

# Coordinates

A Publication of the American Medical Group Foundation

## MESSAGE

*from the Chair*



**Carleton T. Rider**

As the new Administration focuses on healthcare reform, giving serious consideration to restructuring the way health care is financed and delivered, the architects of reform need look no further than the medical group model and other successful organized care systems.

As I review the latest articles and research on health care, our medical group model of care provides many of the solutions. Consider that many experts point to fragmentation—which has been shown to lead to dangerous medical errors (between 50,000 and 100,000 patients die annually from preventable medical errors)—and poor overall quality of care as the major culprits of the decline of the healthcare system.

In fact, much of the recent research purports organized care as one of the keys to healthcare reform. The recent Commonwealth Fund report, *Organizing the U.S. Health Care Delivery System for High Performance*, identifies six attributes of an ideal healthcare delivery system—all of which are inherent to our model of delivery: information flow to providers and patients through electronic health record systems; care coordination and care transition support; peer accountability and teamwork among providers; easy access to appropriate care; accountability for the total care of the patient; and continuous innovation and learning to drive quality improvement, value, and patient experiences.

And, during performance year two of a

*Continued on page 3*

## Join Us for the 2009 IQL Annual Conference: Enhancing the Patient Experience: Past, Present and Potential

**Celebrating 10 Years of the Acclaim Award**

*September 30–October 2, 2009*

*PARC 55 Hotel, San Francisco, CA*



**N**ever before have we seen such momentum for change in health care—and never before have we had such opportunities to make system transformation a reality, particularly in the quality arena. Performance improvement is now the primary strategy for healthcare organizations that want to grow and thrive; however, it is a strategy that requires unwavering will to turn vision into action. AMGA's 2009 Institute for Quality Leadership (IQL) Annual Conference offers the perfect venue for quality improvement leaders throughout the U.S. to share innovative stories and experiences, learn from peers in similar organizations, and embrace the opportunity for lasting change.

This gathering is designed to help you put your commitment to change into action. To kick off the conference, Dr. James Reinertsen, an icon in medical group leadership and quality improvement, will discuss what needs to be done in the next few years to move to a higher level of healthcare performance. Following the keynote address, you will learn from organizations that are striving to become more cost-efficient and to improve quality and the patient experience using various strategies, including care coordination, e-prescribing, the Medical Home, and many others.



New this year, two forums will offer interactive learning and networking. First, a panel discussion with past Acclaim Award Recipients focuses on *Enhancing the Patient Experience: Past, Present, and Potential*. Then *Hot Topics and Networking Discussion Groups* give you opportunities to brainstorm on various issues facing you and your peers at healthcare organizations around the country. Additionally, the Council of Accountable Physician Practices (CAPP) will present new research that builds on a body of knowledge supporting our organized system of care model as the framework for transforming our healthcare system.

For more information and to register, visit [www.amga.org](http://www.amga.org).

# AMGF 3rd Charity Silent Auction & Raffle a Success

AMGA's Annual Conference , March 2-3 2009

## Special Thanks to Members

<None>The American Medical Group Foundation would like to thank our members for their continued outstanding support. Because of our members' involvement the Silent Auction, Raffle and Golf Contests at Annual Conference in Las Vegas raised more money for the Foundation than ever before—\$25,000. These funds will assist the Foundation in its ongoing efforts to support the evidence-based research that is critical to ensuring the model of coordinated care continues to remain on the vanguard of treatment and disease management.

The Foundation greatly appreciates the continued support and involvement from members, individuals, and companies—especially to the Silent Auction Committee, chaired by James Boswell, NEA Clinic CEO, and Silent Auction Donors and Winners. You are instrumental in our continued path toward success! For a complete list of Donors and Winners see pages 5 and 6.

### Silent Auction Committee:

James Boswell, Chair  
Chief Executive Officer, NEA Clinic

Holly Acebo  
Director of Marketing/Executive Director, NEA Clinic  
Charitable Foundation

Beth Cafaro, J.D.  
VP of Medical Staff Affairs and Physician Practice  
Development, Henry Ford Medical Group

Michael L. Millenson  
President, Health Quality Advisors, LLC

Brent V. Miller  
Director, Federal Government Relations, Marshfield Clinic

Audrey M. Nelson, M.D.  
Former AMGA Board Chair and Professor of Medicine  
Emeritus, Mayo Clinic Rochester

Carleton T. Rider  
AMGF Chair and Senior Fellow, Center for Global Health and  
Medical Diplomacy, Brooks College of Health at University of  
North Florida

Andrea Rodewald  
Chief Financial Officer, The Everett Clinic

Julie Sanderson-Austin, R.N.  
VP, Quality Management & Research, American Medical  
Group Association

## Apply Now for the 2009 AMGA Acclaim Award

The esteemed Acclaim Award rewards medical groups and other organized systems of care that are bringing the American healthcare system closer to the ideal delivery model—one that is safe, effective, patient-centered, timely, efficient, and equitable.

