



Transforming Health Care: Lessons from Funders

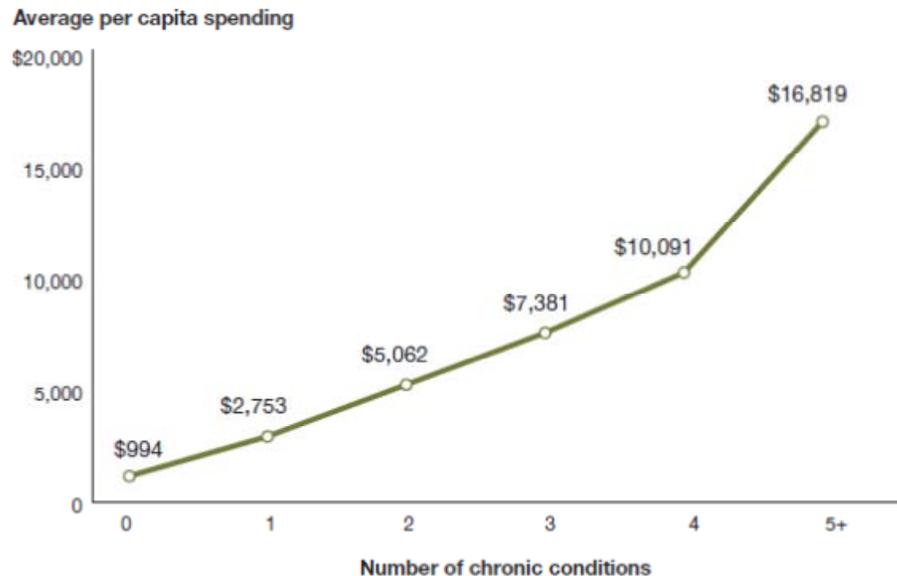
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GIH Fall Forum
Washington, D.C.
November 16, 2012



Why Focus on Delivery System Reform?

- Need for:
 - Improved health outcomes
 - Reductions in costs
 - Especially for patients with >1 chronic condition

Average Per Capita Spending by Number of Chronic Conditions



Realizing Delivery System Reform

- Emerging models share common elements:
 - Case management
 - Care coordination/teams
 - Meaningful use of health information technology
 - Real-time data on patients' utilization patterns and health status
- Multiple models (and acronyms) are out there:
 - PCMH
 - CIDP
 - Health Homes
 - ACOs

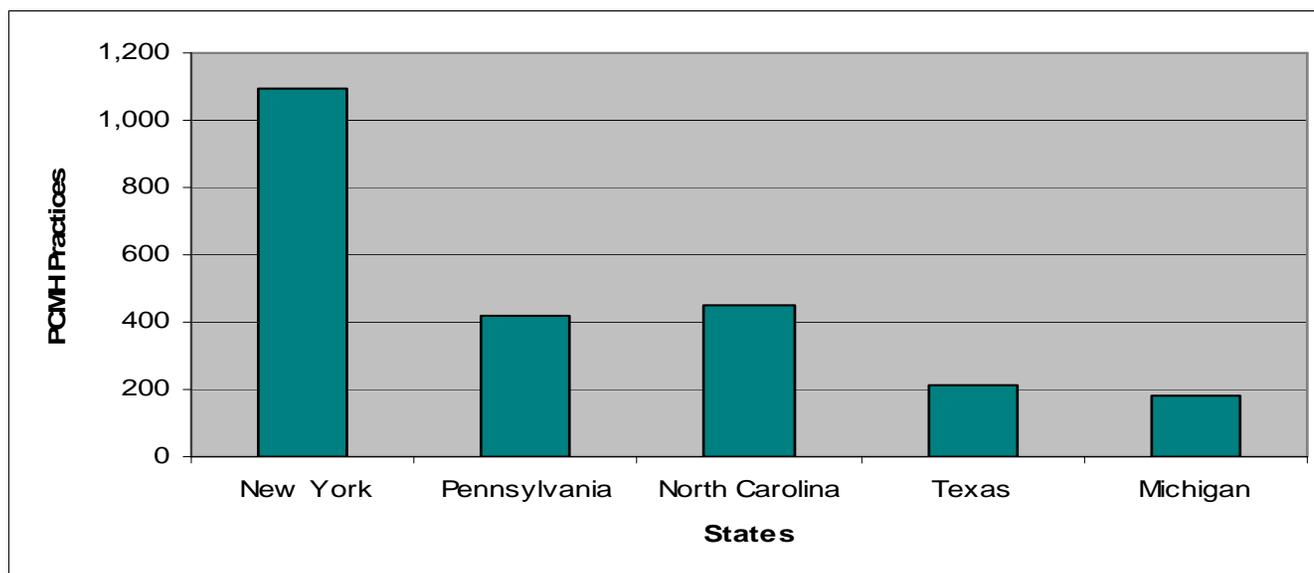
PCMH: A lot to like

5 key functions/attributes:

- Comprehensive care
- Patient-centered
- Coordinated care
- Accessible services
- Quality and safety

PCMH: New York is Far Along

- New York State accounts for almost ¼ of all PCMH sites nationwide
- States with most recognized PCMH practices



*Source: NCQA data as of October 15, 2012.

PCMH: New York is Far Along

- **Medicaid incentive payments for PCMH**
 - **Fee-for-service add-on incentive payments:**

Setting	Level I	Level II	Level III
Article 28 clinics	\$5.50	\$11.25	\$16.75
Office-based practitioners	\$7.00	\$14.25	\$21.25

PCMH: A Few Cautions

- Evidence Base: incomplete and mixed
- More *process*-oriented than *outcome*-oriented
- Recognition *does not always equal* transformation
- In New York: The train has left the station

Health Homes in New York

- ACA option for State Medicaid programs
- Provides 90/10 federal match for 2 years
- Focuses on patients with multiple chronic conditions

Promoting Health Homes

- NYSHealth has launched a Statewide Health Home Learning Collaborative
 - Convenes HH providers to share early implementation successes and challenges
 - Promotes peer-to-peer exchange of best practices
 - 6 in-person meetings
 - Continuous online learning community
 - Monthly small group working sessions

Some Lessons Learned

- Focus more on the principles, less on a single model
- Decide where your resources are most needed/could have the greatest impact
- Transformation is really hard and takes a long time
 - Be patient and willing to learn from failure

Some Lessons Learned

- Use all your tools
 - Analytics
 - Training/Support/Technical Assistance
 - Evaluation
 - Convenings
- Large scale comes from government action, so cultivate relationships with State policymakers
- Determine your own tolerance for risk
 - Taste some low hanging fruit, good to build on early success
 - But smaller practices face the biggest challenges and need the most help