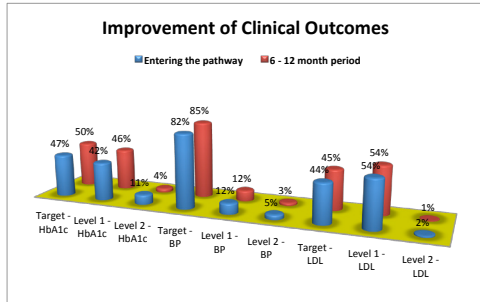


# RESULTS

1

## Health results improved



	USED VALUES		
	HbA1c	TA	LDL
Target	= < 7.0	< 140/90	= < 2.0
Level 1	>7.0 <9.0	140-159 /90-99	>2.0 < 5.0
Level 2	= > 9.0	Either >160/ >100	= > 5.0

2

## Significant efficiency gains within 3 months

- 16.2 avoided ER stretcher-days
- 56 avoided bed-days

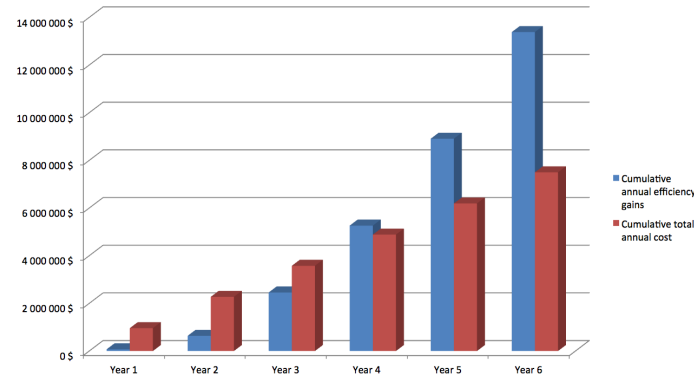
### 58 Frequent flyers

- gradually took in charge\* for 3 months
- with individualized interdisciplinary intervention plans

\* Over the last 3 years, comparison from those who were hospitalized more than 3 times in the local hospital; or were admitted in the emergency department or were hospitalized at least 5 times. Measure done during the first week following the 3 month period.

3

## Projection of significant efficiency gains based on Real World Experience



- **Period of deployment**  
October 2010 to December 2012
- **Clinical team :**
  - Family Physicians (25)
  - Nurses (8)
  - Pharmacist (0.8)
  - Nutritionist (0.8)
  - Social workers (2)
  - Respiratory therapist (1)
- **Number of patients**  
1908
- **Number of interventions**  
12681
- \$300 per avoided inpatient day;  
\$500 per avoided stretcher day in emergency department

4

## Perception of excellence by the interdisciplinary team

### Most appreciated: interdisciplinary approach and working environment

QUESTIONS/RESPONSES	EXCELLENT	GOOD	POOR	ASPECT ASSESSED
Interprofessional collaboration	85%	15%	0%	Interdisciplinary approach
Open-mindedness, trust, respect between peers	78%	22%	0%	Working environment
Sharing of knowledge and experience with colleagues	71%	29%	0%	Interdisciplinary approach
Working relationships	71%	29%	0%	Working environment
Professional skills development	57%	43%	0%	Interdisciplinary approach

Tool: questionnaire administered in fall 2012. N=14: nurses, social workers, pharmacist, respiratory therapist, nutritionist.

5

## Notably high level of care experience

### Most appreciated: problem-solving, decision support and tailoring of care

QUESTIONS	"YES AND ALWAYS" RESPONSES	FACTORS ASSESSED
1. Were you helped to plan ahead so you could take care of your chronic condition in hard times?	99%	Problem-solving/Contextual
2. Were you satisfied that your care was well-organized at your medical clinic?	99%	Delivery/Decision support
3. Were you asked questions about your health habits?	98%	Goal-setting/Tailoring
4. Were you helped to make a treatment plan that you could do in your daily life	97%	Problem-solving/Contextual
5. Were your values and traditions considered when treatment was recommended to you?	96%	Problem-solving/Contextual
6. Were you helped to set specific goals to improve your eating or exercise?	96%	Goal-setting/Tailoring
7. Were you given documentation on the things you should do to improve your health?	89%	Delivery/Decision support
8. Were you asked about your goals in caring for your chronic conditions?	89%	Goal-setting/Tailoring
9. Did you have the feeling that the Program team considered your health problem?	87%	Whole person (or integrated care)
10. Did you a follow-up appointment for your health condition?	85%	Coordination of care

\* 25 questions from questionnaires validated (Statistics Canada and Patient-Centered Medical Home National Demonstration Project) and administered between the 9th and 18th month of the start of the Program; 145 respondents out of an average of 2,000 patients registered. Results exclude the lack of response rate.

concerto.  
Health Program

groupeconcerto.com  
info@groupeconcerto.com