The 2009 Acclaim Award will honor those organizations that are meeting the IOM Aims by incorporating the six attributes of an ideal healthcare delivery system as identified by the Commonwealth Fund Commission on a High Performance Health System.

The recipient will be presented with a Steuben crystal award designed exclusively for AMGA's Acclaim Award. The recipient also will receive free registration, travel, and one-night hotel stay for up to five team members at AMGA's Institute for Quality Leadership Conference, September 30 – October 2, 2009, in San Francisco. Honorees will receive free registration, travel, and one-night hotel stay for up to three team members at the IQL Conference. The recipient and honorees will be recognized at an Award Ceremony at the IQL Conference and must agree to attend the ceremony.

Applications are due no later than Monday, June 1, 2009. Application guidelines can be downloaded at [www.amga.org](http://www.amga.org). If you have questions or need further information, contact Danielle Flowers at [dflowers@amga.org](mailto:dflowers@amga.org) or (703) 838-0033, ext. 347.

*Coordinates*

A Publication of the American Medical Group Foundation

**Publisher:** Donald W. Fisher, Ph.D., CAE

**Editor:** Tom Flatt

**Art Director:** Dianne Harvel

**Writer:** Sherry Greenwood

### AMGF Board of Directors

Carleton T. Rider, Mayo Clinic (retired), Chair; Donald W. Fisher, Ph.D., CAE, AMGA, Secretary/Treasurer; James Boswell, NEA Clinic, Lawrence P. Casalino, M.D., Ph.D., University of Chicago; William A. Conway, M.D., Henry Ford Health System; Francis J. Crosson, M.D., The Permanente Federation; David Druker, M.D., Palo Alto Medical Foundation; Albert W. Fisk, M.D., M.M.M., The Everett Clinic; Scott D. Hayworth, M.D., Mount Kisco Medical Group; Gary Kaplan, M.D., Virginia Mason Medical Center; Michael L. Millenson, Health Quality Advisors, LLC; Julie Sanderson-Austin, R.N., AMGA

### Editorial Office

American Medical Group Foundation, 1422 Duke Street, Alexandria, VA 22314-3403; phone (703) 838-0033 fax (703) 548-1890 website: [www.amga.org/foundation](http://www.amga.org/foundation). Copyright: American Medical Group Association. All rights reserved.

For more information about items in this publication, visit [www.amga.org/foundation](http://www.amga.org/foundation) or contact Development Associate Sherry Greenwood at (703) 838.0033, ext. 352.

*AMGF's mission is to foster quality improvement in group practice through education and research programs in clinical quality, patient safety, service, operational efficiency, and innovation.*

# AMGF Supports Best Practices in Managing Hypertension Learning Collaborative

With the prevalence of hypertension becoming even greater—hypertension now affects nearly 50 million people in the United States placing these individuals at a greater risk for developing kidney and cardiovascular disease—many medical groups are working to identify the best processes and therapies for combating this growing epidemic. The Best Practices in Managing Hypertension Learning Collaborative is designed to assist them. The Learning Collaborative supports the spread of innovation in hypertensive care in the ambulatory healthcare setting and offers a shared learning environment where participants can exchange strategies and experiences as they work to improve the care provided to patients with hypertension.

As an example, one of the collaborative member medical groups has implemented a care process that resulted in 90 percent of all of their hypertensive patients being at JNC-7 goal. The U.S. average is 34 percent and published best practices are approximately 64 percent. Each of the collaborative members has now had an opportunity to learn how to implement this care process within their own sites. Over the next year, the groups will all strive for populations at 90 percent goal by working together to standardize processes within their own organizations. With the support of Daiichi Sankyo, Inc., this Collaborative kicked off in November 2008, at a meeting in Scottsdale, Arizona. There are a total of 12 groups represented in the collaborative:

