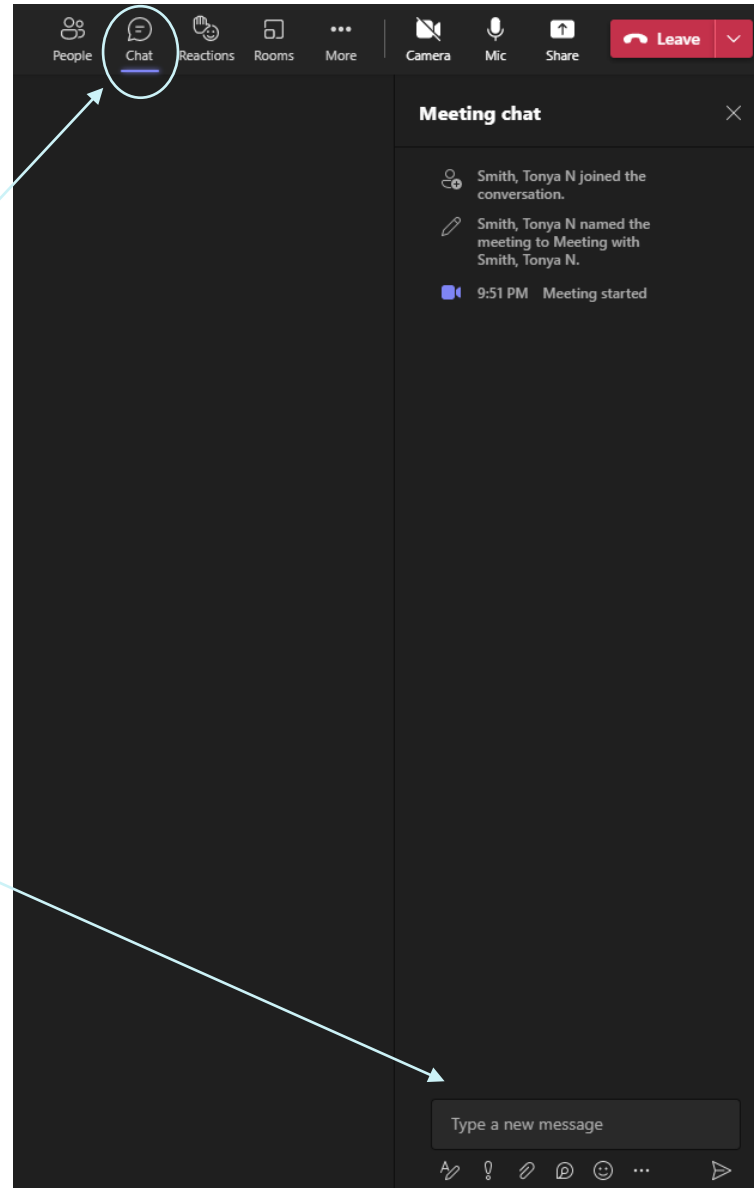
- Introduction
- Beyond Coordination: How Integrated Care is the Future of Personalized Medicine
- Q & A
- Conclusion



# Interactive Webinar

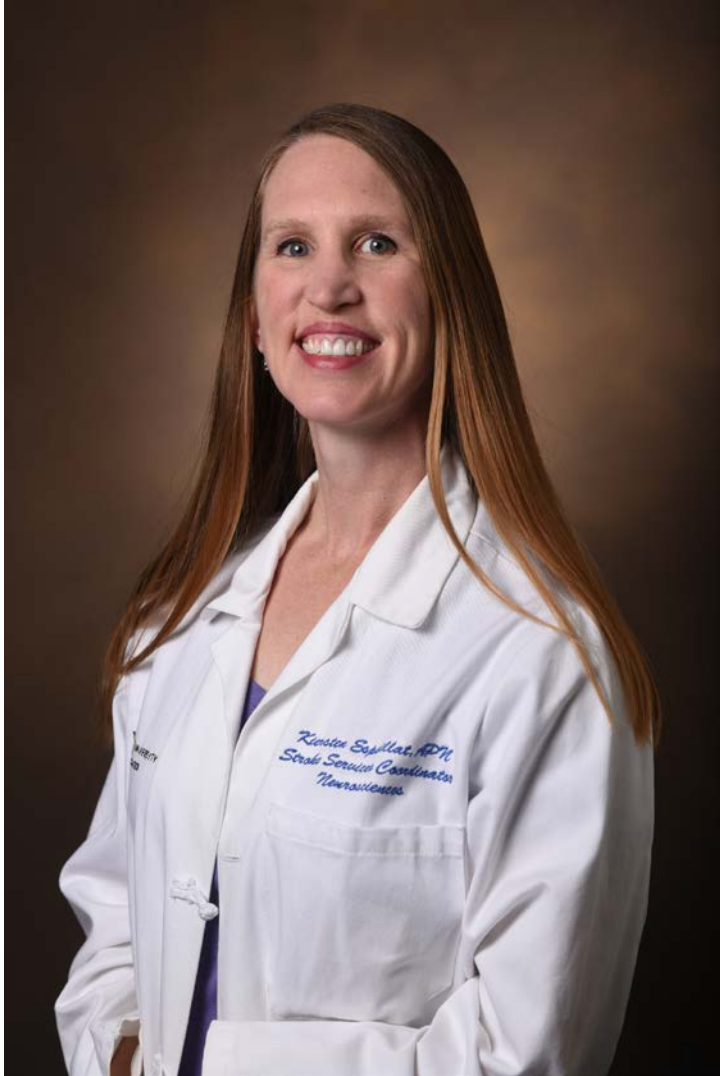
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**INTRODUCING OUR  
TOPIC AND OUR  
SPEAKER**



