Transforming The Provider Culture through Workforce Performance: A Managed Care Collaboration Perspective

Amrita Sethi, MBA, DHA
Timeline:

How I got to where I am today
Start of my career

BS Biotechnology

High school educator
Math & Science

Allied health educator
Vocational health related careers

Corporate Training Manager

Started MBA

2004

Completed MBA
Completed MBA 2008

Corporate Instructor
Mercy Care Plan

Training Manager
Mercy Care Plan – Schaller Anderson

Began Doctoral Degree
Health Care Administration focused on the Medicaid Consumer views of health care post-Affordable Care Act

Masters in Business Administration

Aetna acquired Schaller Anderson
Completed Doctoral Dissertation

Workforce Administrator
Mercy Maricopa Integrated Care
My Commitment:

The Healthcare Workforce
Project Begins

Reduced Health Care Cost

Improved Service Delivery Experience

Improved Population Health

Satisfied Providers

Healthy Consumer
Reduced healthcare cost:

When new payment models are introduced, the relationship between a healthcare provider, the payer and the regulatory agencies will be clear.
Provider adoption of value-based contracting

44% of providers and 81% of hospitals are pursuing or interested in value based payments


3.4% physician P4P reduction in cost

2.9% hospital P4P reduction in cost

1 Physician and hospital P4P estimates from data through 8/2014 including FFS and medical cost offset from insurance carrier. Actual results may vary.
The Stakeholders

Driving Forces of Change Effect

- Hospitals
- Employee Agencies
- Community Based Organizations
- Peer Support Organizations
- Government Regulators
- Health Plan Sponsors
- Primary & Behavioral Health
Collaboration

Creating more value than Providers or Managed Care can deliver alone

Value Based Contracted Providers
Focus on those who need them most:
• One-on-one patient engagement
• Trust and credibility

Together
WE CAN ENGAGE MORE members with technology
WE HELP MORE members have a streamlined experience
WE SAVE MORE with efficient care across the entire care team

Managed Care
Information on all patients and resources to support between visits:
• Data analytics
• Leading technology
• Care management programs
A Vision of Transformation
Building a healthier world by paying for value not volume

- Earlier intervention
- More coordination
- Incentives for Providers based on performance
- Managing populations
- More engagement
Project Begins

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Satisfied Providers

Healthy Consumer
Improved Population Health:

Collaborating on performance that is measured, monitored and reported require clear processes that demonstrate healthy outcomes.
Improved Population Health
Health RISK Assessment

How does Managed Care use health risk assessment data?
Project Begins

Healthy Consumer

Reduced Health Care Cost

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Satisfied Providers

Healthy Consumer
Improved Service Delivery Experience:

The healthcare workforce can change consumers view of their healthcare
Public officials decide to implement the Affordable Care Act (ACA). The implementation of the act provides additional health care resources for previously underserved populations.

How do the opinions of these consumers of Medicaid managed care matter?

1. The poor
2. The disabled
3. The uninsured
4. The underinsured
Improve Patient Experience

Building Trust

“Our studies were revealing that, oftentimes medical errors and avoidable harms to patients are the result of poor communication between clinicians and patients.” Dr. Clancy

Agency for Healthcare Research and Quality (AHRQ)
Audience Participation

The Impact of Communication
Project Begins

Reduced Health Care Cost

Improved Service Delivery Experience

Healthy Consumer

Improved Population Health

Satisfied Providers
Satisfied Providers:

Avoiding health care workforce burnout by supporting one another in a way that the ability to provide quality care is the primary driver of health care career choices.
Dis-satisfied Providers

Let’s discuss your feelings of burnout.

Can you help our enthusiasm about work?

Recharge me psychologically

Improve my outlook on life

Improve our personal relationships

Improve my creativity
What can be done?

Restore the joy of practicing medicine
The Journey

Value-based care engagement

Identify Patient at Risk

JOE*
• An member of Dr. Smith
• Is overweight
• Has a family history of diabetes

Joe is medium risk

Joe is identified and flagged as a target for outreach
Reach Out

Joe receives a welcome call. His “concierge” helps him register on the portal so he can see lab results and schedule appointments.

Engage Patient in Self Care

Dr. Smith prescribes health and nutritional coaching and an educational video.
The Journey

Value-based care engagement

Provide Tools

Joe uses 24/7 clinical hotline when he is concerned about symptoms

Better Health and Satisfaction

Joe uses technology to look up symptoms and find providers
The Journey

Value-based care engagement

Result

- Joe gets reminder to fill prescription
- Joe uses a variety of online tools to get and stay healthy
Project Begins

Reduced Health Care Cost

Improved Population Health

Improved Service Delivery Experience

Satisfied Providers

Healthy Consumer
Healthy Consumer

Creating a system that works better for everyone

**Today**
- Episodic treatment of the sick
- Rising costs and transactional care
- Independent and detached providers
- Outdated technology and communication
- Frustrating and time consuming patient experience

**Tomorrow**
- Holistic care for the entire population
- Shared accountability to improve outcomes and lower costs
- Transparent and engaged providers
- New tools and services to make it easier
- More productive and satisfied workforce
Questions?
## Credits

### Contact Information

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