

# New Jersey - Delaware Valley HIMSS Chapter Fall Event

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# May You Live in Interesting Times...

宁为太平犬，莫作乱离人

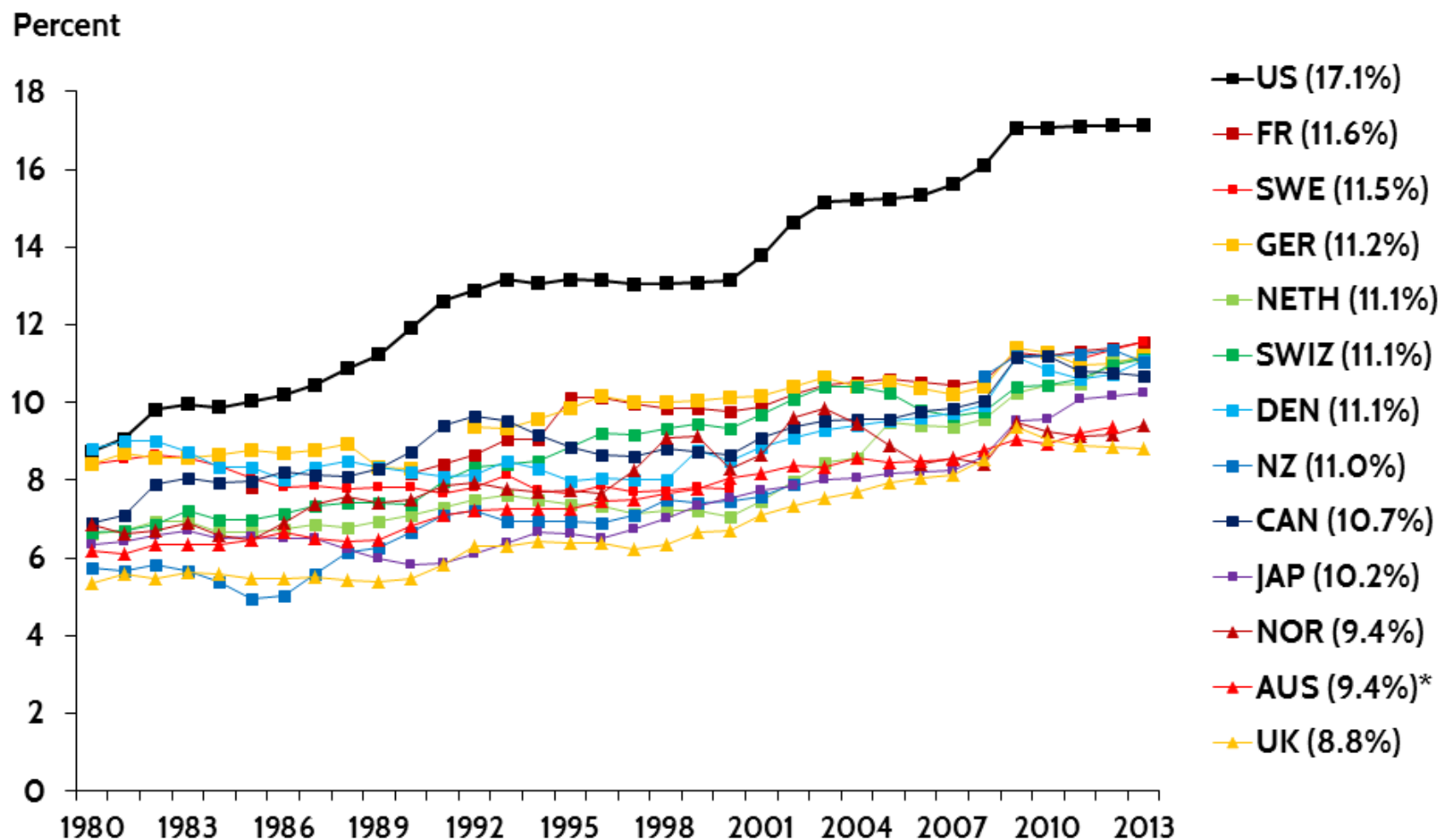
- Ancient Chinese Curse

# Concepts for Today's Discussion

- Understand components of the new health care paradigm
- Recognize what has changed
- Explore technologies and processes required to embrace change
- Identify a new framework for healthcare delivery



# US Health Care Expenditures



\* 2012.

Notes: GDP refers to gross domestic product. Dutch and Swiss data are for current spending only, and exclude spending on capital formation of health care providers.

