



Disruptive Innovation for Complex Chronic Care

Steven Blumberg, FACHE
AtlantiCare Health System

National Academy of Medicine
Value Incentives & System Innovations
Collaborative
March 1, 2016

AtlantiCare

A MEMBER OF GEISINGER HEALTH SYSTEM



AtlantiCare Health System

- Southeastern New Jersey's largest health system and largest non-casino employer
- Dedicated to building healthy communities
- 5,600+ team members in over 85 locations

Vision:

AtlantiCare builds healthy communities

Mission:

We deliver health and healing to all people
Through trusting relationships

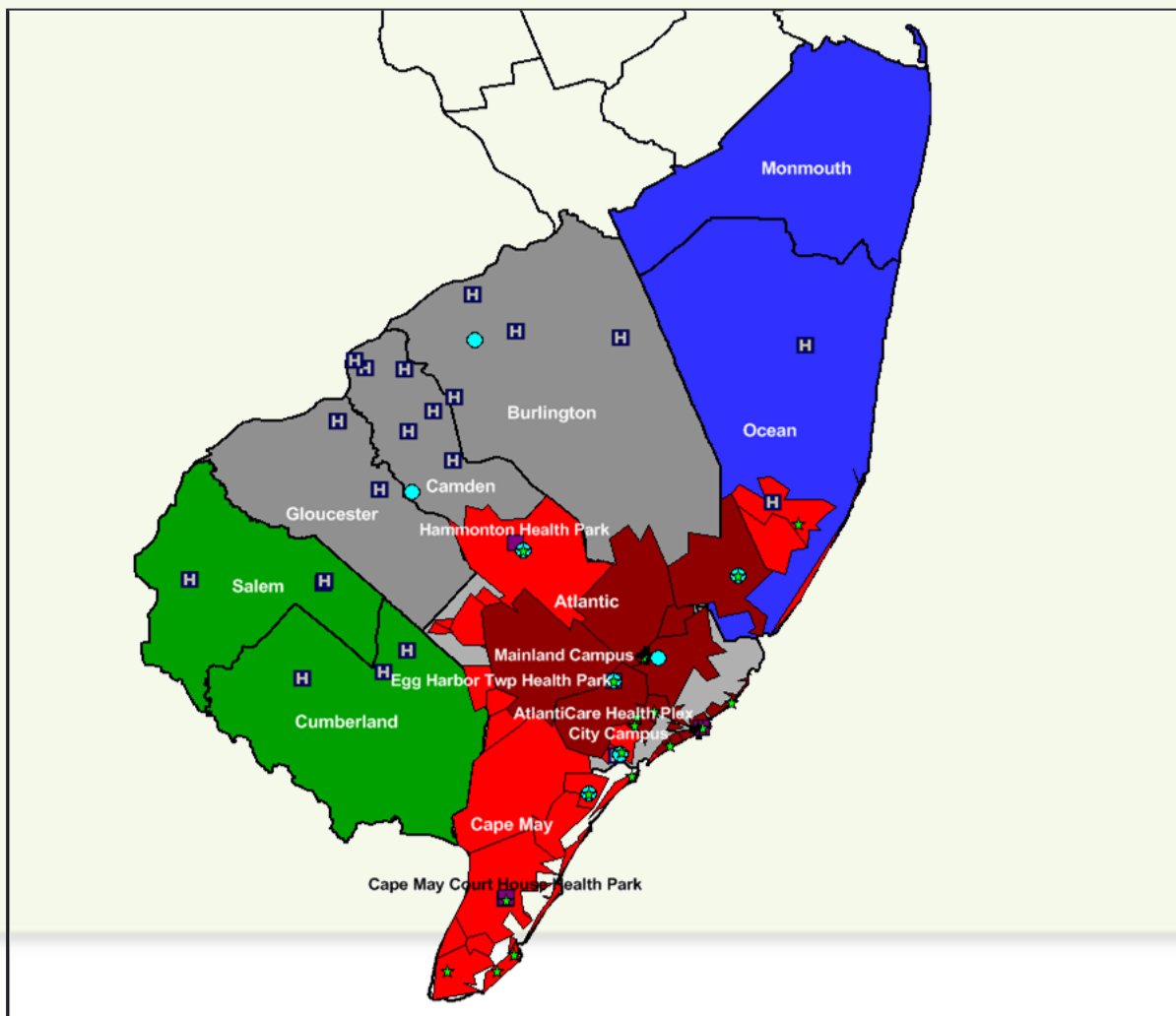
Values:

Safety, teamwork, integrity, respect and service are our values





AtlantiCare Service Areas



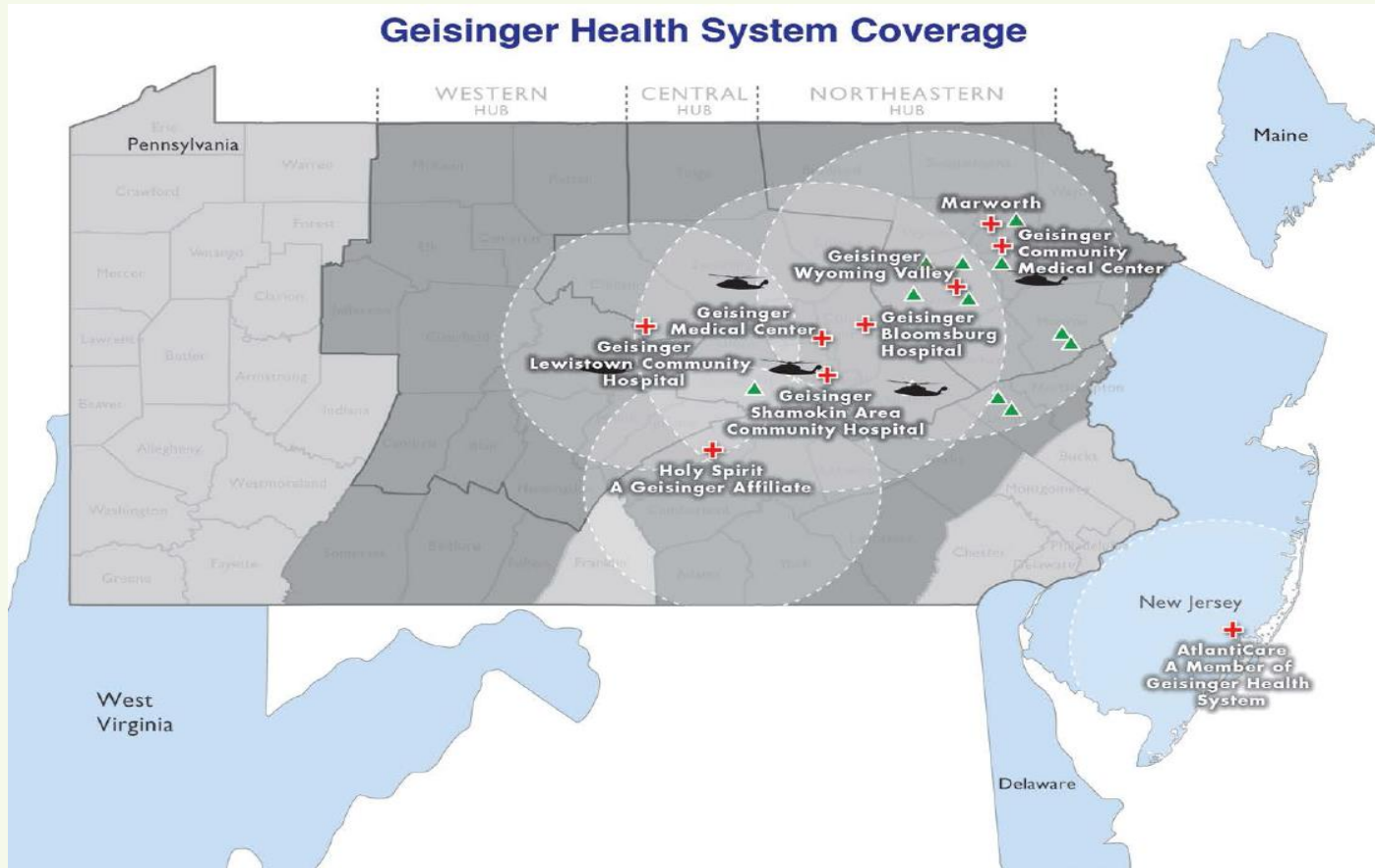
- Primary Service area: 252,000 pop.
- Regional Service area: 440,000 pop.
- 60 miles from Philadelphia market
- 72 % local market share
- 16% outmigration in PSA

