At the Center for Care Innovations we...

- Inspire innovation mindsets
- Cultivate & share best practices
- Build networks
- Enrich skills

in Four Areas:

- Community-Centered Care
- Population Management
- Technology Solutions
- Innovation + Design Thinking
Transition to Value Based Payment – Mindsets

- Population focused
- Whole person orientation
- Health and wellbeing
- Innovation
### Transition to VBP: Actions

<table>
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<th>Action</th>
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<tr>
<td>Social needs: screening and referrals</td>
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<tr>
<td>Data: strong analytics for care management and understanding cost, EDW, EHR pop software, risk stratification</td>
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<td>Partnerships: External - CBOs, payors, schools, law enforcement, transportation; Internal - breaking down silos</td>
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<td>Virtual care: telehealth, texting, phone visits, technology for managing chronic disease</td>
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<tr>
<td>New and expanded care team roles: panel managers, pharmacists, community health workers, navigators, SUD counselors</td>
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Social Needs
Data

INCENTIVE - Hypertension Control e

Measure Results

Clinical Risk Score
Behavioral Risk Score
Social Risk Score
Cost/Utilization Risk Score

1 Overarching Risk Score

Registry Recalls
Manual from eCPI
- Hypertension—Last seen in the last 6 months—Quarterly
- Diabetes—A1C is the last 12 months—Every 2 mo.
- Heart Disease—Last seen in the last 6 months—Quarterly
- Asthma—Last seen in the last 6 months—Every 2 mo.
- COPD—Last seen in the last 6 months—Quarterly
- Well Child—2-10 mo—Last seen in the last 1 year—QIP Cotton Campaign—3-6 years due for WCC
- Well Child—2-10mo—Last seen in the last 2 months—Monthly
- Cervical CA Screening—45-64 years with no pop in the last 2 years (Quarterly)
- Breast CA/Well Woman Exam—50-65 years with no mamm in the last 2 years
- Colorectal Tact Reminder—Missed test ordered in the last 9 weeks but not returned (Weekly)
- Complete a Custom Campaign—pts 50-75 with an insur test in the past or now due
- Influenza vaccine (flu shot)
- Proposed: 1st-5 years, 2nd flu shot due
- 16-23 months, overdue for a Dtap

eCW Campaigns
Automated Recalls
- Hypertension—Not controlled at last office visit Quarterly
- Diabetes—Team recalls for A1C every 2 mo.
- QIP recalls for eye exams & nephropathy screening
- 60s recalls for CAD/IVD on an as needed basis
- Cytomad—Team patients with last NCP out of range or overdue (Ongoing)
- QIP—Monitoring/Pediatric Medications pts taking AKI/ARF/Creatine and are due for CMR

Outbound Phone Calls
(Staff)
- Hypertension—Team recalls for last BP not controlled (every 2 mo)
- Diabetes—Team recalls for A1C every 2 mo.
- QIP recalls for eye exams & nephropathy screening
- 60s recalls for CAD/IVD on an as needed basis
- Cytomad—Team patients with last NCP out of range or overdue (Ongoing)
- QIP—Monitoring/Pediatric Medications pts taking AKI/ARF/Creatine and are due for CMR
Virtual Care

CareMsg Quick Guide

Interface LIVE DATE 08/28/2018

How to delete an appointment:
From the Appointments link select the Reminders tab > click on the drop-down menu under Name and select External ID
Enter patient MWL, appointment date and click Apply.
Collaboration & Partnerships

LET FOOD BE THY MEDICINE
LET MEDICINE BE THY FOOD

HIPPOCRATES
New and Expanded Team Roles

People with lived experience
  Patient Navigators
  Community Health Workers
  Behavioral Health Consultants
  Panel managers

Expanded roles for nurses and non clinical staff
  • Case management
  • Integrated behavioral health (mild/moderate, SUD & MH)
  • Care coordination
  • Planned care and outreach functions