



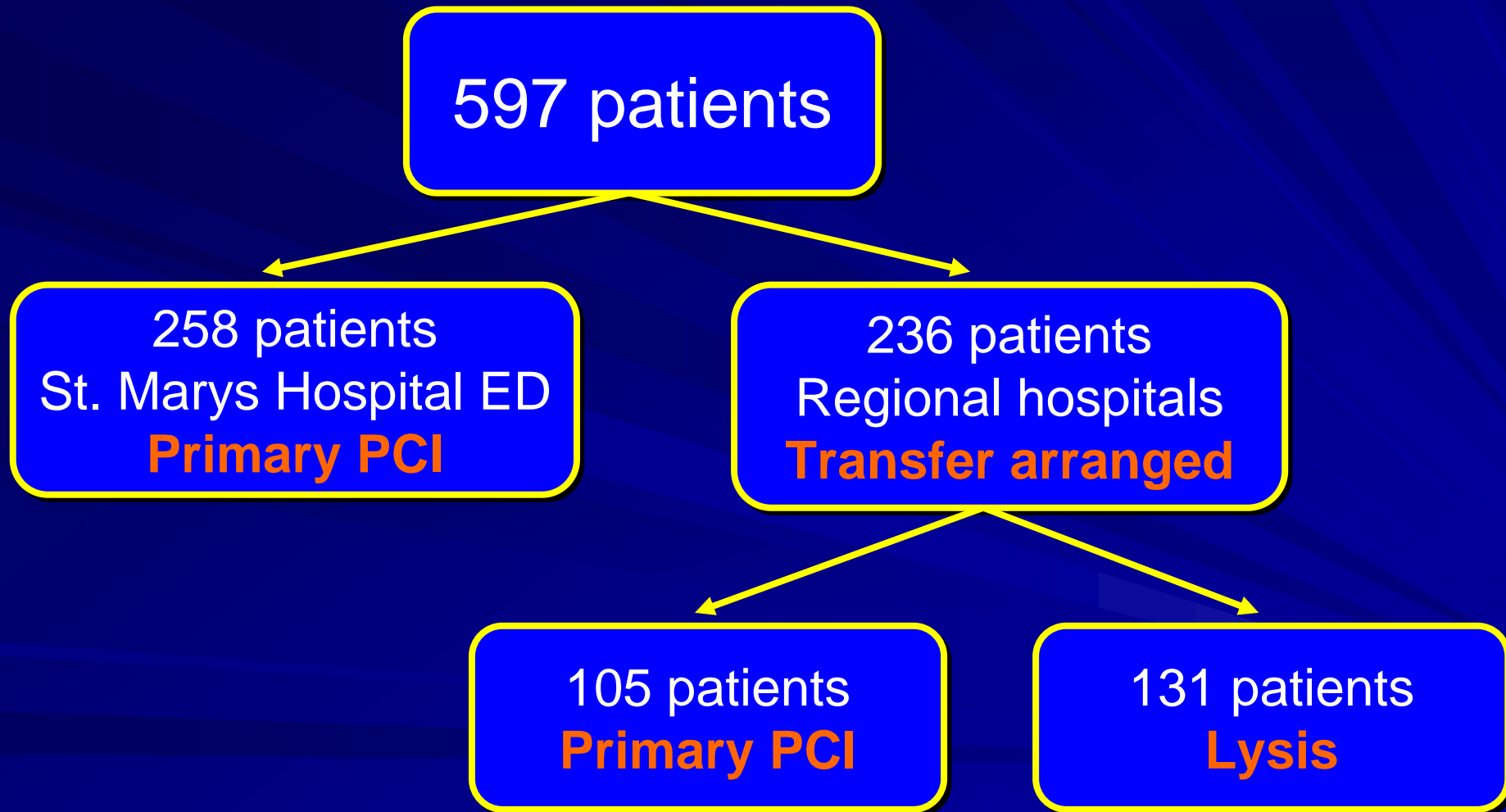
2009 Great Innovations in Cardiology JMMC

5th Joint Meeting with Mayo Clinic October 2009

Hospital and territory: what relationship? The American Model

Malcolm Bell MBBS, FRACP
Professor of Medicine
Mayo Clinic
Rochester, MN. USA

Mayo Clinic STEMI: 2004-07

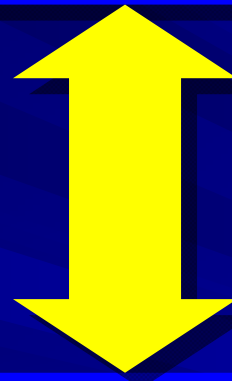




Follow-up

Hospital

Mutual
respect



Effective
communication

Primary Care Physician
and Local Cardiologist

Value of regional networks

The needs of the patient come first

As we men of medicine grow in learning we more justly appreciate our dependence on each other. The sum total of medical knowledge is now so great and wide spreading that it would be futile for any one man ... to assume that he has even a working

“The best interest of the patient is the only interest to be considered”

medicine as a cooperative science; the clinician, the specialist, and the laboratory workers uniting for the good of the patient, each assisting in elucidation of the problem at hand, and **each dependent upon the other for support**. This philosophy of care continues today for the betterment of people around the world.

