


The Guided Care Model

The 4th Annual NIH Conference on the Science of Dissemination and Implementation: Policy and Practice

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In 2010, Mrs. Jones had

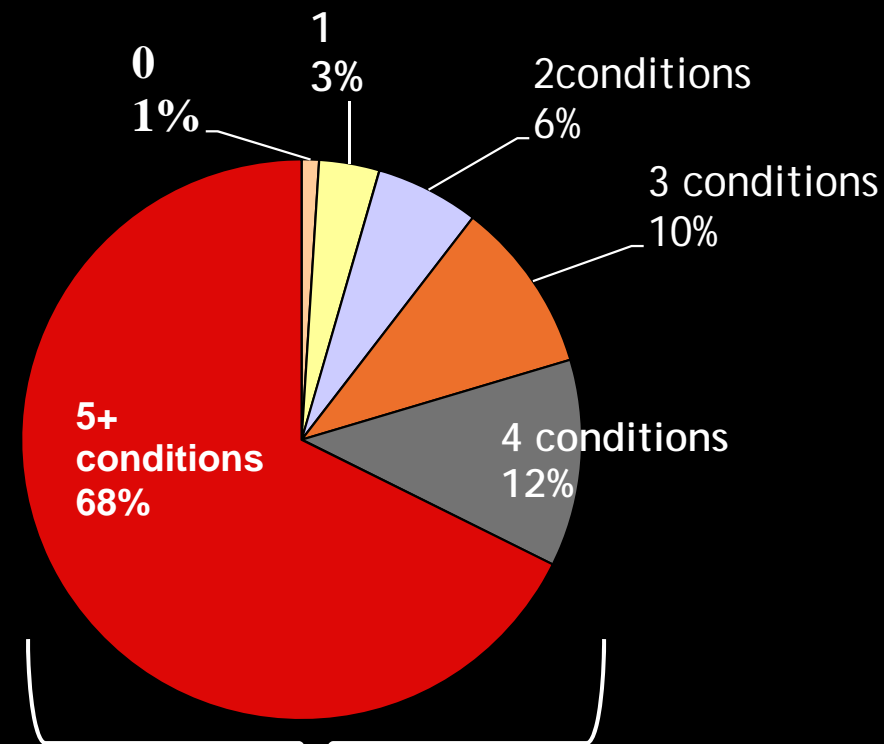
A profile portrait of an elderly woman with short, wavy white hair, looking slightly to the right. She is wearing a dark jacket with a thick, light-colored fur collar and a small earring. The background is dark.

22 prescriptions, 8 meds
19 outpatient visits
3 hospital admits
6 weeks sub acute care
2 nursing homes
5 months home care
2 home care agencies
6 community referrals

Administered by: 8 Physicians, 6 Social Workers, 5
Physical Therapists, 4 Occupational Therapists, 37 Nurses

Today's Chronic Care is:

- Fragmented
- Hard to access
- Inefficient
- Unsafe
- Expensive



One quarter of all seniors have 4+ chronic conditions and account for 80% of health care spending



A Path to Transform into Patient-Centered Medical Homes or Accountable Care Organizations

Comprehensive, team-based primary care
for people with multiple chronic conditions

1. Evidence-based and proven to improve care
2. May reduce cost in well-managed systems
3. Can help shift culture to a collaborative model
4. Easy to implement and ready for adoption

About the Guided Care Model

- Specially-trained RNs are based in physicians' offices
- The nurse collaborates with 3-4 physicians in caring for 50-60 high-risk older patients with chronic conditions and complex health needs
- The nurse partners with the patient for the rest of their life; it is NOT a "one episode" solution.



