Connecticut SIM: Helping Consumers and Clinicians Row in the Same Direction

Access Health Connecticut Board of Directors
June 8, 2016
Connecticut State Innovation Model Aims

Healthier People and Communities

Health Equity

Empowered Consumers

Smarter Spending

Better Care
Consumers and Clinicians- Rowing in Different Directions
How did we get here?

**Fee For Service Healthcare 1.0**

- Limited accountability
- Poorly coordinated
- Pays for quantity without regard to quality
- Uneven quality and health inequities
- Limited data infrastructure
- Unsustainable growth in costs
Healthcare Spending has Outpaced Economic Growth

Source: CMS, National Health Expenditure Data
US = Lowest Ranking for Safety, Coordination, Efficiency, Health

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<th>Country Rankings</th>
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Medical Errors Result in 195,000 Deaths Per Year in the US
How about Connecticut?
Healthcare Spending in Connecticut is more than $30 billion, the fourth highest of all states for healthcare spending per capita.

Age-adjusted Deaths for Diabetes (per 100,000), Connecticut Residents, by Race and Ethnicity, 2008-2012

- Asian: 8.8
- White: 13.4
- Hispanic: 20.8
- African American: 31.9
- All CT Residents: 14.8

Source: CT DPH, Vital Records Mortality Files, 2008-2012 data.
Who needs to change their direction?
CT SIM: Primary Drivers to achieve Our Aims

- Population Health: $5.8M
- Payment Reform: $8.8M
- Transform Care Delivery: $13.5M
- Empower Consumers: $650K

Health Information Technology: $10M
Evaluation: $3.5M
CT SIM: Primary and Secondary Drivers to achieve Aims

Population Health Plan
- Health Enhancement Communities
- Prevention Service Centers
- Community Health Measures

Payment Reform Across Payers
- Medicare SSP
- Commercial SSP
- Medicaid QISSP
- Quality Measure Alignment

Transform Care Delivery
- Community & Clinical Integration Program
- Advanced Medical Home
- Community Health Workers

Empower Consumers
- Value Based Insurance Design
- Public Quality Scorecard
- Consumer Outreach

Stakeholder Engagement
Health IT
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Hannah’s story...

- Celiac/refractory sprue
- Gall bladder surgery
- Electrolytes depleted

Hospitalization → Dehydration

Renal failure
Whole Person-Centered Care

Understanding the whole person

Data to guide improvement

Linking to community supports

Expanding the care team

Patient as part of the medical home team

Connecting with the care team

Attitudes, values, beliefs
Challenging life events
Behavioral health and physical health needs
Personal goals for care

Health Coach
Patient Navigator
Behavioral Health Counselor
Nutritionist and more...
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**Health Information Technology**
- $10M

**Evaluation**
- $3.5M
I might be able to help this patient with a more creative approach, but I can only get reimbursed for visits and procedures.

I go to the doctor and do what she says, but I keep ending up in the emergency room!
Incentives in healthcare today...

- Visits
- Tests
- Procedures
- Duplicative tests
- Unnecessary visits
- Avoidable hospitalizations
In 2011, 1 in 10 spinal fusions under Medicare were unnecessary = $157 million wasted

Changing incentives in healthcare...

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My doctor only saw me for 15 minutes—how can she understand what’s causing all of my health problems?

I have ten more patients waiting to see me, and a ton of data entry.
What we pay for....and what we don’t pay for

- E-mail
- Phone-call
- Education
- Health coach
- Coordination of care
- Time to learn about you!
Iora Health – Using a flexible team to improve care

**Current System**
- Visits
- Doctor
- Nurse
- Tests
- Admissions
- Procedures

**The Iora Model**
- Health Coach
- Phone Calls
- Care Coordination
- Education
- Doctor
- Tests
- Emails
- Procedures
- Nurse

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Balancing Act: Moving from Fee-for-service to Value-Based Care
Measuring Quality
Measuring Quality

Today: **Process Measures**

*Did you get your blood sugar tested?*

**National Consensus to move to: Process & Outcome Measures**

*Is your blood sugar at a healthy level?*
### Quality Performance Scorecard

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Paying For Quality
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$5.8M $8.8M $13.5M $650K
My deductible is so high!!!
I can’t always afford my medication.

Why is my patient skipping her medications?
How High Deductibles affect your costs

High Deductible Health Plans are increasingly being used by employers

In 2015, 24% of all workers were enrolled in one, up from 8% in 2009
Incentivizing Value: Rewarding Chronic Disease Management

= Money in your pocket
The Importance of Preventive Care

Less than half of adults over 50 are up to date on colorectal cancer screening

14,000 lives would be saved per year if 90% were up to date

Source: https://www.prevent.org/Reports-and-Articles/Preventive-Care.aspx
Incentivizing Value: Getting Your Preventive Care

Typical insurance plan:

*Higher premiums*

No obligations

Value-Based Plan:

*Lower premium if you get your...*

Colorectal cancer screening
Breast cancer screening
Well-visits
Dental visits
Cholesterol checks
Incentivizing Value: Choosing High Value Providers

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Incentivizing Value: Shared Decision Making

Surgery decision aids have led to...

26% fewer hip replacement surgeries
38% fewer knee replacements

Is surgery the right choice for me?

This is your diagnosis.

These are the procedures you need.

You have to make a number of changes in your lifestyle.

You have to take your medications as directed.

Tell me what I need to do to get better?
Empowering Patients for their health and healthcare

What do you understand about your condition?
What else is going on in your life right now?
What are your goals for treatment?
Would you like to work with a health coach?

There are some things I don’t understand about my condition. Can you explain?
What are my options for treatment? Pros, cons?
How can I learn more about choosing a specialist?
We’re in this Together: Rowing in the Same Direction
Are we there yet?
Perspective

Fee-For-Service

Value-Based Payment

CT SIM: Learn more, Get involved

www.healthreform.ct.gov

sim@ct.gov

CT SIM Program Management Office

@CT_SIM