AtlantiCare

A MEMBER OF GEISINGER HEALTH SYSTEM



A Member of the Geisinger Health System



AtlantiCare

A MEMBER OF GEISINGER HEALTH SYSTEM



AtlantiCare Health Solutions

- **Who we are**

- Transformation and Value Based Care Driver for the Organization
- MSSP and Commercial Contracts
- 40,000 Covered Lives

- **Focus**

- Chronic, Costly, and Complex
- Engagement activity and programming
- Value Based Payment Arrangements

- **Deployment**

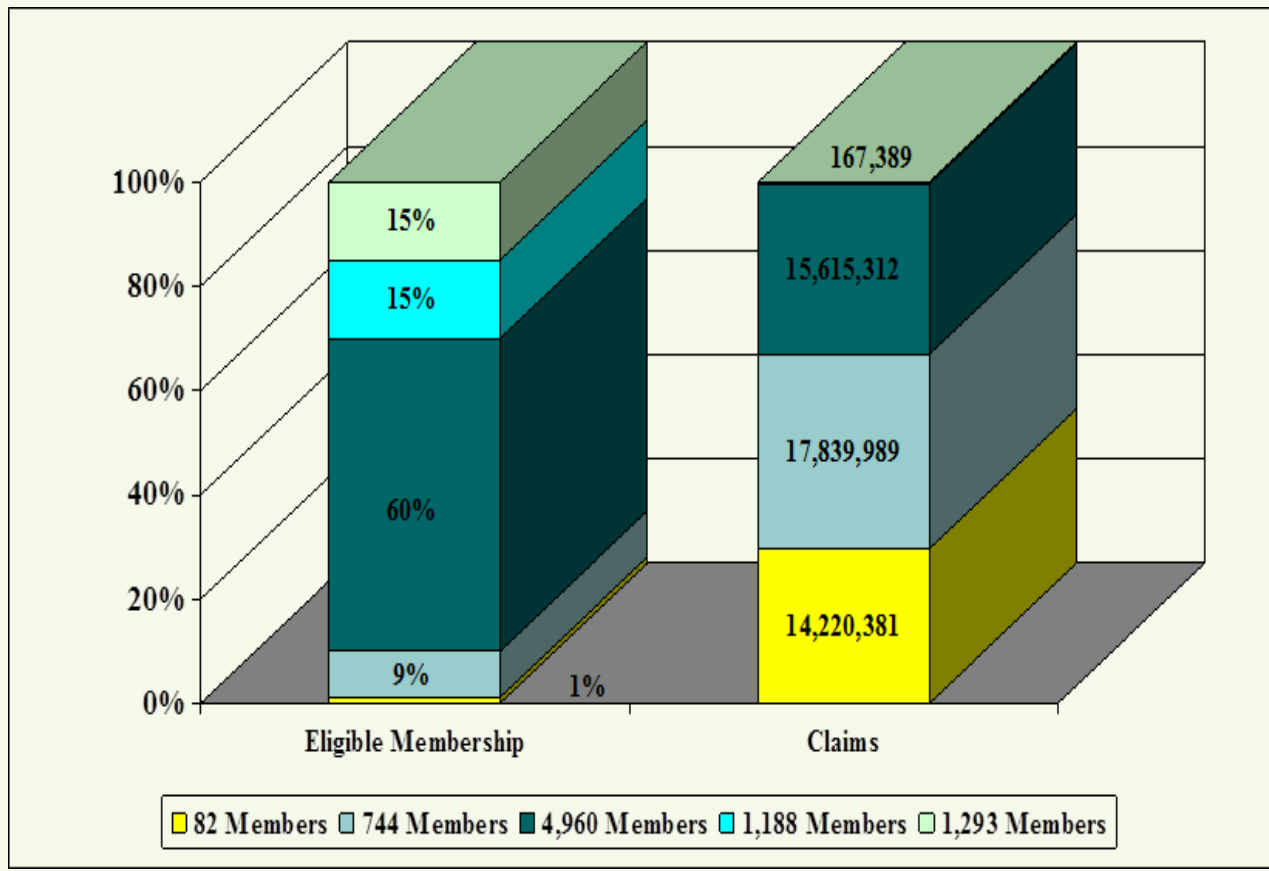
- Analytics
- Embedded Care Management/ Coaching
- Clinical Integration
- Health Management Tools and Incentive Administration

