Getting to Whole Person Care - What's Next?

ITUP LA Health Collaborative

July 28, 2019

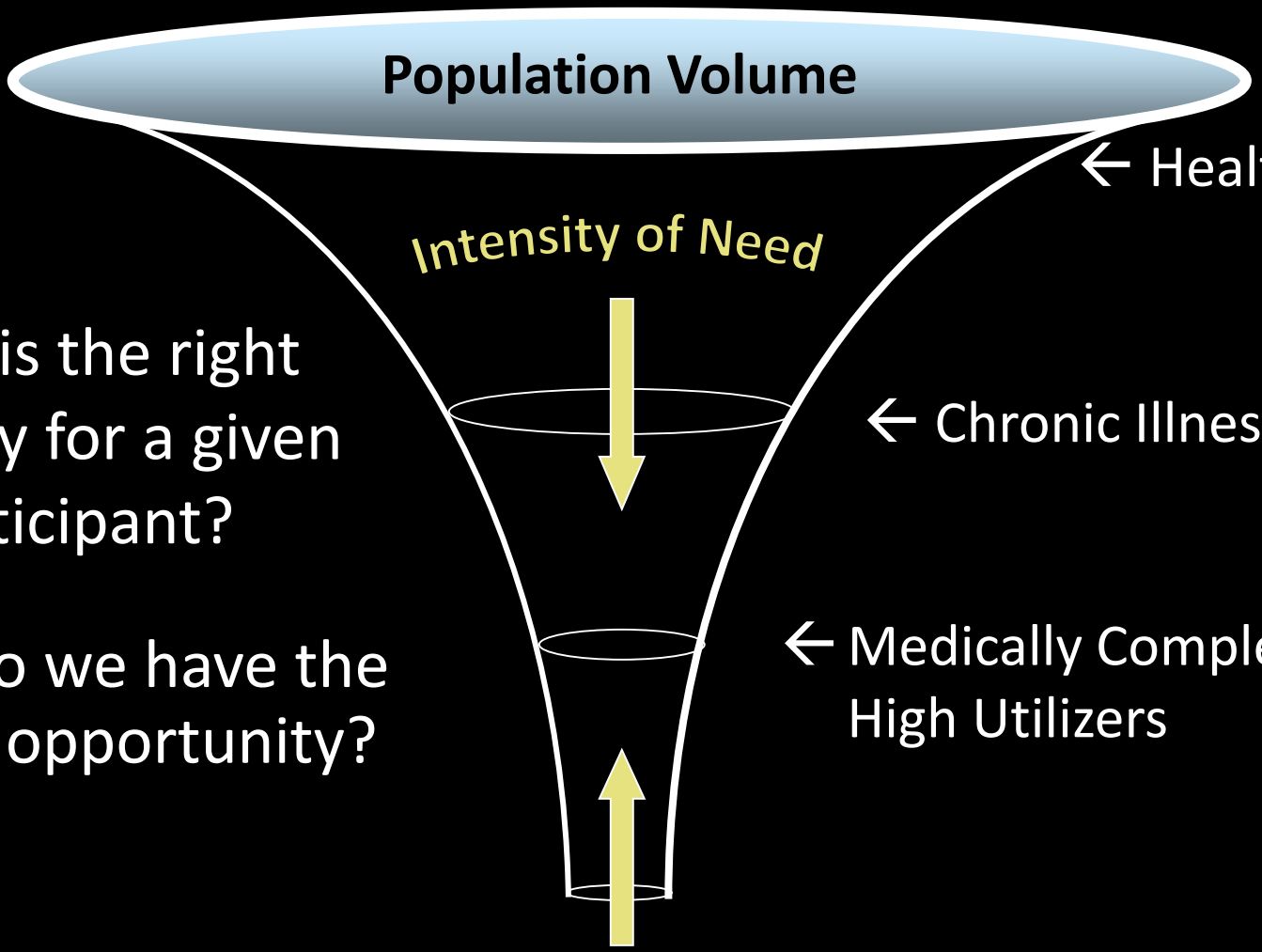
Important concepts for Care Management

- Build strong relationships with participants, primary care teams, hospitals/specialists & other community care partners

- Align population, intervention(s) & outcomes
  - Select a population at risk for future poor outcomes & costs for which planned interventions can improve outcomes
  - Understand your resources/strengths & that of your engaged partners
  - Match intensity of intervention with intensity of need