Guided Care Nurses

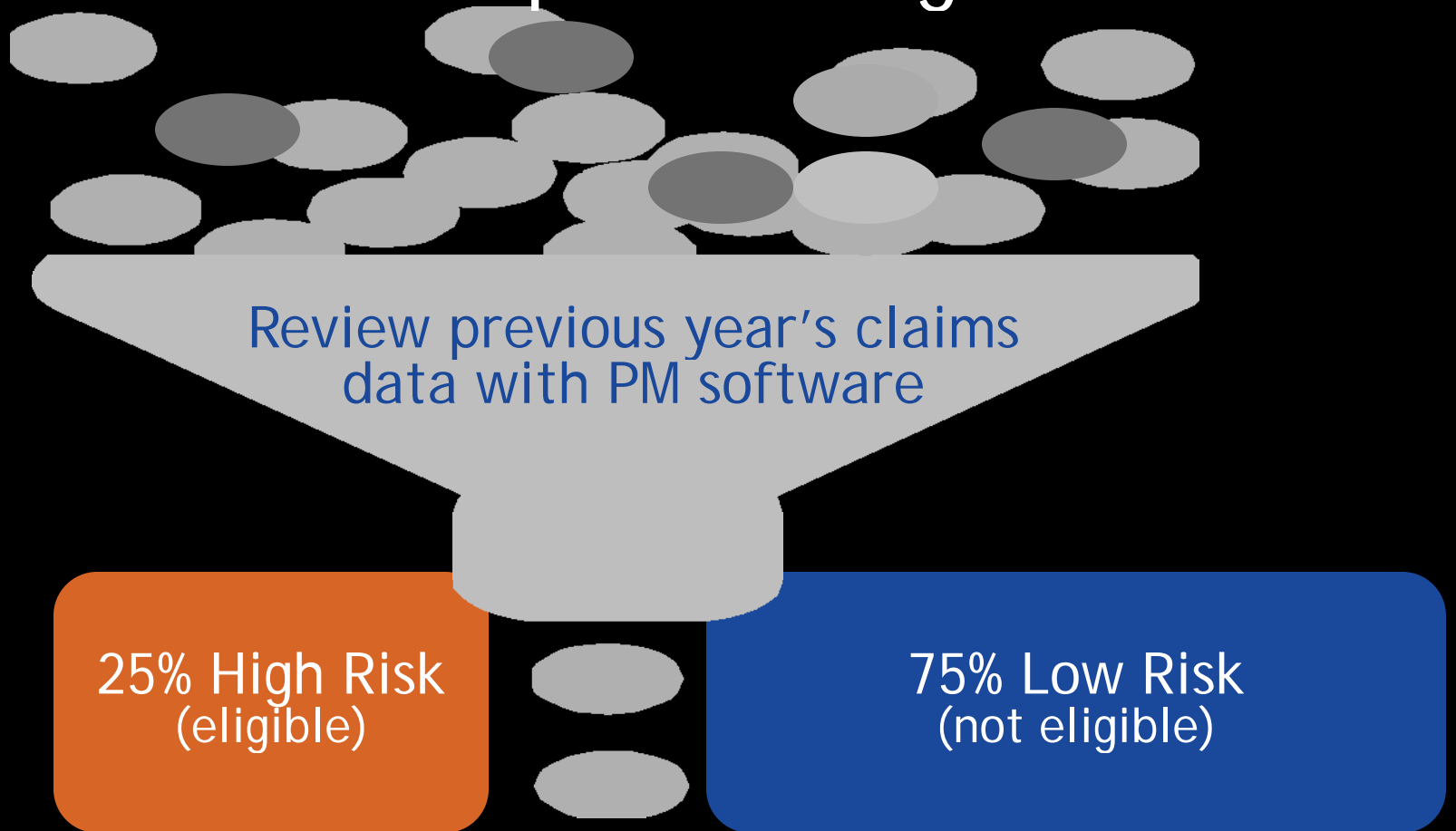
- Assess patient needs & preferences
- Create an evidence-based Care Guide and Action Plan
- Monitor patient proactively
- Support patient self-management
- Smooth transitions between sites of care
- Coordinate with all providers:
 - ✓ Hospitals, EDs, specialty clinics, rehab facilities, home care agencies, hospice programs, and social service agencies
- Educate and support family caregivers
- Facilitate access to community services



Boyd et al. *Gerontologist* 2007

Who is Eligible?

Consider all patients age 65+



Evidence-Based and Proven to Improve Care

A three-year randomized trial: 904 high-risk older patients of 49 community-based primary care physicians practicing in 14 teams

- Early results show improved utilization, higher physician and nurse satisfaction, and improved care quality.
- Physician/patient teams randomly assigned to receive Guided Care or “usual” care
- Outcomes measured at eight, 20 and 32 months

Boult et al. *J Gerontol* 2008

Preliminary Results from RCT suggest that Guided Care

- Improves patients' and family caregivers' perception of quality of care [*Boyd CM et al. 2010; Wolff JL et al. 2009*]
- Improves physicians' satisfaction with chronic care [*Marsteller J et al. 2010*]
- Improves nurses' job satisfaction
- May reduce the use and cost of expensive services, especially in well-managed systems [*Boult C et al. 2011*]

Easy to implement, ready for adoption, free support

Practices planning to use Guided Care to become a PCMH or ACO can get free technical assistance.

- **FREE** Implementation Manual
- **FREE** book for patients and families
- Online course for RNs (**SCHOLARSHIPS AVAILABLE**)
- Online course for physicians and practice leaders

For details, go to

www.GuidedCare.org/adoption.asp

Other Diffusion Activities

- Messaging for Stakeholder Audiences
- Website
- Videos
- Press Campaign
- eAdvocate List
- Profiles
- Presentations and site visits
- National and International Awards
- Active Learning Community

Spread of Guided Care

- Use of Tools
 - 1,400 implementation manuals
 - 190 nurses took GCN course
 - 468 practice leaders took PLMH course
- 5 Organizations signed License Agreement
- Reimbursement is the biggest limitation
- Much international interest

Lessons Learned About Changing Policy

- Important to engage stakeholders
- Have solid data
- Charismatic champions with compelling anecdotes often exert more influence on forming health policy than rigorous scientific studies do.
- Private insurers can set example
- Grassroots initiative



“It’s like having a nurse in the family.”

www.GuidedCare.org

Guided Care Study Supported By



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