Source: OECD Health Data 2015.



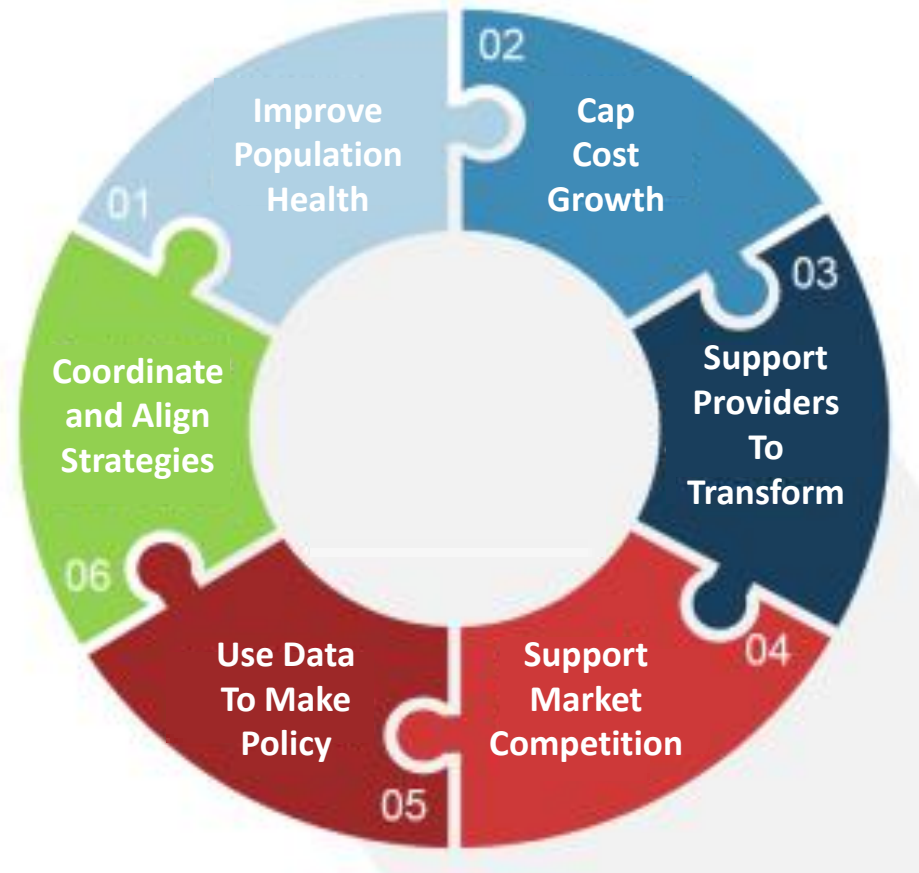


# Health Care Processes Will Follow the Money



# Framework to Limit Healthcare Cost Growth

[PA 15-146](#), *An Act Concerning Hospitals, Insurers and Health Care Consumer*  
State of Connecticut, 2016