AtlantiCare

A MEMBER OF GEISINGER HEALTH SYSTEM



Chronic, Costly, and Complex



** A 2012 Snapshot of AtlantiCare's Employee Medical Spend*



Where We Started....





AtlantiCare- Special Care Center

- AtlantiCare began developing a model initially called the “ambulatory intensive care unit” in 2006. Adopted from existing national best practices
- Purpose: To redesign primary care to improve care while reducing costs for patients with chronic health conditions
- Opened first Special Care Center in the heart of Atlantic City in 2007 and the second site in 2010 in Galloway, NJ
- The model preceded Population Health as currently defined



AtlantiCare

A MEMBER OF GEISINGER HEALTH SYSTEM



Special Care Principles

Give Patients what they WANT and NEED

- Relationship with their Doctor
- Health Coach support
- Care they can Access
- Provide Pharmacy Services
- Care of the highest Quality
- Controlling Costs
- Electronic care that is Connected
- Care that is Integrated
- Driven by the customer Experience



Community Engagement

Partner / Payor Engagement

- A Multi-employer Taft-Hartley Trust Fund
- Added additional employers
- Commitment to Financial Support using a primary care capitation model
- Recruited initial 1600 members
 - Focus on:
 - High Utilization
 - Chronic Conditions
 - Multiple Chronic Meds

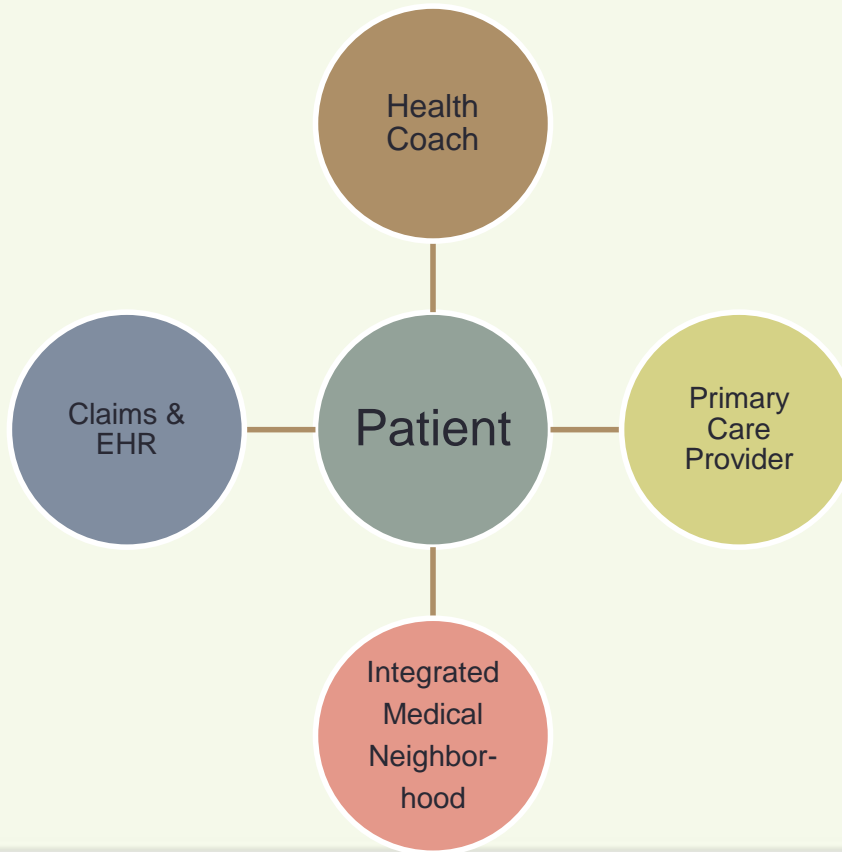
Patient Engagement

- Invitation only
- Member agreed to chose SCC as PCP
- Member has no copays for visits at SCC
- Member had no copays for medications at SCC pharmacy
- Member would have 24/7 access to medical provider and call service if any change in condition



