

**IMPROVING CARE AT UVA HEALTH SYSTEM** In 2014, UVA was selected to participate in the Association of American Medical Colleges’ Project CORE as a pilot site with four additional academic medical centers. Funded by a Center for Medicare and Medicaid Innovation (CMMI) Award, Project CORE improves the referral process between primary care providers (PCPs) and specialists by implementing EMR-based tools known as eConsults and enhanced referrals. With a network of primary care and specialty care services with over 140 ambulatory clinics and inpatient care, Project CORE has supported UVA in their commitment to timely access to high-quality care in the ambulatory setting.



***“eConsults and enhanced referrals are the rebirth of close primary and subspecialty collaborative care. It benefits at once and alike the patient, PCP, and specialist.”***

- UVA Faculty Specialist

**VALUING PROVIDERS** Through the CORE model, UVA continues to successfully bridge the communication and coordination gap between primary and specialty care. A unique and essential component of the model is the co-management conference – a chance for PCPs to come together and dialogue with expert specialists. UVA incorporates this into Family Medicine Grand Rounds, which has led to increased program utilization and buy-in among providers. To show appreciation for specialists that participate in the model, UVA encourages specialists to include the program as part of their academic CV for promotion and tenure purpose. Specialists are also honored during an appreciation luncheon with the executive leadership team as a way to raise awareness and thank providers. As health systems continue to implement wide-ranging clinical innovations to provide high-value care, allowing providers the opportunity to dialogue together, share feedback, and receive recognition are key factors of success and essential elements of the CORE model.

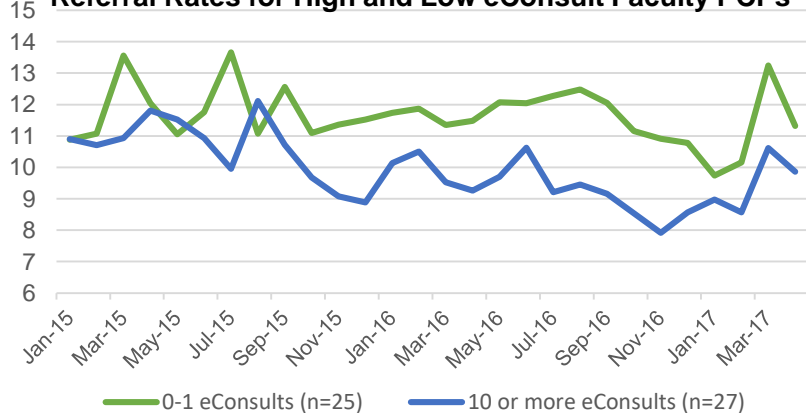
**96%** of UVA clinics have used eConsults; with 78% of clinics sending 10 or more eConsults

**85%** of patients who had an eConsult avoided a referral

**75%** of patients who received an eConsult prefer the same for future management of a similar problem

**5%** of all medical specialty contact has been attributed to eConsults

**Referral Rates for High and Low eConsult Faculty PCPs**



Since the launch of eConsults, referral rates for users vs. nonusers has steadily decreased. This decrease in referral rates ultimately improves availability for external providers, ensures high-acuity patients have better access to specialists, and saves time and out-of-pocket costs for patients who can be managed in their primary care medical home.