

# IOM Roundtable:

Enhancing workforce resources by building care communities

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# CCNC Overview

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- Non-profit, public/private collaboration
- 14 regional, provider-owned networks
- Serve 1.3M enrollees
  - ✓ Medicaid including ABD and duals
  - ✓ Multipayer demo (seven rural counties = Medicaid, Medicare, State Employees Health Plan, Blue Cross and Blue Shield of North Carolina)
  - ✓ Private sector (GlaxoSmithKline employees, Scotland Health System employees)

# Community Care of NC



- ◆ AccessCare Network Sites
- AccessCare Network Counties
- Community Care of Western North Carolina
- Community Care of the Lower Cape Fear
- Carolina Collaborative Community Care
- Community Care of Wake and Johnston Counties
- Community Care Partners of Greater Mecklenburg
- Carolina Community Health Partnership

### Legend

- Community Care Plan of Eastern Carolina
- Community Health Partners
- Northern Piedmont Community Care
- Northwest Community Care
- Partnership for Community Care
- Community Care of the Sandhills
- Community Care of Southern Piedmont

# Statewide system, local flavor

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- Statewide infrastructure = standardized quality metrics, economies of scale
- Regional networks tailor approach to resources of local delivery system.



# CCNC network team

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- Network director
- Clinical director
- Behavioral coordinator
- Pharmacist
- Care managers  
(many embedded in practices, hospitals)