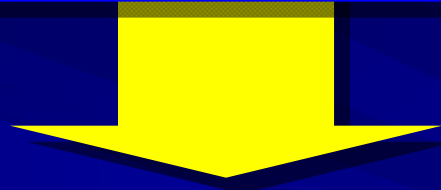
William J. Mayo

Address to graduates of Rush Medical College

1910

Quality of care

20% Medicare patients readmitted
less than 30 days after hospital discharge
- Heart failure most common reason -



Costs in 2004 = \$17.4 billion

!! Medicare won't be paying in the future !!

Medicare Patients: 2005-2008

	AMI	HF
30 day Mortality	16.6%	11.1%
30 day Readmission	19.9%	24.4%

Little difference between:

- Top and bottom performers
- Academic vs non academic
- Government, non profit, or proprietary owned

America's "Best Hospitals"

Readmission for Patients with Heart Failure

- 50 ranked vs. 4761 non ranked hospitals
- Wide variation in readmission rates
– 19-30%
- No difference between ranked or non ranked hospitals



Readmission to Hospital

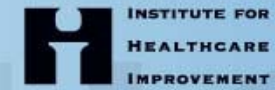
- Premature hospital discharge
- Poor preparation of patient and family
- Complications of illness
- Poor care transition



Excellence in Transitions

Hospital to Home (H2H)

Excellence in Transitions



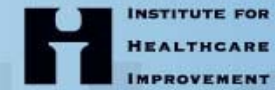
Excellence in Transitions

Hospital to Home (H2H)

A national quality improvement initiative of the American College of Cardiology and the Institute for Healthcare Improvement

Building on Success

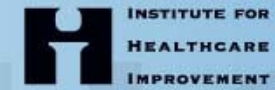
- ACC's Door to Balloon: An Alliance for Quality
- IHI's 100K Lives & 5M Lives Campaigns



Excellence in Transitions

Goal

Reduce 30 day, all-cause readmission rates for patients discharged with cardiac conditions by 20 percent by December 2012.



Excellence in Transitions

H2H Core Concepts

1. Medication Management Post-Discharge

Is the patient familiar and competent with his or her medications and is there access to them?

2. Early Follow-Up

Does the patient have a follow up visit scheduled within a week of discharge and is she or he able to get there?

3. Symptom Management

Does the patient fully comprehend the signs and symptoms that require medical attention and whom to contact if they occur?

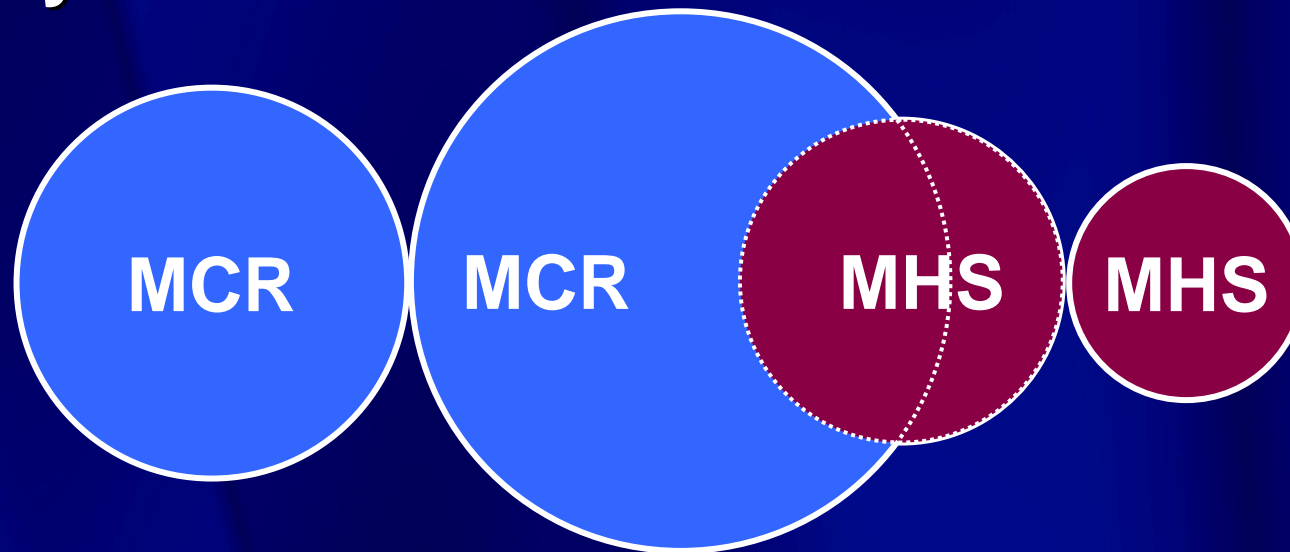


A Key Chapter in the Mayo Story

***Mayo Health System – a critical
component to Mayo Clinic***

Today's purpose...

