

Project CORE: Coordinating Optimal Referral Experiences

*Improving Care at the Interface of
Primary and Specialty Care*

Building into Year 2

Maturing Phase 1 of implementation

CORE®

- Roll-out to all “major” specialties within the system
- Roll-out to all PCPs using same instance of EMR
- Sustained messaging, socializing eConsults
- Ongoing QA, targeted QI
- Building bridges between PCPs and specialists
- Shifting from active implementation to program maintenance

Phase 2: Scaling & sustaining the model

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- Consider additional value-added use cases within the system
- Target the “external pivot” of eConsults
- Payer engagement and optimizing payment policy for eConsults
- Approaches to billing for eConsults
- Measuring impact of the CORE model
- Expand to adjacent priorities at the primary care – specialty care interface

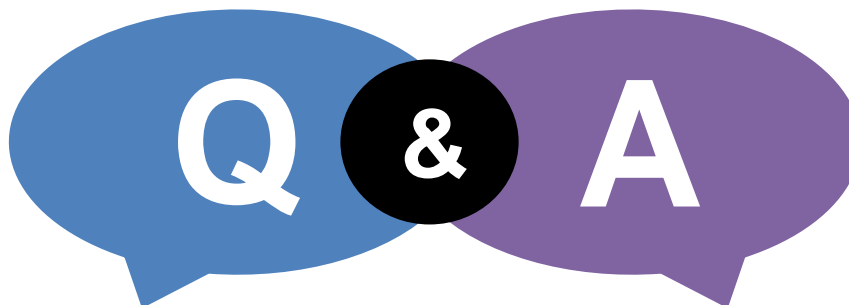
External pivot options

- Epic Link
- Cloud-based platform
- HIE
- HL7 DaVinci Project on interoperability

Demonstrating the ROI Case for eConsults

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- **Year 1 – focused on implementation**
 - Uptake of eConsults relative to specialty referral patterns across primary care
 - Averted referrals and decreases in specialty visits
 - Impact on timelier specialty input
 - Patient and provider experience and satisfaction
- **Years 2 & beyond – impact of the model**
 - As # of specialties increases, and PCP utilization increases: impact on specialty utilization and associated costs, timely access, PCP comprehensiveness



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