- Billings Clinic, Billings, Montana
- Edmonds Family Medicine Clinic, Edmonds, Washington
- Fletcher Allen Health Care / University of Vermont, Burlington, Vermont
- Great Falls Clinic, LLP, Great Falls, Montana
- Hattiesburg Clinic, P.A., Hattiesburg, Mississippi
- Henry Ford Hospital, Detroit, Michigan
- PriMed Physicians, Dayton, Ohio
- Riverside Medical Group, Newport News, Virginia
- Sharp Rees-Stealy Medical Group, San Diego, California
- St. Mary's Duluth Clinic, Duluth, Minnesota
- ThedaCare, Inc., Appleton, Wisconsin
- Vanderbilt Medical Center–Vanderbilt Medical Group, Nashville, Tennessee

During the remainder of the Collaborative, which will continue through October 2009, participating project teams will be able to regularly network with peers, participate in bi-monthly conference calls on relevant project topics, attend two in-person meetings, and have timely access to industry experts.

---

*"Being a member of the Hypertensive Collaborative has been valuable to us in several ways. Most importantly it has provided us with the opportunity to focus blood pressure control strategies on a group of patients as well as individuals, devise a process for patient-directed care, and improve BP outcomes for our patients with chronic kidney disease who are at very high risk for adverse events. We are currently introducing our process to primary care practices and hope to eventually expand programs throughout the state. One of the most stimulating and useful aspects of the Collaborative is the networking with other members, resulting in the sharing of ideas and tools."*

—Virginia L. Hood, M.B.B.S., M.P.H., Professor of Medicine, and Suzanne Lapointe, R.N., Staff Specialist, Renal Services, Fletcher Allen Health Care

---

## MESSAGE FROM THE CHAIR

*Continued from page 1*

recent Medicare Physician Group Practice (PGP) Demonstration, ten participating physician groups improved the quality of care delivered to patients with congestive heart failure, coronary artery disease, and diabetes mellitus. This resulted in \$17.4 million in savings for the Medicare program and earned \$16.7 million in incentive payments. Of the ten participating groups, eight are AMGA members: Billings Clinic; The Everett Clinic, Dartmouth-Hitchcock Clinic; Forsyth Medical Group; Geisinger Clinic; Marshfield Clinic; Park Nicollet Health Services; and St. John's Health System.

During this time of radical change, it is more critical than ever that we continue to conduct increased research and education to demonstrate to key stakeholders how AMGA, in partnership with AMGF, drives such high-quality outcomes that provide cost-effective, high-quality care to millions of patients when and where they need it.

Be sure to review some of the articles in this newsletter to see how the Foundation works in partnership with AMGA to carry out this mission.

## Founding Member Campaign Exceeds \$1 Million Mark

The Foundation surpassed its \$1 million goal for its Founding Member Campaign as it sunset this initiative December 31, 2008. "This overwhelming success is testament to the loyalty and dedication of our members, and has established the foundation for securing the future success of the organized systems of care delivery model," says Carleton T. Rider, AMGF Board Chair and former Mayo Administrator.

AMGA revitalized its Foundation a couple of years ago and launched its efforts with the Founding Member cam-

paign to set the stage for increased outreach to additional stakeholders. The current healthcare crisis has created an acute need to demonstrate how the coordinated care model provides higher quality, cost-effective care to keep our model of care on the vanguard of quality health care. This internal support will provide critical leverage as the Foundation expands its initiatives to external stakeholders.

The Foundation extends special thanks to the following groups for their support:

Austin Regional Clinic, P.A.	The Iowa Clinic, P.C.	The Permanente Federation, LLC
Billings Clinic	Iowa Health System	Physician Health Partners
Carilion Clinic	The Jackson Clinic, P.A.	The Polyclinic
Carle Clinic Association, P.C.	Lahey Clinic	PriMed Physicians
Christie Clinic	Luther Midelfort-Mayo Health System	Riverside Medical Clinic
Cleveland Clinic Foundation	Marin IPA	Riverside Medical Group
Dean Health System, Inc.	Marshfield Clinic	Scott and White Clinic
Dreyer Medical Clinic	Mayo Clinic	Sentara Medical Group
Duluth Clinic	Medical Associates Clinic, P.C.	Sharp Rees-Stealy Medical Group
DuPage Medical Group	The Medical Clinic of North Texas, P.A.	Skagit Valley Medical Center
The Everett Clinic	Michigan Medical, P.C.	St. John's Clinic
Fallon Clinic, Inc.	Mills-Peninsula Medical Group	Summit Medical Group, P.A.
Geisinger Health System	Mount Kisco Medical Group	Susquehanna Health Medical Group
Great Falls Clinic, LLP	NEA Clinic	Sutter East Bay Medical Foundation
Guthrie Clinic, Ltd.	Nemours	Sutter Medical Foundation
Harvard Vanguard Medical Associates	North Texas Specialty Physicians	ThedaCare Physicians
HealthCare Partners	NorthShore University HealthSystem Medical Group	UNT Health
HealthPartners	Northwest Physicians Network	Vanderbilt Medical Group
Heartland Clinic	Ochsner Clinic Foundation	Virginia Mason Medical Center
Henry Ford Medical Group	Olmsted Medical Center	Walla Walla Clinic
Holston Medical Group	Palo Alto Medical Foundation	Watson Clinic, LLP
Holzer Clinic	Park Nicollet Health Services	Wenatchee Valley Medical Center
Innovis Health		Westchester Medical Group
Integrated Health Associates, Inc.		Western Washington Medical Group, Inc.

