ICSI
Transforming Health Care Through Collaboration

ICSI: Who We Are

- The Institute for Clinical Systems Improvement
- Formed in 1993 by Mayo Clinic, HealthPartners and Park Nicollet to improve the quality and value of health care delivered to patients
- Now the region’s leading health care collaborative
**ICSI: Who We Are**

- Independent, non-profit organization
  - Comprised of 50+ dues-paying medical group and hospital members representing 9,000 physicians
  - Sponsored by six Minnesota health plans--Blue Cross, HealthPartners, Medica, Metropolitan Health Plan, PreferredOne, and UCare Minnesota

**Distinctive ICSI Traits**

- Mission-driven
- Goal-oriented
- Evidence-based
- Collaborative
- Trusted
- Cultural and technical skills
- Broad reach across health care community
**ICSI: Our Purpose**

- Help lead the transformation of health care so it delivers patient-centered and value-driven care
- Champion the cause of health care quality
- Accelerate improvement in the value of the health care delivered

**ICSI: Serving Multiple Needs**

- **Advocate for consumers** – creating a patient-centered system to ensure best outcomes at the best price
- **Resource for providers** – evidence-based guidelines and processes to improve quality of care delivered
- **Catalyst for improvement** – safe, collaborative environment to convene diverse stakeholders to solve system-wide problems
What ICSI Does

• Unites diverse stakeholders in health care to solve issues no single entity can solve alone

• Tackles tough issues of health care quality, value and safety

• Addresses underuse and overuse of health care services

• Serves as a research center to turn health care improvements concepts into reality

What ICSI Does

• Creates evidence-based guidelines that ensure providers practice best medicine
  • Accepted as standard of care by six Minnesota health plans and 50+ medical groups
  • Foundation by which MN Community Measurement measures provider performance

• Provides medical groups and hospitals with training and programs that improve quality of patient care
Example of Transformation

DIAMOND:
• ICSI brought together providers, payers, employers and patients to implement evidence-based superior model of care
• Changes how care for patients with depression is delivered and paid for in primary care
• Could become model for managing other chronic diseases in the future

The Promise of DIAMOND

• Patients
  • Higher remission rates, fewer suicidal thoughts
  • Better patient function, higher satisfaction with care
• Providers
  • Accurate diagnosis
  • Care team that provides evidence-based way to better manage depressed patients
• Employers
  • 100 more productive days over a two-year period per patient
• Health system
  • Potential health care cost savings of $3,300 per patient over four-year period
The Proof to Date

- Patients in DIAMOND for \( \geq 10 \) weeks
  - 47% response (PHQ-9 score decreased by 50%)
  - 30% remission
  - Numbers compare to 8.25% response and 3.75% remission under usual primary care among ICSI members

Appropriate Use of Health Care

High-Tech Diagnostic Imaging

- 10-15% annual increase in number of procedures
- Possible overuse could increase patient exposure to radiation and boost health care costs
- Health plans prior notification removed decision-making from point of service

Member group came to ICSI to see if option to prior notification could be developed
ICSI HTDI Solution

- ICSI convened providers and health plans
- Pilot demonstrated decision support based on appropriateness criteria at point of service resulted in higher utility orders

Results:
- Improved appropriateness of procedures ordered
- Providers can order imaging at point of care without prior notification
- More efficient, cost effective for providers/health plans

Current Status of HTDI

- ICSI board approved:
  - Licensing appropriateness criteria
  - Develop business plan to fund solution

- If board approves business plan
  - Contracts with health plans/medical groups
  - Statewide rollout of solution in Q1 2010
Impact of Redesign for Results

- Recognized as best organization to lead health care transformation
- Board has approved more R4R initiatives
  - Health care home
  - Another inappropriate usage initiative
- State has awarded one health care home contract to date

Benefits of ICSI Membership

- Safe haven for respectful sharing among diverse stakeholders
- Seat at table in group recognized for transforming health care
- Ability to bring meaningful changes to care delivery and payment reform
- Opportunity to address inappropriate health care service usage
Benefits of ICSI Membership

- Opportunity to create health care guidelines
- Venues for partnering with peers to solve your organization’s challenges
- Access to educational opportunities and national experts at no or nominal costs

QuickTime™ and a decompressor are needed to see this picture.

Benefits of ICSI Membership

- ICSI is on cutting edge of new concepts--can be your R&D resource
- Decision support materials to put efficient processes in place to save money
- Collective voice of ICSI members means greater ability to influence payers, employers and policy makers