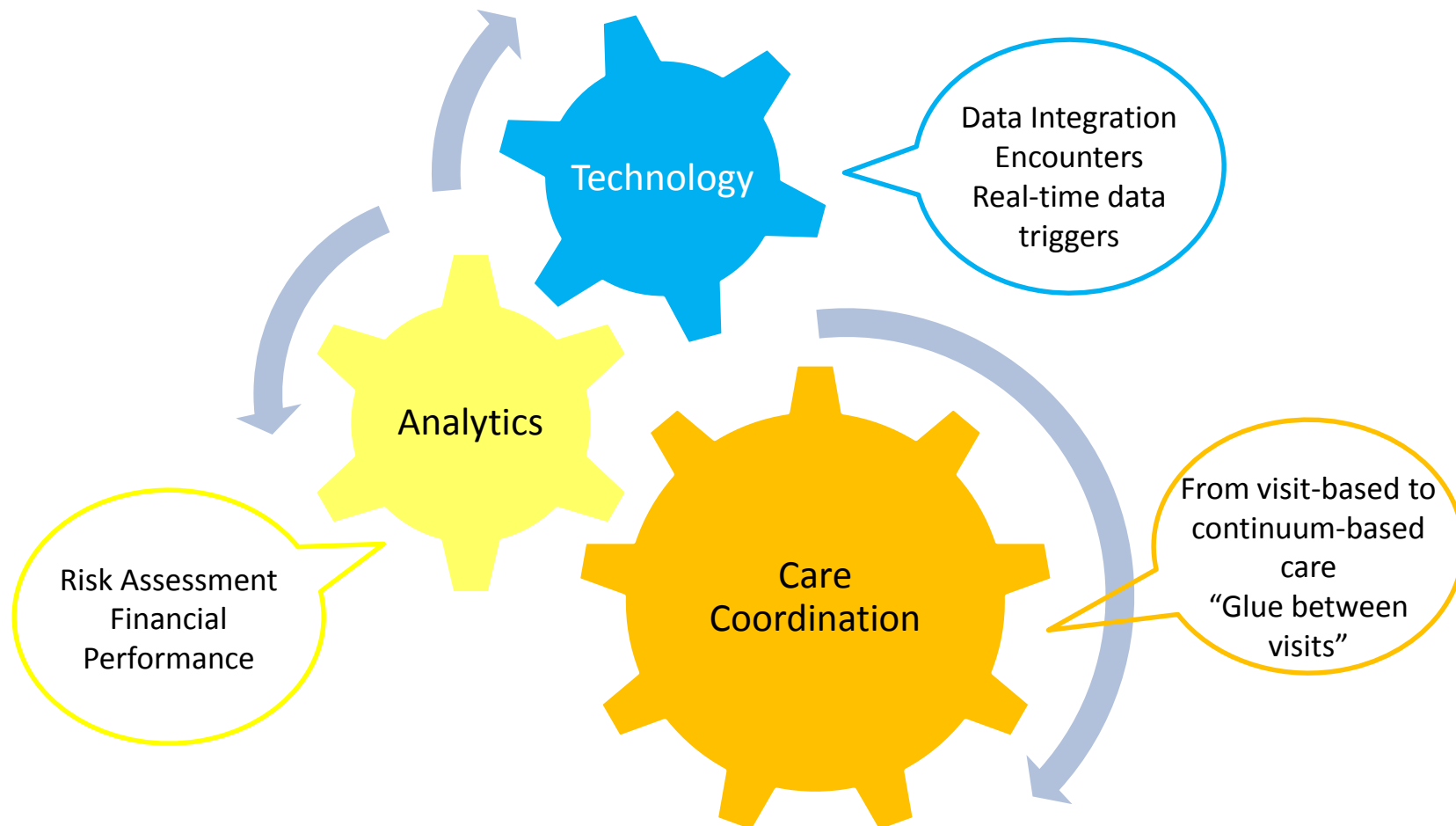


# #1 – Improve Population Health

What is population health?

- Management of the cost and outcomes for any defined group:
  - Patients
  - Insurance plan members
  - Those who have chronic diseases or specific conditions
- Requires health care organizations to think about people differently
  - Not every person of interest is a patient
  - Some people of interest are someone else's patients

# Components for Effective Population Management



## #2 – Cap Cost Growth

- Value = Quality/Cost
- Measure costs and quality
- If you don't measure it, don't do it
- Healthcare is expensive, healthcare technologies are very expensive
  - Understand evidence-based utilization, based on outcomes, for pharmaceuticals and new procedures
  - Especially important for million-\$ therapies
- Health care is a tremendous economic driver
  - Embrace the economic impact of cost containment, especially for those geographies that rely on “meds”

# #3 – Support Providers to Transform

- Embrace new care delivery methods
  - Implement evidence-based pathways
  - Reallocate roles and responsibilities
  - Top of license
- Inter-visit management
  - On-demand access
  - Telehealth, video visits
- Patients assume personal responsibility for outcomes

