

TEAMS, PAYMENT, AND MOTIVATION

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Setting the Stage



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ARTICLE

Agency Coordination in Shared Regulatory Space
Jody Freeman and Jim Rossi

BOOK REVIEW

The Free Market and the Prison
James Q. Whitman

NOTE

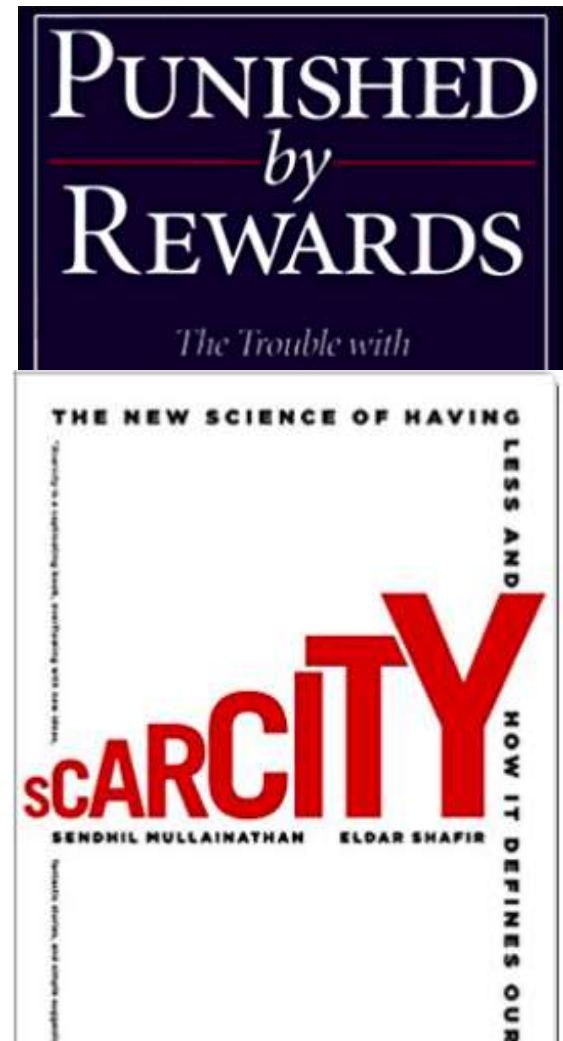
Deception as an Antitrust Violation

RECENT CASES



Setting the Stage

- Systemic rewards decrease motivation/aspiration
- Scarcity ...
it does things to you
 - Myopic vision – value & constraints



Setting the stage – Part 1

\$3.8 Trillion Healthcare spending in 2014



~55% of annual visits in Primary Care

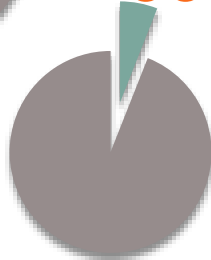
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~30% of workforce is Primary Care

55%

6%



~6% of budget to Primary Care

Setting the Stage



Robert Wood Johnson Foundation

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- Grants
- Newsroom

Publications and research

Planning for LEAP

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Robert Wood Johnson Foundation Announces New Program to Help Primary Care Practices Use Their Workforce More Effectively

Goal is to Identify, Share Workforce Practices that Make Primary Care Accessible and Effective for More Patients

Published: Mar 07, 2012

At a time when
(RWJF) is tea
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improvingprimarycare.org

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Three projects in Denmark

- 4 projects in Denmark
- Yields



What exemplars do

- Prioritize patient care over billing
 - ▣ “when you have a visit that requires no co-pay and provides emotional support, patients will show up”
 - ▣ “so we stopped caring if people were getting billable services, and that’s when the innovation began”
 - ▣ “for hard liners who really want to see everything produce money – my practice would give them an ulcer”

What exemplars do

- Take on the social determinants of health
 - “our work in the practice is only 40% of what we do”
 - “we were able to negotiate better rates for patients”
 - “...and that’s when we started the discussion groups to ease tensions for the immigrant populations”
 - “our tax clinic has been very popular”
 - “our community garden has been wildly successful”

Design with Frank Lloyd Wright

□ What does **YOUR doctor's office** look like?

□ More than Money program



□ Tax clinic

Form 1040EZ		Department of the Treasury—Internal Revenue Service	2012
Income Tax Return for Single and Joint Filers With No Dependents (99)			
Your first name and initial	Last name		
<small>If a joint return, spouse's first name and initial</small>	<small>Last name</small>		

□ Town Hall + EPA grant = public housing



□ Jobs, gardens, and canning



Measuring and Motivating

- The ambiguity of incentives
- The problem with LEAN
- The obstacle of reliable measures (ROI)



Scarcity



Measurements, Motivations
and Incentives:
Is what you pay for what
you want?

Every old idea was a best idea

For a better start in life
start **COLA** earlier!

How soon is too soon?

Not soon enough. Laboratory tests over the last few years have proven that babies who start drinking soda during that early formative period have a much higher chance of gaining acceptance and "fitting in" during those awkward pre-teen and teen years. So, do yourself a favor. Do your child a favor. Start them on a strict regimen of sodas and other sugary carbonated beverages right now, for a lifetime of guaranteed happiness.

The Soda Pop Board of America
1515 W. Hart Ave. - Chicago, ILL.

- Promotes Active Lifestyle!
- Boosts Personality!
- Gives body essential sugars!

Designing with community in mind

- Selection criteria yielded patterned additions:
 - Usual measures were aspirational, not targets
 - Motivation over incentive
 - Do better over do more
 - Adaptation to needs to community
 - Focus on social determinants of health
 - Teamwork as a centering force
 - Integrating over delegating

Teams, Payment, and Motivation

Thank you.

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Improvingprimarycare.org