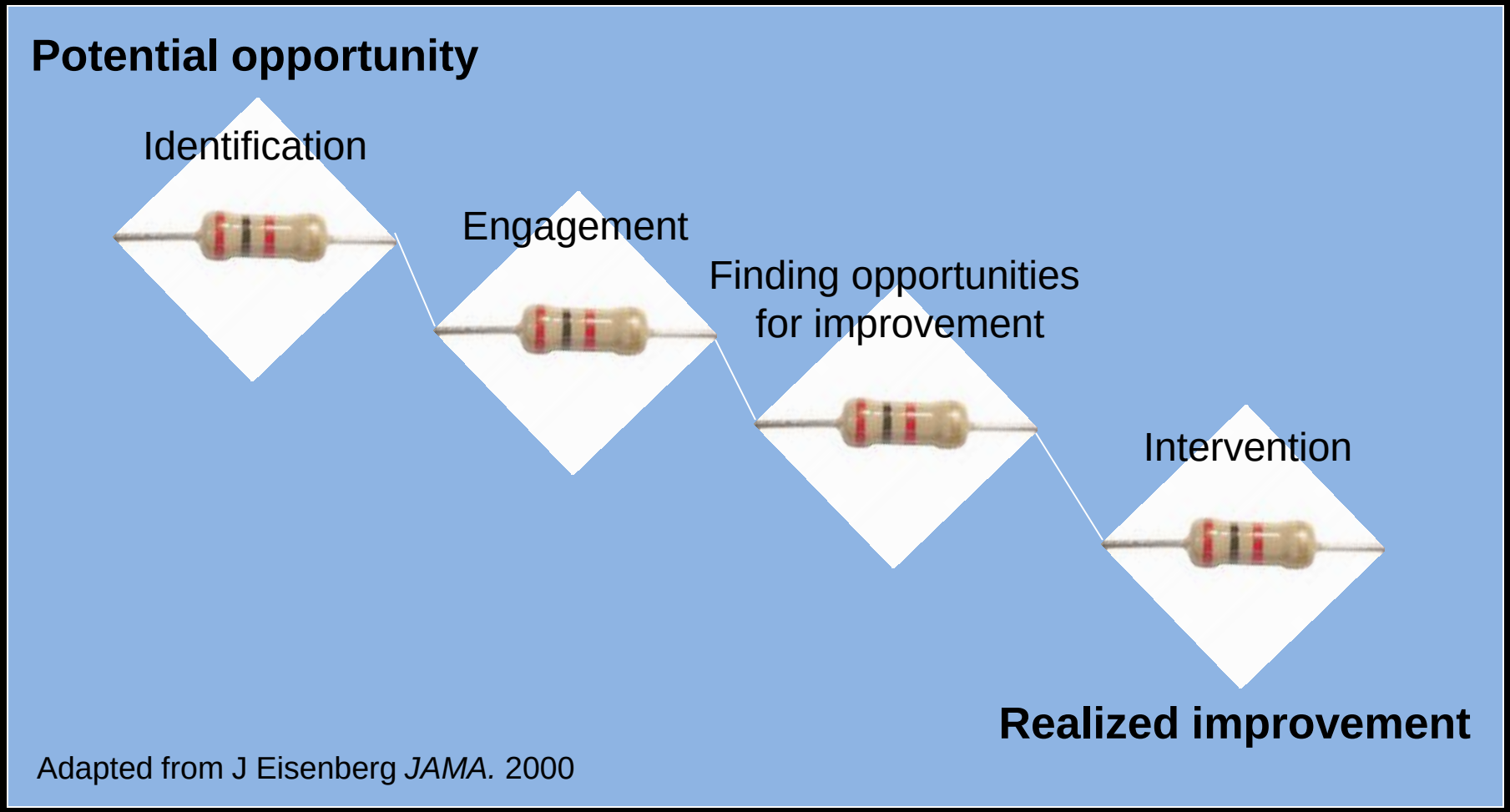
POPULATION HEALTH

Effective Targeting of Care Management



HIGH-INTENSITY, COMPLEX CARE MANAGEMENT
– REQUIRES INTERVENTION ON SOCIAL & BEHAVIORAL DETERMINANTS OF HEALTH IN MEDICAID POPULATIONS

Challenges for CM Programs: Drops in Potential



Adapted from J Eisenberg *JAMA.* 2000

Whole Person Care-Los Angeles Program Foci

Integrated Health Delivery
Healthcare & social service coordination enabled by IT/ relationships

Community Health Workers (CHWs)
Social service teams driven by CHWs with shared lived experience