Describe the rationale for creating the Mayo Health System and how it continues to contribute to the success of Mayo Clinic



1992 local, regional environment...

- **50% of MCR patients from within 120 miles**
 - Supported by strong outreach practice from MCR
- **80% of MCR patients from within 500 miles**

Rationale for Mayo Health System...

- **Ensure patient access to Mayo Clinic in region**
- **Increase flexibility to respond to changing health care environment**
- **Improve community-based care in region**
- **Create opportunities for innovative care models**

Strategy...

- Organize geographically dispersed provider referral network
- Deliver **best care** in appropriate location
- Integrate system into Mayo Clinic

Mayo Health System



www.mayohealthsystem.org

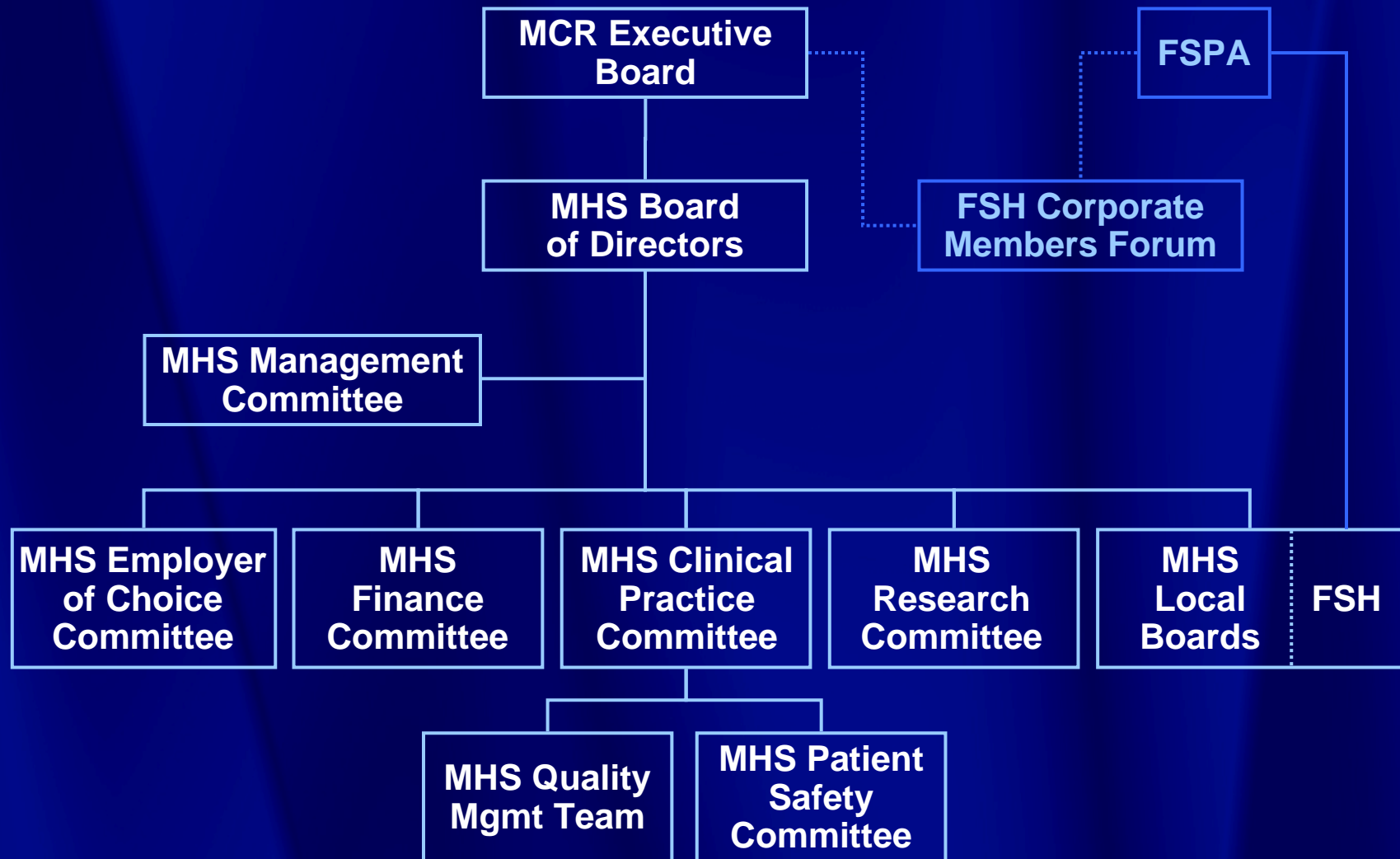
April 2008

Mayo Health System Today

12 Organizations

- 70 communities
- 800 physicians
- 13,000 allied health staff
- 17 hospitals
- 8 owned nursing homes
- Service agreements
 - 2 hospital
 - 1 nursing home
 - 3 professional

