

James L. Holly, M.D.

Patient-Centered Medical Home: Award & Chinese Delegation Visit to SETMA

By James L. Holly, MD

Your Life Your Health

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Press Release for Patient-Centered Medical Home Practice Award – November, 2014

“The PCPCC will present the **Southeast Texas Medical Associates (SETMA)** and its Chief Executive Officer, James L. Holly, MD, with the first *Patient-Centered Medical Home Practice Award*. With six clinical locations across Southeast Texas, SETMA is being presented with this award based on their exceptional dedication to achieving IHI’s Triple Aim of “improved care, improved health and lower cost,” their focus on integrating state-of-the-art health information technology across their sites as a means to transform care delivery, and their commitment to sharing lessons learned by being the only PCMH practice in the country that is accredited by all of the major national certifying/recognition organizations (NCQA, AAAHC, URAC, Joint Commission).

“We wanted to acknowledge a remarkable community leader working to implement patient-centered medical homes in their state. Dr. Wymyslo personifies that leader with all of his impressive work in Ohio – including being the first state PCPCC affiliate in the country,” said Paul Grundy, MD, President of the PCPCC. “We also wanted to recognize an extraordinary practice that has gone the extra mile to make medical homes a reality for all of their patients and families. Dr. Holly and his colleagues at SETMA have done just that, and are teaching all of us what they have learned along the journey.”

Note from the President of the PC-PCC notifying SETMA of the award:

“The PCPCC established this year, for the first time, a new Patient-Centered Medical Home Practice Award which recognizes a primary care practice that serves as a model for medical home transformation through innovation in practice design, partnership with patients in quality improvement, and exemplary leadership in promoting the practice of team-based, primary care.

“This year, I am thrilled to inform you that the Board of Directors of the Patient-Centered Primary Care Collaborative would like to give this award to you for your outstanding service as the CEO of the Southeast Texas Medical Associates. The Board specifically cited your long standing commitment to primary care and practice transformation, your genuine concern and focus on patients and families and the role they play in practice transformation, your

commitment to sharing lessons learned through multiple venues including your website, and your gracious generosity – of heart, mind, and spirit – in making health system transformation in your community a reality.

We hope that you are able to join us for dinner and an evening reception to honor you and two other awardees (for the Barbara Starfield Primary Care Leadership Award, and the Primary Care Community Leadership Award) on Thursday, November 13th from 6:00 PM to 8:00 PM. Please let us know at your earliest convenience whether you will be in attendance.”

Chinese Delegation to Visit SETMA, May 15-16, 2014

“(speaking of the above announcement) Congratulations for this significant achievement! The SETMA Model should be the healthcare role model for China healthcare transformation. Right now a large China state-owned partner - CETC SS -- has strong interest in PCMH. The company's CEO and several senior leaders plan to visit US in May. They'll visit IBM's innovation center in Dallas on May 14th. I told them of SETMA's achievement. The CEO has strong interest in your work. If it's convenient for you, is it possible to let them visit SETMA on May 15-16th? Expect to get your support on this, Thanks!”

This is the introduction about CETC SS:

“CETC Software And Information Service Co.,ltd -- (CETC SS) is an important outcome of strategic cooperation and software and information-service industry operation platform between China Electronics Technology Group Corporation(CETC) and Shanghai Municipal Government. Till 2020, CETC SS is aimed to achieve total revenue 50 billion RMB and the overseas market income will account for more than 10% of the total portion; to create as Chinese software and information service industry leader; to be ”domestic outstanding, world-class” in software and information-service (sub)group enterprise.

“Combining existing business infrastructures, CETC SS has formed a clear business system. At present, the basic software and hardware products, system integration and industry application of core business and assets are exerting its full economic potential, which becomes the important source of main business income. Based on the core businesses, [CETC SS enters new business growth, such as cloud platform and big data services; consulting and business solutions](#) (Smart City, major industry - government, energy and water, [health](#), operators); automotive electronics industry, it shapes the leadership of economic effects gradually. In the meantime, it layouts the strategic value business, like promote the internet services business; innovate international business, in order to build the market’s unique development advantages and monitor market differentiation. “

In February, 2014, SETMA dialogued with the Chinese delegation. They responded to a greeting from SETMA after an introduction from Dr. Paul Grundy:

“Dr Holly, Thank you for the greeting! Paul shared a lot of your articles to me. I'm your big fan and developed a lot of your fans in China physician group. I'll tell you they are surprised by SETMA's public report system ([especially it's almost real time date](#)). (emphasis in original) I

can't describe how exciting they are when they look at this.

"The teaching-tool-for-PCMH-course-patient-care-activation-engagement" is so good, I even organized a team to make 3 times group study on this. You are the best role model for PCMH. We deeply believe China need to follow the step and embark the PCMH journey. It's the best hope for the future of healthcare. Especially thank you for sharing all of your experience on the website, I'm very hungry to absorb the experience (unfortunately I'm not physician background, but recently I picked up a lot of diabetes clinic knowledge, your article and EPM tools are very good teacher of me). Your transformation experience is extremely valuable for China's healthcare reform.

“If you have interesting, I hope to find chance for you to visit China. There are a lot of your fans, we are expecting to listen to your speech and get your guidance in the future.”

Other International Attention

This summer, a delegation from the United Kingdom is visiting Harvard School of Medicine. They have asked to have “cyber-visits” with four practices. SETMA has been asked to be one of those four sties. The health agency in Ireland and Australia have also expressed interest to gave SETMA visit them to discuss PC-MH with their national healthcare leadership.

SETMA’s goal is to improve healthcare for our community and region. It is reassuring and encouraging, however, to hear the response of others to our Model of Care and to our Patient-Centered Medical Home.