

Achieving Community Systems of Care: The Role of Community Health Plans

Academy Health
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MAKING HEALTH CARE **BETTER**



▶ ACHP Members

Capital District Physicians' Health Plan

(Albany, NY)



Capital Health Plan

(Tallahassee, FL)



CareOregon

(Portland, OR)

CareOregon



Emblem Health

(New York, NY)



Fallon Community Health Plan

(Worcester, MA)



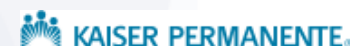
Geisinger Health Plan

(Danville, PA)



Group Health

(Seattle, WA)



Group Health Cooperative of South Central Wisconsin

(Madison, WI)



HealthPartners

(Minneapolis, MN)



Independent Health

(Buffalo, NY)



Kaiser Foundation Health Plans

(Oakland, CA)



TUFTS Health Plan

and the Permanente Federation

Martin's Point Health Care

(Portland, ME)



New West Health Services

(Helena, MT)

Presbyterian Health Plan

(Albuquerque, NM)

Priority Health

(Grand Rapids, MI)

Scott & White Health Plan

(Temple, TX)

Security Health Plan

(Marshfield, WI)

Tufts Health Plan

(Waltham, MA)

UCare Minnesota

(Minneapolis, MN)

UPMC Health Plan

(Pittsburgh, PA)

▶ ACHP Mission

ACHP and its members improve the health of the communities we serve and actively lead the transformation of health care to promote high quality, affordable care and superior consumer experience.

▶ ACHP Member Organization Attributes

Quadruple Aim: Focused on health of populations, optimal patient experience (outcomes, quality, satisfaction), affordability, and community benefit.

Community-based: Building our communities to better health. Loyal to communities and inspiring loyalty in return.

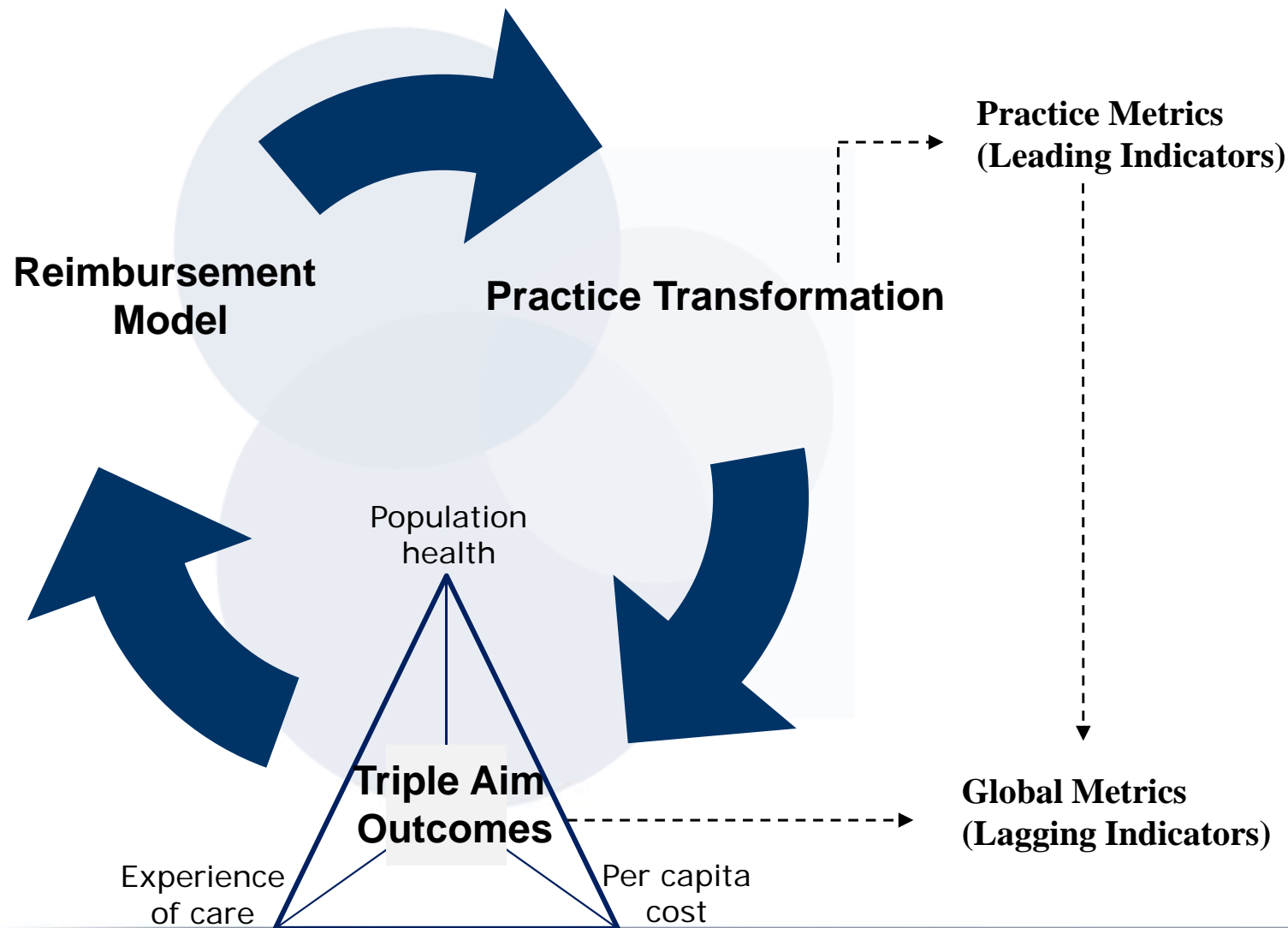
Provider Partnerships: Partnered closely with dedicated provider groups and network physicians to improve health and health care delivery. Accept risk and share it with providers through payment strategies. Align incentives for delivery system reforms.

