INTRODUCTION
An Integrated Care Model (ICM) is an evidence-based clinical pathway created by shared consensus, which improves value through reduced unnecessary variation, consistent patient experience and improved coordination and collaboration of health system providers.

STRATEGY
Structured, time bound effort to use EHR decision support aligned with community platforms to provide the right care, to the right patient, at the right time.

AIM
By March 4, 2019, embed integrated guidelines into EHR and monitor metrics to ensure accountability and impact.

CHANGES
- Chose four common conditions with variation and a clinical champion; Pediatric Asthma, Abnormal PSA, Abnormal Mammogram and Colonoscopy. Guiding principles, consistent with system vision, mission and values provided direction
- Instrumental ICM Core and Peer Review Team guidance model
- Led multidisciplinary teams including primary care, specialty physicians, clinical integration and analytics to research & develop clinical practice guidelines
- Executed communication, education & risk plans as pathways implemented
- Monitored dashboard and implemented workflow optimizations

RESULTS
Provider engagement drives transformation:
- Pediatric Asthma: 64% engaged by trigger to assess asthma control (n=3172 enrolled) drives 221 treatment modifications (referrals or asthma control medications) for 504 patients with poorly controlled asthma *August 12, 2019 relaunch
- Abnormal PSA: 81% engaged by best practice alert to refer or re-order PSA (n=527 enrolled) drives appropriate recognition & management of abnormal PSA
- Abnormal Mammogram: 33% engaged by using updated order set (n=1147 enrolled) drives decreased time to biopsy for BI-RAD 4/5 to 6.9 days from 11 days *not including data from 1 of 4 delivery networks
- Colonoscopy: 9% engaged by pilot physicians utilizing new workflow (n=6301 enrolled) leads to 71% of 542 colonoscopy results letters within 14 days generating a preliminary Adenoma Detection Rate (ADR)

LESSONS LEARNED
- Engaged clinical experts can effectively lead evidence-based initiatives
- Engagement from all delivery networks and medical groups is essential for collaborative clinical decision making
- Early collaboration with EHR Analyst and Informatics team is critical
- Enabling environment to foster learning across the ambulatory care continuum
- Combination of clinical & operations standards improve patient & provider experience

NEXT STEPS
Four new ICMs live in Dec, 2019:
- Anticoagulation for Atrial fibrillation
- Management of thyroid nodules
- Non surgical management of low back pain
- Pediatric obesity