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Dr. Espailat participates in several professional organizations and committees, including the American Heart Association Greater Southeast Affiliate Board. She was received recognition for her work on stroke legislation in the state of Tennessee by the American Heart Association. In 2019, she received VUMC's Jerita Payne Advanced Practice Nurse of the Year Award.





# **Beyond Coordination**

How Integrated Care IS the Future of Personalized Medicine

# Disclosures

- No financial disclosures





# Objectives

- Participants will be able to verbalize the difference between coordinated and integrated care
- Participants will be able to list two ways of modifying their current practice to become more integrated and personalized





# Joe

48 year old  
male

Single

Urban  
environment

Food desert

Hypertension

Type 2  
diabetes

Bipolar  
Disorder

# Joe's Team Goals

Joe's BP will be less than 140/90 for 3/4 of the last visits to any member of his care team

Joe's A1C will be less than 8 after 3 months of a new therapy

Joe will report improved Bipolar symptom control

Joe will refill his medications within 5 days of script being "out"

# Definitions

Coordination

Integrated

Personalized

## Coordinated care

**Level 1:** Collaboration between primary care and behavioral health care is minimal. Screening, diagnosis, and treatment occur independently. Contact is limited to specific matters.

**Level 2:** Providers view one another as resources and communicate periodically about shared patients.

**CCM** is an advanced level of coordinated care.

## Co-located care

**Level 3:** Providers work in one facility, but in separate systems; they communicate more often due to proximity and all-staff meetings. Referral is still the primary BHI process. There may be a sense of “team,” but still no defined interactive protocols.

**Level 4:** Further movement toward integration may begin—eg, with a behavioral health provider embedded in a primary care office. The front desk schedules and coordinates appointments.

## Integrated care

**Level 5:** Collaboration is strong, with primary and behavioral health care providers working as a team, communicating frequently. Respective roles are clearly defined, and practice structure is modified as needed to meet patient goals.

**Level 6:** Full collaboration, with a single health care system devoted to treating the whole person, is applied to all patients and not just targeted groups.



# Coordination

- Professions working closely together in the delivery of care



# Coordinated Care for Joe

- Joe has BP reading of 175/95 at mental health visit
- Mental Health provider sends message to PCMH re: BP
- Joe leaves appointment with no changes to BP medication
- Communication between providers happened....



# Integrated



- “The management and delivery of health services so that clients receive a continuum of preventive and curative services, according to their needs over time and across different levels of the health system”.  
- World Health Organization





# Integrated Joe

- Joe has BP reading of 175/95 at mental health visit.
- Joe's integrated team has an established goal of 140/90 and is utilizing an algorithm-based approach to managing
- Joe's mental health provider reviews previous notes and adjusts BP medication based on where Joe is in the algorithm
- Joe's PCMH provider is notified of the modification
- Follow up visit with PCMH provider is scheduled before Joe leaves

A group of six healthcare professionals, including doctors and nurses, are sitting in a circle in a meeting room. They are all holding notebooks and pens, suggesting a collaborative discussion. The setting is a bright, modern office with a glass door in the background.

# Personalized

- Treatment plan designed around the individual incorporating their environment, lifestyle, and goals
- May be considered different than precision medicine that incorporates a person's genome into the treatment plan



# Personalized (and fully integrated) Joe

- Joe knows his BP goals, he knows the next medication shift
- Medication management and acquisition fits into Joe's environment
- Communication is ongoing, two-way, limited delays
- Exercise routine for urban environments
- Dietary coaching based on Joe's food desert

# Moving Toward the Future



- Single framework plan with clearly defined Goals
- Shared knowledge of the patient progress in the Goals
- Documented current and next steps
- Continuous communication of goals
- Utilization of technology to push critical information





# **Question and Answer Session**



# Resources

# References

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