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- Chapter 25. Designing physician payments and compensation systems to change behaviors and results.
- Chapter 26. Expecting electronic medical records (EMRs) designed to support test ordering, billing, and payments for individual patients to be useful in disease population management.

- Key Concepts
- Measure Practice Capacity / Patient Access. Then optimize them. What you don't know can hurt you and your patients.
- Reduce Physicians' Scope of Work: The physician bottleneck is the core problem.
- Monitor and Manage Disease Activity for the Disease Populations: Population management must replace traditional care.

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