## Corporate Opportunities with AMGF

As you know, in today's tumultuous environment, demonstrating your company's role in delivering true quality care is critical and getting in front of the decision makers to achieve this outcome is even more important. The American Medical Group Association and its nonprofit Foundation, AMGF, can help you do this. Together, AMGA and AMGF work to develop best practices, treatments, technologies, and services across an array of healthcare providers that enable our members to continue to improve the cost-effective quality of care for the patients we serve.

Consider the recent Medicare Physician Group Practice (PGP) Demonstration that showed that ten participating physician groups improved the quality of care delivered to patients with congestive heart failure, coronary artery disease, and diabetes mellitus during performance year two of the demonstration. In addition, participants generated at least \$17.4 million in savings for the Medicare program. Eight of the ten groups were AMGA members.

These kinds of cost-saving, strong performance statistics are part of the reason that our system of coordinated total care is becoming the model to where policymakers are turning for answers. And by becoming involved with AMGF, your company has the potential to increase your recognition and access to key decision makers, including more than 340 medical clinics consisting of more than 95,000 physicians.

To find out more about corporate opportunities, contact AMGF's Development Associate Sherry Greenwood at (703) 838-0033, ext. 352.

# Thank You to Our Donors

In addition to the Founding Members listed in the Contributors Corner, AMGF would like to extend a special thank-you to the generous support of the Donors listed below. These companies, members, and individuals have made substantial investments in advancing the work of the Foundation to ensure that every patient can count on receiving care that meets his or her needs, is cost-effective, and is based on the best scientific knowledge available. Their continued support and guidance helps the Foundation to achieve this vision of patient care.

## Corporate Founding Member

- Daiichi Sankyo

## Corporate Contributor

- Epic Systems Corporation
- Total Sleep

## Friend of the Foundation

- Empire Physicians Medical Group
- Esse Health
- The Portland Clinic
- ProHealth Physicians, Inc.
- Samaritan Health Physicians
- St. John's Clinic

## Benefactors

- Alta Bates Medical Group
- Colorado Springs Health Partners
- Cornerstone Healthcare
- Lakeside Healthcare, Inc.

## Individual Contributors

### Quality Leaders Circle

- Donald W. Fisher, Ph.D., CAE
- W. Jeffery Wadsworth, M.B.A.

### Quality Ambassador Circle

- Dr. and Mrs. Kenneth P. Brin
- Kevin Pitzer

## Quality Sponsors Circle

- Robert W. Brenner, M.D.
- Kenneth P. Brin, M.D., Ph.D.
- James P. Connelly, J.D.
- Dr. & Mrs. William Conway
- John Cuddeback, M.D., Ph.D.
- Scott Hayworth, M.D., FACOG
- Allen D. Kemp, M.D., M.B.A.
- Tomas Moran
- Robert E. Nesse, M.D.
- Kermit L. Newcomer, M.D.
- Carleton T. Rider

## Quality Contributors Circle

### Platinum

- Thomas Curry

### Gold

- Bruce H. Hamory, M.D., FACP

### Silver

- Mary J. Griffin

### Bronze

- Michael Bukosky
- Ronald Kirkland, M.D.
- Tom Bruderle
- Francis A. Marzoni, M.D., M.B.A.

