

LEAD MUSIC (:03)

THIS IS THE TRICARE BENEFICIARY BULLETIN, AN UPDATE ON THE LATEST NEWS TO HELP YOU MAKE THE BEST USE OF YOUR TRICARE BENEFIT. I'M AUSTIN CAMACHO.

IN THIS SPECIAL EPISODE, WE'LL HEAR FROM RADM CHRISTINE HUNTER, THE DEPUTY DIRECTOR OF TRICARE, ABOUT THE 'MEDICAL HOME.' SHE RECENTLY DISCUSSED THIS CONCEPT AT THE INAUGURAL TRI-SERVICE MEDICAL HOME SUMMIT IN BETHESDA, MARYLAND. SHE EXPLAINED THAT IN THIS MEDICAL MODEL, WE WILL BE ABLE TO IMPROVE HEALTHCARE DELIVERY THROUGH A TEAM OF PROVIDERS

IT WAS A MEETING WITH A LOT OF ENERGY HELD OUT IN BETHESDA, SPONSORED BY THE NATIONAL NAVAL MEDICAL CENTER WITH REPRESENTATIVES FROM THE ARMY, THE NAVY, THE AIR FORCE, BOTH THE FIELD AND THE SERVICE HEADQUARTERS, AND PLUS SOME OF THE FOLKS WRITING THE POLICY FOR THE MEDICAL HOME HERE AT THE TRICARE MANAGEMENT ACTIVITY.

SO MEDICAL HOME REALLY EMPHASIZES PARTNERING BETWEEN A PATIENT AND A PROVIDER TO GET TO HEALTH, TO GET TO THE BEST POSSIBLE STATE OF HEALTH AND QUALITY OF LIFE WITH RESPECT TO HEALTH. THE MEDICAL HOME SUPPORTS OUR ULTIMATE GOAL FOR OUR HEALTHCARE SYSTEM, WE SOMETIMES CALL THAT THE QUADRUPLE AIM, BUT THAT'S READINESS FOR INDIVIDUALS AND FAMILIES WITHIN OUR MILITARY QUALITY HEALTH OUTCOME. SO THE ABILITY TO GET TO HEALTH RATHER THAN JUST TO TREAT DISEASE, THE BEST POSSIBLE PATIENT EXPERIENCE AND AT THE END OF THE DAY, WE WANT TO RESPONSIBLY MANAGE THE COST OF HEALTHCARE. CERTAINLY OUR NATION IS ENGAGED IN A LONG DIALOGUE ABOUT THE COST OF HEALTHCARE AND QUALITY OUTCOMES AND WE WANT BOTH OF THOSE TO BE AS WELL-MANAGED AS THEY CAN BE WITHIN THE TRICARE AND MILITARY HEALTH SYSTEM.

WE WANT PATIENTS TO HAVE ACCESS TO A PROVIDER, WE WANT THEM TO HAVE A TRUSTING RELATIONSHIP WITH THAT PROVIDER OR A PROVIDER TEAM OR CONTINUITY WITH PROVIDERS, COMPREHENSIVE CARE, AN EMPHASIS ON PREVENTION AND ALL OF THE HEALTH SCREENINGS THEY MIGHT NEED, PLUS DISEASE MANAGEMENT. IF YOU HAVE DIABETES OR HEART DISEASE, WE WANT TO BE SURE THAT YOU MAKE ALL OF THE MEDICATION AND LIFESTYLE CHANGES THAT WILL ALLOW YOU TO STAY WELL AND HEALTHY AS POSSIBLE.

ONE OF THE GREAT THINGS THAT WE'RE DOING RIGHT NOW IN TRICARE IS THAT WE'VE ELIMINATED CO-PAYS AND COST-SHARES FOR PREVENTIVE HEALTHCARE. THAT'S A REAL STEP IN THE RIGHT DIRECTION BECAUSE WE NEVER WANT TO PUT A BARRIER IN THE WAY OF SOMEONE ACHIEVING OPTIMAL HEALTH BY GETTING TO PREVENTIVE CARE AND KNOWING WHAT THEY NEED TO DO TO IMPROVE THEIR HEALTH. IF YOU PUT A CO-PAY IN, SOMETIMES PEOPLE WON'T TAKE ADVANTAGE OF THE TEST.

AND WE ARE ALSO MINDFUL IN THE MILITARY THAT SOME OF OUR MILITARY PROVIDERS WILL DEPLOY OR HAVE MILITARY COMMITMENTS SO WE PUT TOGETHER OUR MEDICAL HOME TEAMS INSIDE MILITARY HOSPITALS AND CLINICS. WE'RE LOOKING AT A BLENDED TEAM OF MILITARY AND CIVILIANS. YOU CAN ALWAYS ENCOUNTER A FRIENDLY FACE AND THAT TRUSTED RELATIONSHIP.

WHEN YOU HAVE THAT, IT CREATES A NICE LITTLE TENSION IN THE RELATIONSHIP. NONE OF US LIKES TO HEAR THAT WE NEED AN UNCOMFORTABLE TEST OR THAT WE NEED TO CHANGE A HABIT THAT WE FOUND DIFFICULT TO BREAK. IN DEVELOPING THAT RELATIONSHIP WITH THE PROVIDER, WE CAN GET TO THOSE GOALS THAT WE MAY SEE AS MORE CHALLENGING.

THE MEDICAL HOME MODEL HAS ALREADY BEEN ADOPTED IN SEVERAL PILOTS ACROSS THE MILITARY SO IT'S IMPORTANT TO MENTION THAT WE HAVE PILOTS AT BOTH BETHESDA AND SAN DIEGO AND EMERGING PILOTS ELSEWHERE FOR THE NAVY AND SOME OF THE ARMY WARRIORS TRANSITION UNITS AND IN THE AIR FORCE FAMILY INITIATIVE, WHICH IS BEING ROLLED OUT TO ALL OF THE MAJOR INSTALLATIONS WITHIN THE NEXT YEAR OR SO.

PEOPLE ARE EMBRACING THIS MODEL BECAUSE THEY FEEL IT WORKS AND IT MEETS OUR OVERALL GOALS AS A HEALTH SYSTEM.

TO LEARN MORE ABOUT THE MEDICAL HOME MODEL, VISIT THE TRICARE PODCAST PAGE AT: WWW.TRICARE.MIL/PODCAST. THAT'S TODAY'S TRICARE BENEFICIARY BULLETIN. WE'LL HAVE MORE NEWS YOU CAN USE NEXT WEEK.

ENDING MUSIC