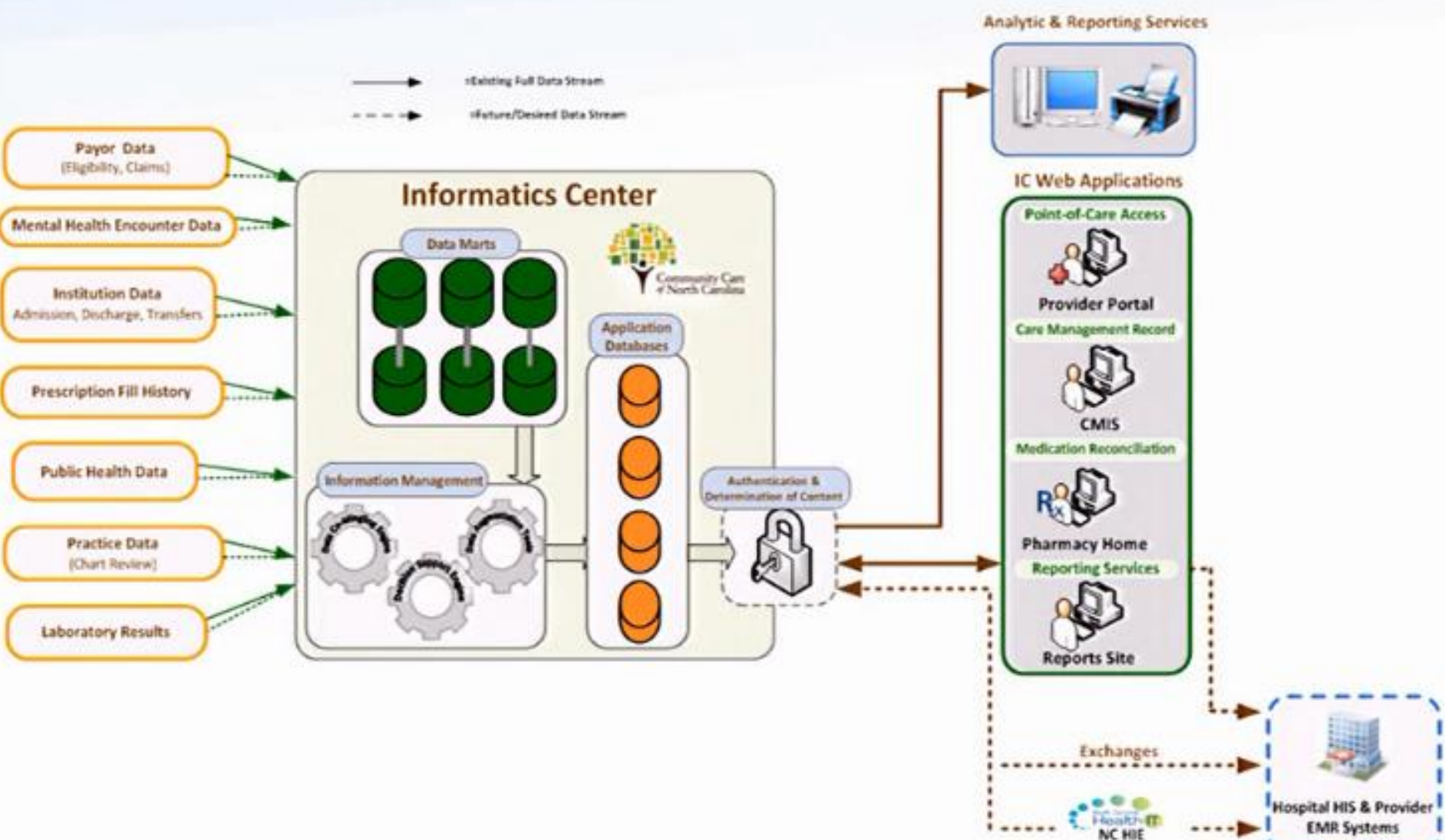
# Central Office

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- Informatics Center
- Population Management
- Quality Improvement
- Central Administration – legal, communications, accounting, contracts



# Informatics Center



# Support for primary care

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- “Flexible and deployable” per-member, per month payments to PCPs
- Match to task -- \$2.50 to \$5 PMPM payment
- Financial resources plus CCNC care managers to extend practice, engage patients, improve adherence.





# Better quality, lower costs

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State Fiscal Year	Per-Member, Per-Month	Total Annual Savings
2007	\$8.73	103,000,000
2008	\$15.69	204,000,000
2009	\$20.89	295,000,000
2010	\$25.40	\$382,000,000
		<b>\$984,000,000</b>

*Analysis of Community Care of North Carolina Savings, Milliman, Inc. December 2011*

# Patient example

- 47-year-old male with multiple ER visits across 4 hospital systems for chronic pain issues
- Patient is targeted with ED High Utilizer Report and found to have above expected cost

Hospital: CAROLINAS MEDICAL CENTER | Number of ED Visits Greater Than or Equal To: 20  
 Currently CCNC Enrolled: Yes, No | CPI Priority: Yes, No

Document Map: ED Visit Report - Count, Summary, Visit Detail

ED Visit Report - Patients that had 20 or more ED visits  
 CAROLINAS MEDICAL CENTER  
 Parameter Selections:  
 Report Details:  
 Count of Patients returned 166  
 Count of Visits returned 7,312

MID	Client Name	Date Of Birth	Total Number of ED Visits to Your Hospital	Total Number of ED Visits
			65	173

FIRSTHEALTH MOORE REGIONAL HOSPI	09-27-2012	Thursday	7840	HEADACHE
SCOTLAND MEMORIAL HOSPITAL INC	09-27-2012	Thursday	34690	MIGRAINE UNSPEC. W/O INTRACT MIGRAINE W/O STATUS
FIRSTHEALTH MOORE REGIONAL HOSPI	10-01-2012	Monday	34690	MIGRAINE UNSPEC. W/O INTRACT MIGRAINE W/O STATUS
CAROLINAS MEDICAL CENTER	10-03-2012	Wednesday	7840	HEADACHE
SANDHILLS REGIONAL MEDICAL CTR	10-06-2012	Saturday	34690	MIGRAINE UNSPEC. W/O INTRACT MIGRAINE W/O STATUS
FIRSTHEALTH MOORE REGIONAL HOSPI	10-11-2012	Thursday	33819	OTHER ACUTE PAIN
CAROLINAS MEDICAL CENTER	10-15-2012	Monday	4659	ACUTE URI NOS
CAROLINA MEDICAL CENTER UNION	10-21-2012	Sunday	7840	HEADACHE
FIRSTHEALTH MOORE REGIONAL HOSPI	10-22-2012	Monday	7840	HEADACHE
CAROLINA MEDICAL CENTER UNION	10-24-2012	Wednesday	7840	HEADACHE
CAROLINA MEDICAL CENTER UNION	10-26-2012	Friday	7840	HEADACHE
SANDHILLS REGIONAL MEDICAL CTR	10-27-2012	Saturday	34690	MIGRAINE UNSPEC. W/O INTRACT MIGRAINE W/O STATUS

# PharmaceHome



Care Team

Medications

Visit History

Communications (0)