# #4 – Support Market Competition

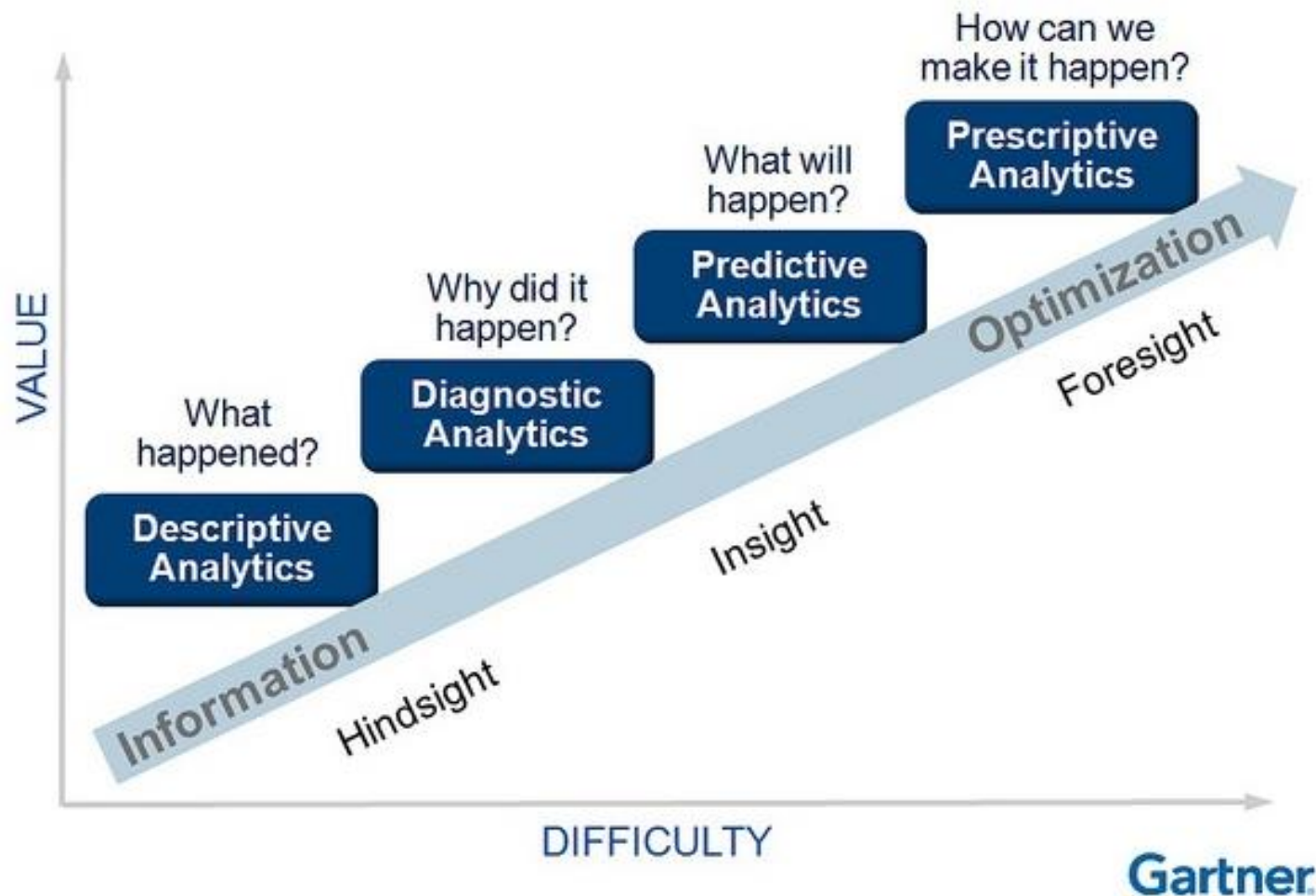
- Develop new strategic relationships
  - Provider/Payer relationships
  - Healthcare organization collaborative competition
- Establish risk-based payment models
  - Ensure essential services, that have no reimbursement in fee-for-service are provided
  - Social services, food programs, literacy, employment



# #5 – Use Data Analytics to Drive Care

- Drive population management, based on resources:
  - percentile risk for aggressive monitoring and intervention
  - Prediction models to segment populations
- Ensure that everyone is enrolled in a “wellness” DM program, with triggers for gaps in care
- Identify those lost to care, not likely to see providers, or needing specific disease management
- Recognize that the riskiest enrollee, often the expensive one, is the person who may not present to the physician’s office

# Analytic Value Escalator



# Use Data Analytics to Assess Performance

- Provide dashboards and easy-to-understand performance measures
- Develop care delivery processes that are based on evidence-based measures
- Ensure that performance discussions are a team activity
- Challenge provider-led teams to embrace quality and outcomes in everyday practice
  - Involves developing high performing teams
  - Team members work to the top of license
  - Improved provider satisfaction