Provider Team Engagement

Integrated Team Approach



- Highly motivated health coaches - typically, medical assistants and LPNs
- High performing medical providers
- High value specialist and ancillary network
- Driven by the data - EHR, claims, care management, etc.
- High touch – SCC members average 45 contacts/year, 8 by physician



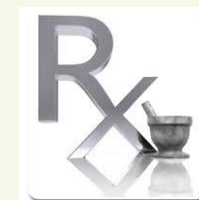
Primary care leadership

EHR

Analytics



Onsite pharmacy



Morning huddles



Ines E. Digenio, MD, Medical Director Special Care Center

A Family practitioner and pediatrician practicing medicine for over 25 years. Specialized in medical practice team development, life style modifications and health care innovation

Coaching





Analytics and compelling outcomes

Special Care Center Diabetes Bundle Metrics

Measure	Quality Standard	
A1c measurement	Every six months	100%
A1c control	<7%	48%
LDL measurement	Yearly	84%
LDL measurement	<100 mg/dl	63%
Blood Pressure control	<130/80 mmHg	60%
Urine Protein testing	Yearly	91%
Influenza immunization	Yearly	72%
Pneumococcal immunization	Once before 65, once after age 65	65%
Smoking status	Nonsmoker	86%
% who achieve all of above	Diabetes bundle percentage	12%

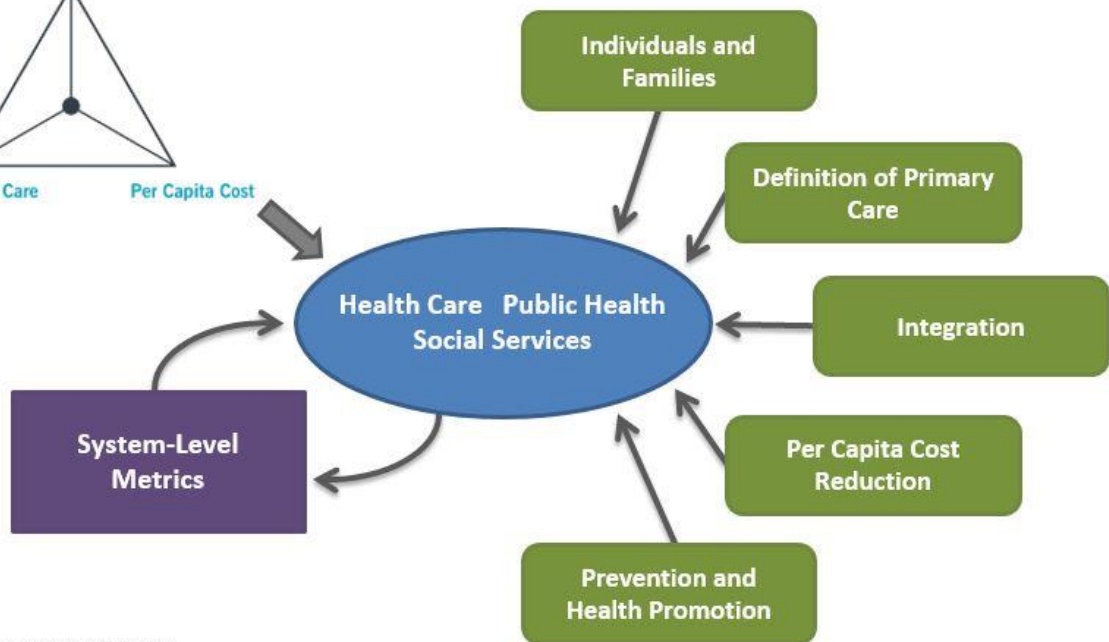
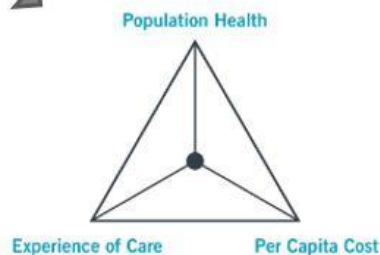