Linked Sites

Patient: <span style="background-color: #ccc; border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>	Medicaid ID: <span style="background-color: #ccc; border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>	Birth Date: <span style="background-color: #ccc; border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>	CA PCP: <span style="background-color: #ccc; border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>
Allergies: <span style="background-color: #ccc; border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>		Adverse Reactions/Intolerance: <span style="color: red;">Not Evaluated</span>	

Medicaid Claims Paid Through: 11/21/2012    Medicaid Claims Fill Date Through: 11/15/2012

Consolidated Medication List

Medication

**Prescription Fill History**     Current Regimen     Complete History

Fill Date	Drug Description	Qty	Days	Paid	Class	DOC	Gap	AI			
11/14/12	HYDROMORPHON TAB 2MG	5	1	\$0	ANALGESICS, ...						
11/09/12	SOFTCLIX MIS LANCETS	100	50	\$11	MEDICAL SUPP ...						
11/01/12	NEXIUM CAP 40MG	30	30	\$200	ANTI-ULCER/O ...						
11/01/12	ACCU-CHEK TES AVIVA PL	50	18	\$29	DIAGNOSTICS						
10/25/12	PROMETHAZINE TAB 25MG	60	15	\$5	ANTIHIISTAMIN ...	✓					
10/25/12	TRAZODONE TAB 100MG	30	30	\$8	PSYCHOSTIMUL ...	✓			1 Fill		
10/25/12	TRAMADOL HCL TAB 50MG	80	10	\$9	ANALGESICS, ...	✓					
10/23/12	QUETIAPINE TAB 300MG	30	30	\$35	ANARACTICS - ...					0.78	
10/19/12	CYMBALTA CAP 30MG	30	30	\$193	PSYCHOSTIMUL ...		10	1.02			
10/08/12	NOVOLIN INJ 70/30	10	25	\$76	DIABETIC THE ...						
10/05/12	HYDROCO/APAP TAB 5-325MG	50	6	\$14	ANALGESICS, ...	✓					
9/18/12	LITHIUM CARB CAP 300MG	60	30	\$8	PSYCHOSTIMUL ...		41*	0.99			
9/06/12	INSULIN SYRG MIS 0.5/31G	100	50	\$28	MEDICAL SUPP ...						
8/28/12	METFORMIN TAB 500MG	60	30	\$0	DIABETIC THE ...	✓	62*	1.12			
8/28/12	NYAMYC POW 100000	30	10	\$28	FUNGICIDES						
8/28/12	VALACYCLOVIR TAB 1GM	11	6	\$55	ANTIVIRALS						
8/27/12	PEN NEEDLES MIS 29GX1/2"	100	50	\$14	MEDICAL SUPP ...						
8/27/12	HUMULIN N PN INJ U-100	15	34	\$238	DIABETIC THE ...						
8/18/12	METRONIDAZOL TAB 500MG	14	7	\$9	ANTIIPARASITI ...	✓					
8/18/12	KLOR-CON M20 TAB 20MEQ ER	5	5	\$8	ELECTROLYTES ...						JEANETTE ELI ... MEDICAL VILL ... MNC
8/16/12	FLUCONAZOLE TAB 150MG	1	1	\$6	FUNGICIDES	✓					JEANETTE ELI ... MEDICAL VILL ... MNC
8/10/12	OXYCOD/APAP TAB 5-325MG	60	15	\$10	ANALGESICS, ...	✓					SHAILI NIRAN ... MEDICAL VILL ... MNC (1)
8/01/12	HYDROCHLOROT TAB 25MG	30	30	\$6	DIURETICS	✓	89*	0.81			SHAILI NIRAN ... MEDICAL VILL ... MNC (12)
3/19/12	FLUOXETINE CAP 20MG	30	30	\$2	PSYCHOSTIMUL ...	✓	224*	0.47			JANINE L THE ... MEDICAL VILL ... MNC (10)
3/19/12	DIVALPROEX TAB 250MG DR	180	30	\$24	ANTICONVULSA ...	✓	224*	0.47			PHILIP H. LA ... MEDICAL VILL ... MNC (1)
											PHILIP H. LA ... MEDICAL VILL ... MNC (4)

- Medication profile shows non adherence with chronic meds
- Care alerts show that services are due for diabetes

# Engagement, Education, Empowerment

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- **Care manager engages patient and during home visit discovers**
  - Depression and poor health literacy
  - Poor nutrition
- **Care Manager develops care plan**
  - Ensures follow up with PCP to adjust meds
  - Pain management agreement
  - Referral to chronic disease self management program