# Performance Dashboards

Practice Overview | Utilization | Expenditures | Top HCC-Heat Maps



Hospital Utilization at Host System & Practice Level

Utilization Data through  
March 2017  
Claims: Jan-Dec 2016

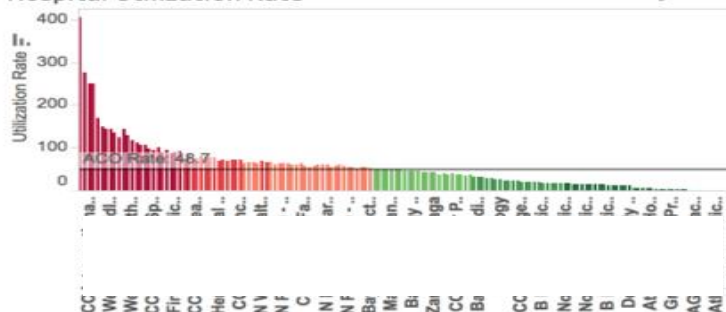
ATLANTIC GEN BAYHEALTH BEEBE CHRISTIANA CARE NANTICOKE

Primary Care-Employed  
Primary Care-Community  
Specialty

Admit Month  
Jan 2016 Mar 2017

Hospital Utilization Rate

Click on a practice to see  
utilization trends by



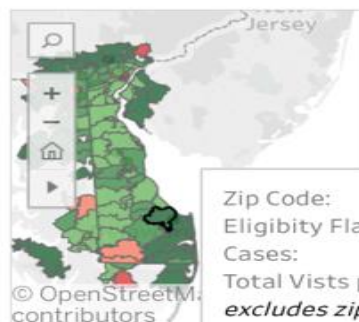
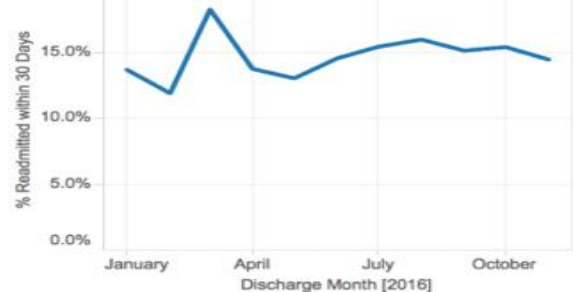
Hospital Utilization by Encounter Type



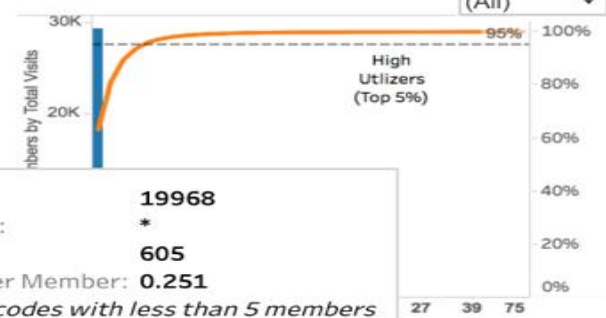
Note: Limited utilization data were available through DHIN for  
Nanticoke & Bayhealth prior to Mar 2016, and for Beebe & Atlantic  
General prior to Jan 2017

Readmission Rate

Discharge Date  
January, 2 November



Zip Code: **19968**  
Eligibility Flag: **\***  
Cases: **605**  
Total Vists per Member: **0.251**  
*excludes zip codes with less than 5 members*



## #6 – Coordinate and Align Strategies

- Align payment and performance incentives
  - e.g., RVU (physicians) vs. P4P (organizations)
- Recognize the strategic importance of ambulatory care
- Develop new methods to engage patients between visits, reduce dependence on visits to achieve goals
- Encourage payer/provider collaboration



# #7 – Patient/Member Engagement

- Develop personal responsibility for outcomes
- Identify successful methods to manage chronic diseases
  - Game-ification of disease management
  - Health care transparency e.g., OpenNotes
  - Embrace innovation
  - Revise “old methods” to include patients as partners

# Technology Considerations

- Develop methods for EMR integration across the continuum
- Define a data integration strategy
- Include care management platforms in the integration strategy
- Identify new data-driven workflows for each actor:
  - Care Managers, physicians, social workers, etc
- Utilize real-time analytics to focus resources on those who need it
  - Right intervention, right time, right person
- Develop analytics platforms to measure cost and quality
  - Make these available to providers to influence change

# The future of Health Care is Clear

- Fee-for-service care will transition to a value-based model
- Improved value = higher quality + lower cost
- A visit-centric model will transition to a continuum-of-care model
- Analytics will drive care delivery through population segmentation and performance measures
- Technology will drive right-sized care
  - Evidence
  - Analytics
  - New care delivery methods
- Data integration will establish excellent workflows
- Successful health care organizations will share data to develop optimal workflows
- Care delivery will be provided by the right person, at the right time, in the right location

# Questions

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