Non-Profit Orientation: Make decisions that keep consumers healthy for the long-term. Provide community benefit. The community is the chief stakeholder in our plans' success.

▶ **Community Health Plans: Key Functional Capabilities**

- Accountable for **cost, experience, health care** and **health** – the Triple Aim
- Provide comprehensive population view
- Experienced at evaluating and managing risk
- Effective integrators of care with providers to produce value
- Sophisticated users of tools to promote better health for the population, such as information systems, analytics, lean process improvement tools, care management and quality improvement techniques
- Tailor approaches to needs of their community purchaser customers

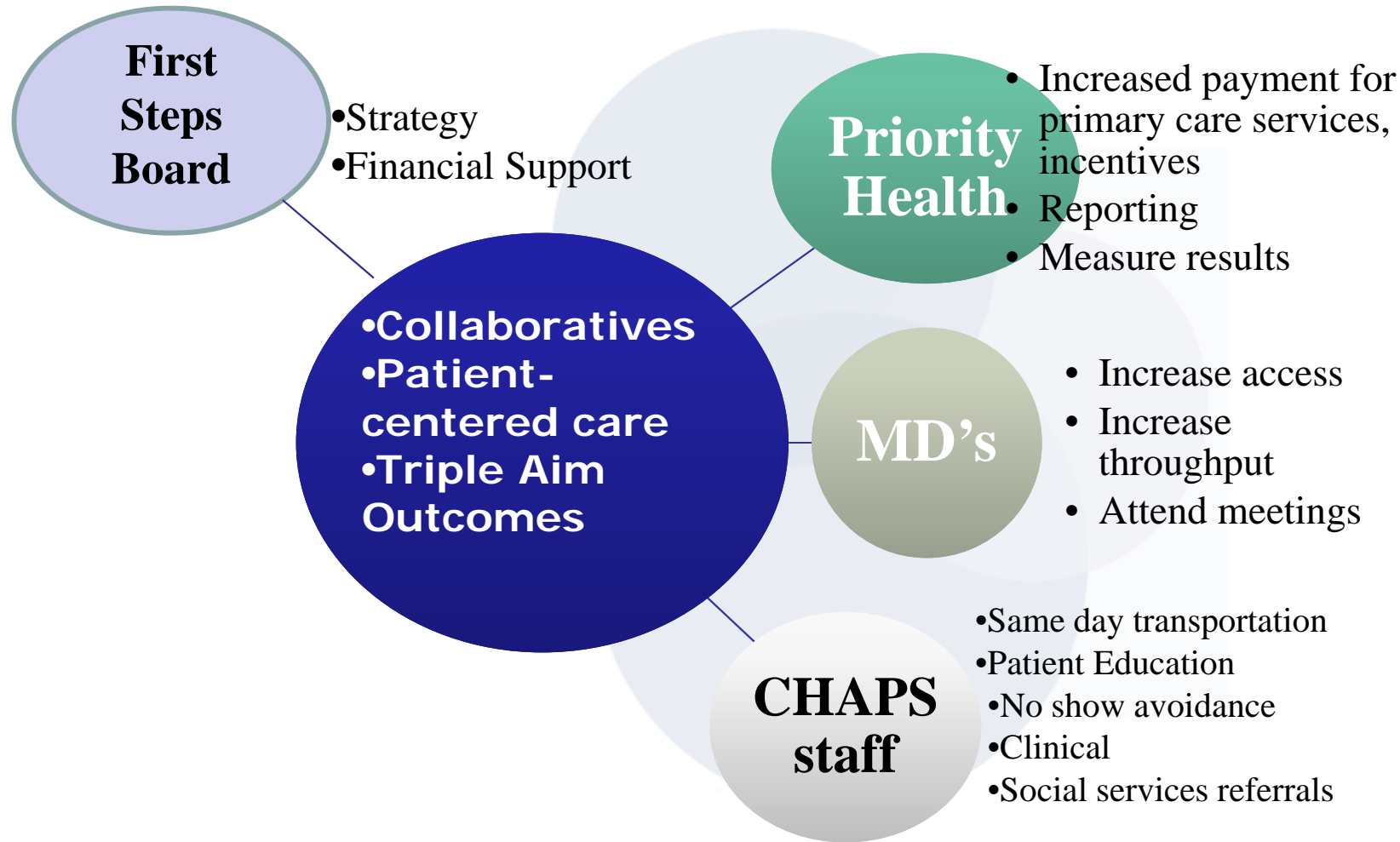
▶ Key Elements for Achieving Sustainable Outcomes



▶ Examples: Priority Health

- The community problem
 - Significant disparities in hospital-based outcomes by insurance status for children in Michigan
- The community infrastructure
 - First Steps Commission
- The stakeholders
 - FQHC, a large Medicaid practice, private practices, Priority Health, First Steps Commission