Integrated leadership...



Mayo Health System...

- Respect for local cultures
- Physician-administrator partner leadership and patient focus
- **Patient choice**
- Relative local autonomy
- Economic self-sufficiency
- **Collaboration** across sites

Mayo Health System Adds Value to Patients, Community

- **High quality care**, delivered locally
 - Care is backed by the knowledge, resources and expertise of Mayo Clinic
- **Access** to Mayo Clinic
 - For care that can't be provided locally
 - Shared infrastructure and services

The needs of the patient come first

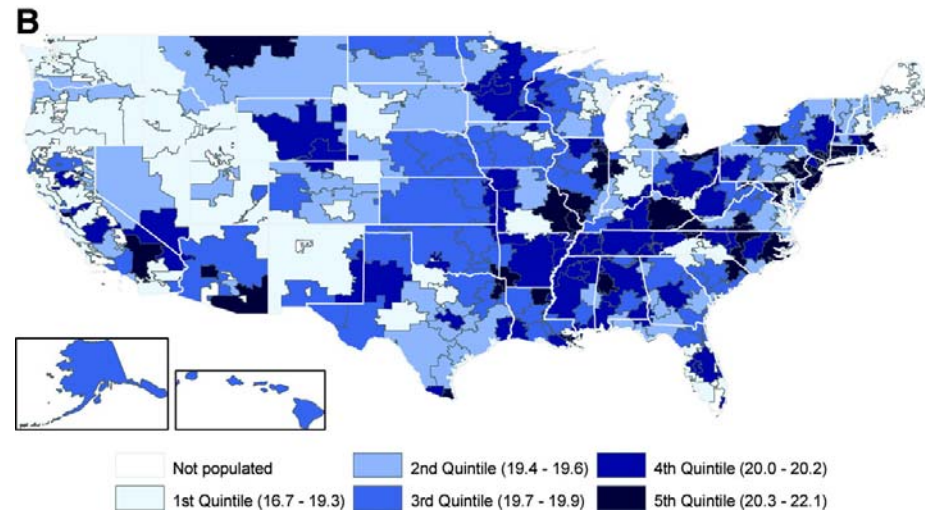
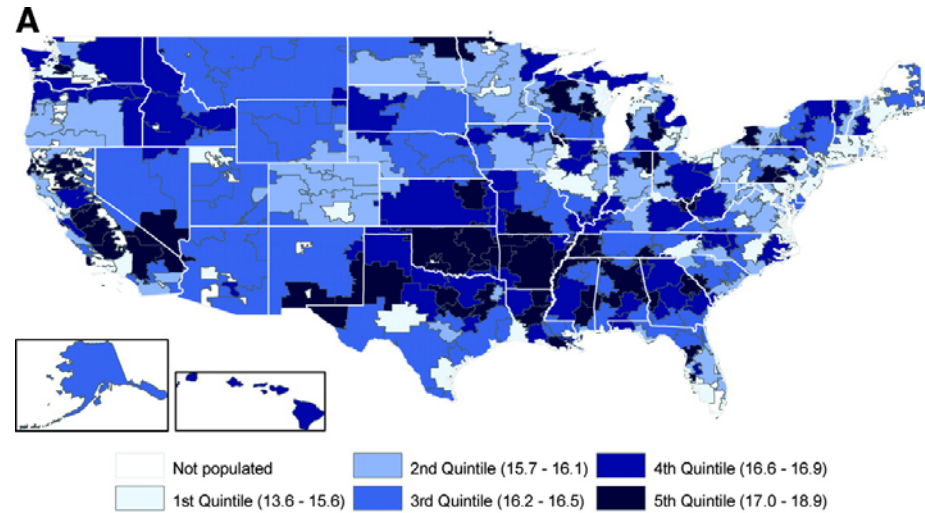
and

high quality care



Thank you!

A, Acute myocardial infarction 30-day RSMR weighted average by HRR



Krumholz, H. M. et al. *Circ Cardiovasc Qual Outcomes* 2009;2:407-413

Circulation:
Cardiovascular Quality and Outcomes

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