## Acclaim Award Contributors

- Fallon Clinic, Inc.
- Henry Ford Medical Group
- Luther Midelfort-Mayo Health System

# Silent Auction Winners and Donors

## Donors

- AC Group, Inc.
- The Adolphus, A Noble House Hotel
- American Medical Group Association
- Ascender Software
- B.E. Smith, Inc.
- Billboard Connection
- Bill Bradley
- Robert Brigham \*
- C. Edward Brown \*\*
- Caesars Palace Las Vegas
- Beth Cafaro, JD
- Cain Brothers
- Lawrence Casalino \*\*\*
- Richard Cooper
- Count Me In, LLC
- Francis J. Crosson, M.D. \*\*\*
- John Cuddeback, M.D., Ph.D.
- D.O.nald W. Fisher, Ph.D., CAE \*\*
- Bruce Hamory, M.D. \*
- Scott Hayworth, M.D. \*\*
- iMedX, Inc.
- J.W. Marriott Grande Lakes, Orlando
- J.W. Marriott Penn. Ave.
- Jeffrey Combs/Professional Medical Insurance Services
- Allen Kemp, M.D.
- Karen Kennedy
- Ronald Kirkland, M.D. \*
- Mary Kuffner
- Abe Levy, M.D.
- Manchester Grand Hyatt San Diego
- Marshfield Clinic
- Mayo Clinic
- MED3000, Inc.
- Medical Protective
- Brent Miller \*
- Mills-Peninsula Medical Group
- Misys Healthcare Systems
- NEA Baptist
- NEA Clinic
- NEA Clinic and Stetson's Resort
- Nebraska Methodist College
- Erica Peavy, M.D.
- Perot Systems
- Phytel, Inc.
- PioCom, Inc.
- Prince and Ektelon Sports
- ProAssurance Group
- Carleton T. Rider \*
- Julie Sanderson-Austin, R.N. \*
- SeaMaster Cruises
- Walt Disney World
- The Westin Kierland Resort & Spa
- Wilson Sporting Goods Company

## Winners

- Kent Adams
- Len Alison
- James Bartow
- Zachary Besheer
- Gale Billingsley
- David Bronson, M.D.
- Mike Bukosky \*
- Ed Brown
- Mike Coffey
- Jeffrey Combs
- George Connelly
- Becky Cook
- Ken Davis
- Scot Davis
- Tom Denbow
- Lauren Dix \*
- Gary Dominique
- Steven Dorfman, M.D.
- Daryn Eudaly
- Nick Economides
- Jillian Elliot
- Krystal Ferg
- Al Fisk, M.D.
- Tom Flatt
- Kathleen Franco, M.D.
- Cliff Fullerton
- William Gable
- Jeffrey Gawel
- Ronald German
- Kevin Gildner
- Ben Goldwyn
- John GorDon
- Thomas Graf
- Dianna Grant
- Paul Hakes
- Scott Hayworth, M.D. \*\*
- Carlos Hernandez
- Steven Herwig, D.O.
- Terry Hindmarch \*
- James Hlavacek, M.D.
- John Ho, M.D.
- Patricia Hoffmeir
- iMedX, Inc.
- Joyce Jones
- Karen Kennedy
- Tim Khaliqi
- Jamie King
- Ronald Kirkland, M.D. \*
- Jennifer Kuttruf
- Gerry Lee, M.D.
- Neal Lewis
- Rick Ludwig
- Mark Mantei
- Tony Marzoni, M.D. \*
- Robert Matthews
- Larry McCulley
- Paul Merrick \*
- Brent Miller
- Kirk Moberg
- Jay Moses
- Randi Nichols
- Ryan O'Connor
- David O'Leary
- Michael Palazzolo
- Richard Panek
- Jerry Penso
- Paul Pitel
- Chad Polk
- Scott Ransom
- Kay Reiboldt
- Maureen Rider
- George Roman
- Stephanie Rutherford
- Julie Sanderson-Austin, R.N. \*
- John Samms
- Daniel Schaefer
- John Schafer, M.D.
- Tim Schier
- Al Schilmoeller
- Venkat Sharma
- Donn Sorensen
- Shane Spray
- Bill Stone
- Jon Sullivan, M.D. \*
- Lyn Tangen, M.D. \*
- Grace Terrell
- Susan Terry
- Karen Van Wagner
- Rose Wagner
- Brandon Walker
- Chuck Willey
- Jennifer Wolfkiel
- Brad Wyrsh
- Kranthi Yarlagadda
- Roy Yawn, M.D.

\* Donated or purchased at the \$1,000 level

\*\* Donated or purchased at the \$2,500 level

\*\*\* Donated or purchased at the \$1,000 level

To find out how you can donate to American Medical Group Foundation, visit [www.amga.org/foundation](http://www.amga.org/foundation).