Design of a Triple Aim Enterprise

Define "Quality" from the perspective of an individual member of a defined population



The IHI Triple Aim



Institute for Healthcare Improvement, 2012



A practical “laboratory” for transformation



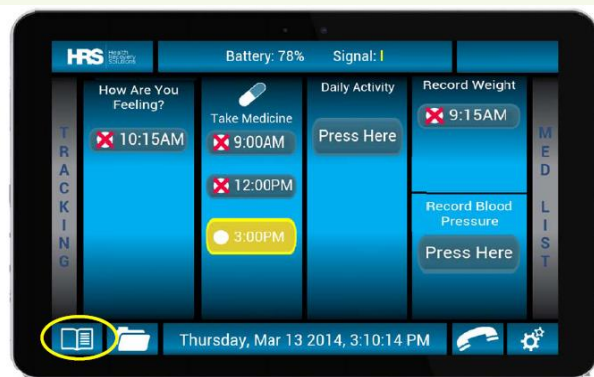
*Geisinger tools – ProvenHealth Navigator and other ProvenCare models

AtlantiCare

A MEMBER OF GEISINGER HEALTH SYSTEM

Leveraging Technology for Self Management

- Tablet and smartphone applications
- Meet Me @ 7
- WOW ME 2000mg
- ZocDoc
- Investigating B to C telehealth



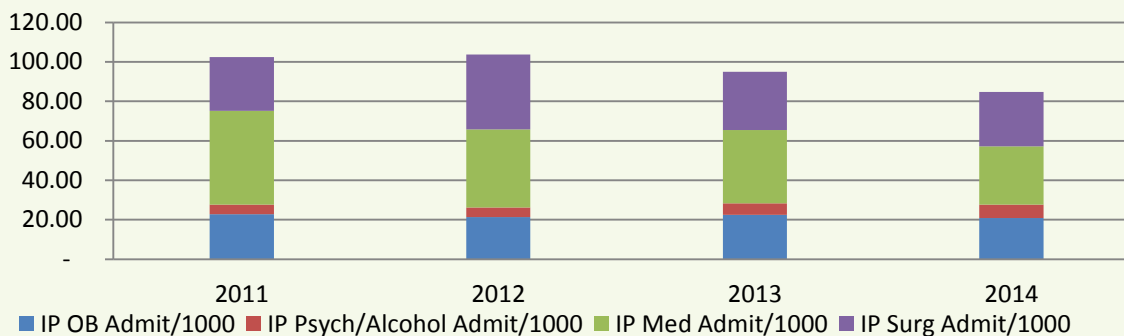
AtlantiCare

A MEMBER OF GEISINGER HEALTH SYSTEM

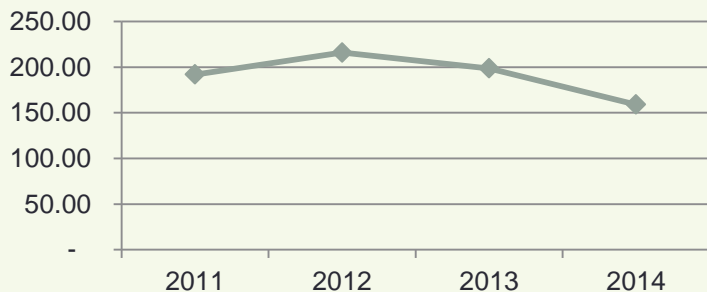


Key Utilization Results

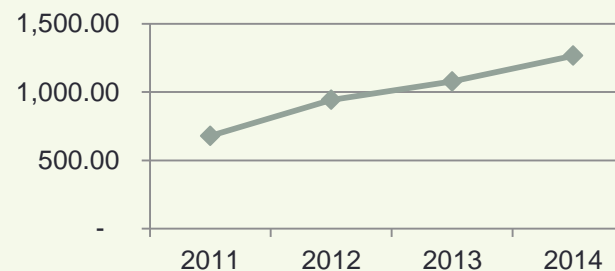
Inpatient Admits per 1000



Emergency Cases/1000



Preventive Physical Exams Visits/1000





Employee PMPM Costs for Managed Members