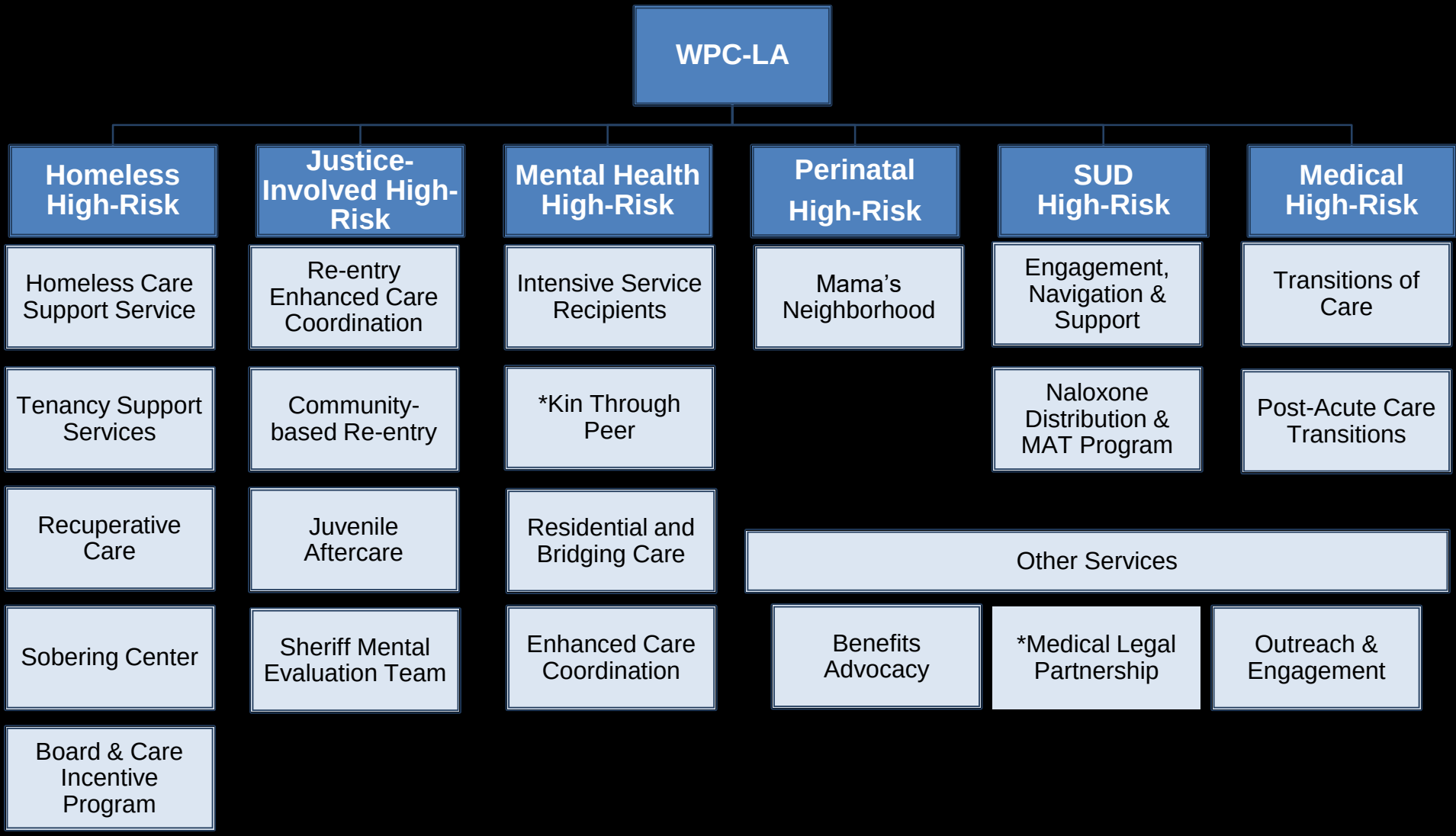
Regional Care Management
Regional teams applying a “no wrong door” approach

Transitional Care Coordination
Focus on high-risk times & linkage to & integration with longitudinal providers