▶ Process to Address the Problem



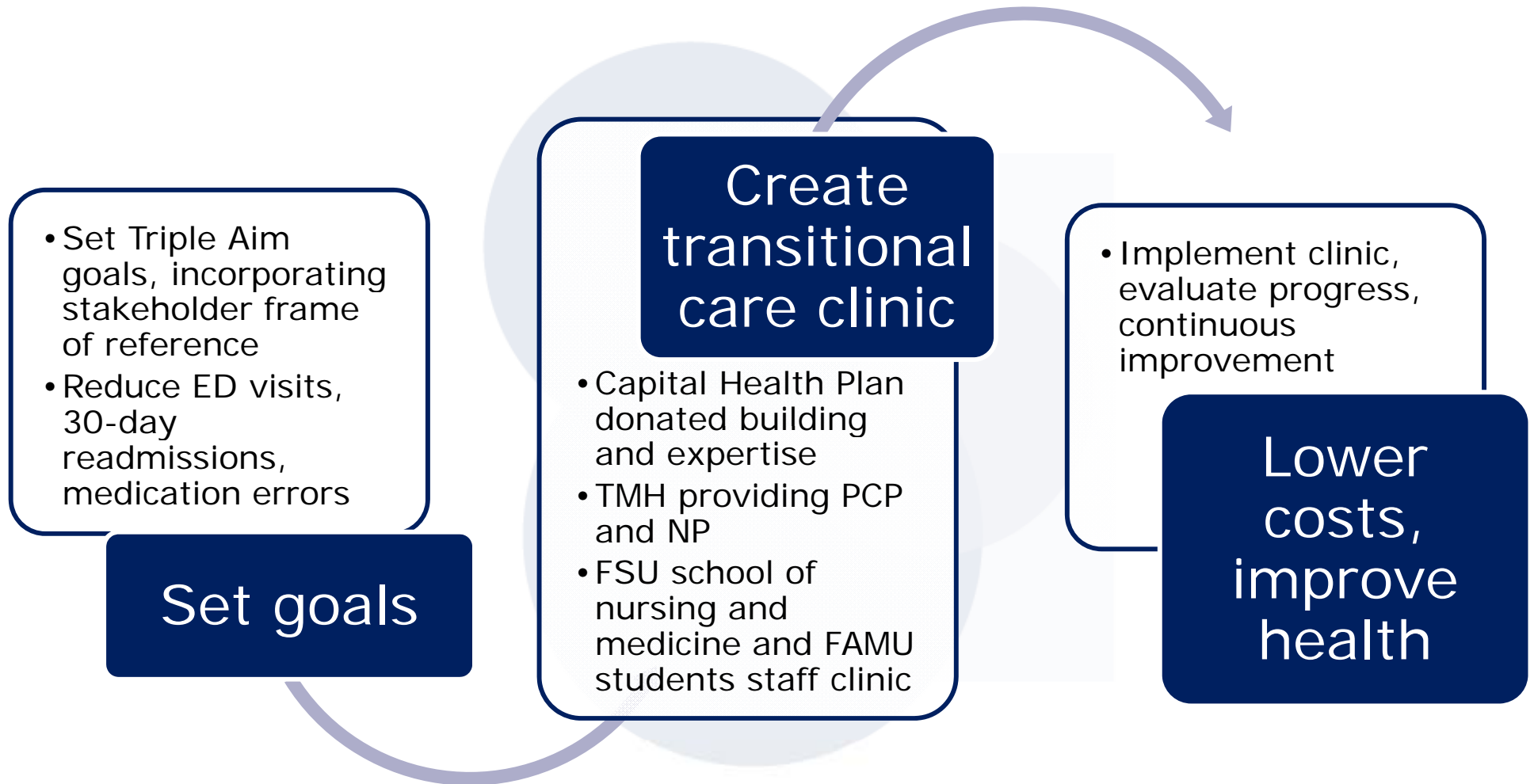
▶ Results: Year 1

- Tracked 17,000 children in private practices, FQHC, and DeVos Children's Hospital Pediatric Clinic
- Overall results Year 1:
 - ER use decreased by 9%
 - Inpatient use decreased by 16%
- Most dramatic progress at:
 - DeVos--15% decrease in ED use
 - FQHC --9% decrease in ED use, 22% decrease in admissions
 - Open scheduling, evening hours, increased throughput
 - Increased clinical time for providers + visits/hour
 - Improved quality metrics
- Different payment strategies

▶ Examples: Capital Health Plan

- The community problem
 - Uninsured and underinsured use of ED and unnecessary hospital “rescue care” driving up community costs
- The stakeholders
 - Tallahassee Memorial Hospital, Capital Health Plan, FSU School of Medicine, Florida A&M School of Pharmacy

▶ Process to Address the Problem



▶ Key Factors for Success

- Make change intentionally at the community level
- Align all stakeholders around common goals (Triple Aim)
- Local accountability for a defined set of patients
 - Ability to identify these patients
- Payment based on shared savings – outcomes oriented
- Performance measurement – access to timely and accurate data
- Process improvement capabilities
- Building trust within the community