All Systems Go?

Patients, Pilot Programs and Perspectives in Colorado’s Accountable Care Collaborative

September 27, 2012
A Systems Agenda

1. Assessing the Patient Experience of Care
2. The ACC Payment Reform Initiative
3. Perspectives from the Safety Net and Consumers
SNAC Lab Objectives

- Leverage our collective focus on vulnerable populations
- Provide a forum for opportunities and lessons learned
- Develop a shared body of evidence
• ~146,000 individuals enrolled (Sept 2012)
• Early analysis by TREO shows ED visits among adults dropped 5%
• Inpatient hospital stays among adults with disabilities dropped 9% compared with those not enrolled in ACC
• Update scheduled for November

Source: HCPF; Denver Post (2012). Key Medicaid reform effort in Colorado shows promising savings.
The ACC and Assessing the Patient Experience of Care
Assessing the Patient Experience of Care

- Still early in the process; focus on implementation, indicators
- Lack of good patient experience measures
- Using the Consumer Healthcare Providers and Systems (CAHPS) survey?
The ACC Payment Reform Initiative (HB12-1281): How It’s Shaping Up
HB12-1281 encourages the use of new, innovative payment models, including global payments

- RCCOs may submit proposals for new payment projects
- Abstracts were due September 11, 2012
- Proposals due by January 1 and selected in July 2013
Discussion: Perspectives on HB12-1281

• What are the potential opportunities and challenges of HB12-1281?
• How is your RCCO approaching this initiative?
The ACC from Where We Stand: Perspectives on Consumer and Safety Net Participation
• Has your thinking changed over the past year on your organization’s relationship with the ACC?
• What new initiatives, if any, have occurred since the ACC’s advent?
• Thoughts on opportunities, concerns on improving patient quality and care experiences?
### Following Up: Care Coordination Models

<table>
<thead>
<tr>
<th>Who</th>
<th>Community Health Worker (CHW)</th>
<th>Patient Navigator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culturally competent community member</td>
<td>Formally trained professional</td>
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<table>
<thead>
<tr>
<th>What</th>
<th>Community Medical setting</th>
<th>Patient Navigator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connects local consumer to health care system</td>
<td>Reduces barriers and improves access to timely diagnoses and medical care</td>
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<table>
<thead>
<tr>
<th>When</th>
<th>Community Medical setting</th>
<th>Patient Navigator</th>
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<tbody>
<tr>
<td>Before entry to health system</td>
<td>After entry to health system</td>
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<th>Where</th>
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<tbody>
<tr>
<td>Community</td>
<td>Medical setting</td>
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Source: CHI summary of Community Health Worker and Patient Navigator Workgroup definitions; personal communication with A. Dwyer.
Jeff Bontrager  720.382.7075  bontragerj@coloradohealthinstitute.org
Jan. 10, 2013: The Data Story
12:00 – 2:00 p.m. at CHI

Materials are posted at
http://www.coloradohealthinstitute.org/key-issues/category/safety-net-1