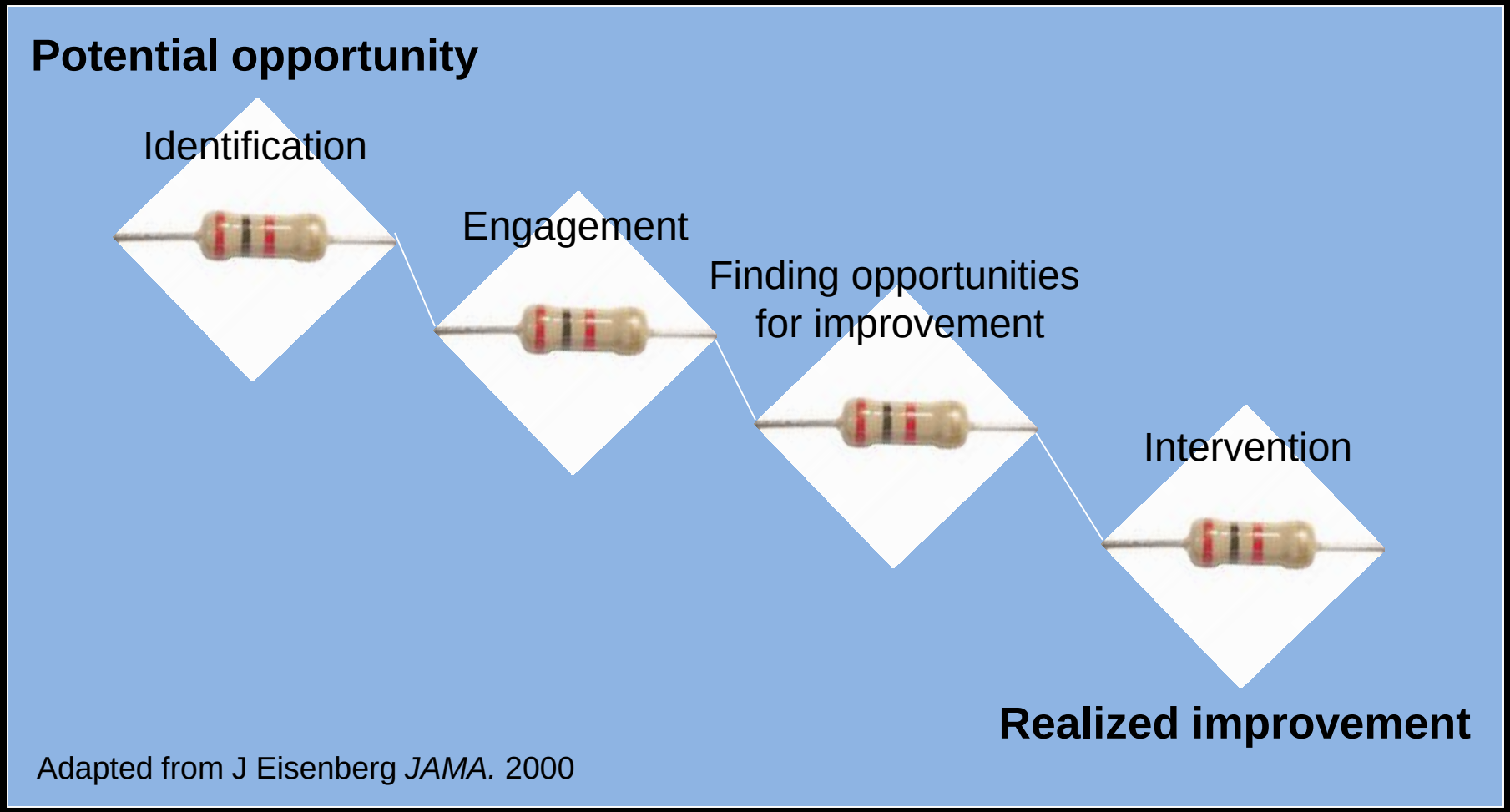
WPC-LA Care Delivery Model

- WPC-LA Care Teams consist of Supervising Social Worker & CHWs in Regional Coordinating Centers in each SPA
- Care Teams
  - Receive referrals from different points of care
  - Engage & enroll participants
  - Perform comprehensive needs survey
  - Create care plan
  - Accompany & help link participants to resources
  - Work closely with participant's longitudinal care team to ensure coordination of care
  - Ensure a seamless handoff to their primary health care team for ongoing care & support

Populations & Programs



Challenges for CM Programs: Drops in Potential



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State-Level Roadmap to Higher-performing Health Delivery

Creative Funding – expansion, braiding/blending

Investment in communities & community health interventions

Getting to Whole Person Care - What's Next?

May need special models for special groups

Focus on both care coordination & health delivery improvement

Capacity Building & Infrastructure Building

Discussion & Questions

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