InterHab Annual Conference
Healthcare Reform: Reshaping the Business Model

October 16, 2013
Newpoint offers strategic, transformative, and affiliation services to help healthcare organizations grow, improve their quality and performance, satisfy their patients, and build long-term value for the communities they serve.
SELECTED CLIENTS

- CalOptima California
- Chelsea Community Hospital Michigan
- CHOC Children's – Children's Hospital of Orange County California
- CHRISTUS Health National
- Colorado Department of Health Care Policy and Financing (Medicaid) Colorado
- Denver Health and Hospital Colorado
- Integrated Healthcare Holdings, Inc. (IHHI) California
- InterHab Kansas
- Kaiser Permanente Colorado Region Colorado
- Maryland Community Health System Maryland
- Molina Health Plans California, Missouri
- Northern Virginia Community Hospital Virginia
- OptumRx, a Division of UnitedHealthcare Group Minnesota
- Orange County Foundation for Medical Care California
- St. Joseph Medical Center (for Chapter 7 Trustee) Texas
- SunBridge Healthcare National
- ValueOptions National
Impact of High Health Care Costs

- Health care costs compete with all other goods and services, and R&D
- US firms are losing in the international marketplace partly because of our high health care costs relative to other countries
- Poor global competitiveness
  = high unemployment
“OUR HEALTH CARE PROBLEM IS OUR DEFICIT PROBLEM. NOTHING ELSE MATTERS.”

-- OBAMA, 2011
FEDERAL PRIORITIES

Federal Debt
- Shutdown
- Budget
- Entitlement Reform

ACA
- Health Benefit Exchanges
- Medicaid Expansion
- Enrollment - meeting expectations

Value
- Link Payment to Quality and Outcomes
- Triple Aim
- Transparency

Accountability
- ICD-10
- Meaningful Use
- Transparency
- Data Driven Decisions
MAKING THE “TRIPLE AIM” POSSIBLE

Better Health for the Population

Better Care for Individuals

Lower Cost Through Improvement

Attributed to the Institute for Health Care Improvement (IHI)
Integrated Healthcare: Managed Care for Special Needs
Every system is perfectly designed to produce the results it gets.
CREATING STRATEGIC CHANGE

High

Low

Frustration with the Status Quo

Incremental Modifications

Create a Burning Platform

Experiment

Transform

Perceived Need for Dramatically Different Results
WHAT ARE THE MAJOR ISSUES?

Influencing and changing behavior of people who “touch” the patient and their families

Translating knowledge of your patients into outstanding service delivery

Creating Accountability

Balancing continued cost containment with improving quality, safety & patient satisfaction… Triple Aim

Demonstrating Value through data and performance
START WITH THE END GOALS

- Satisfied clients with excellent outcomes
- Staying true to your values
- Maximize productivity
- Maximize revenue

Adapted from: L. Berry and K. Seltman, 2007
It’s all about execution!
MANAGED CARE FOR SPECIAL POPULATIONS

*Initial Ideas*

**Aligning Staff and Building Effective Business Processes**

**Measure Progress**
Collect data on business processes and outcomes, and report findings.

**Maximize Statewide Resources**
*InterHab and others*

**Create Partnerships**
Look for efficiencies everywhere… shared back office operations, EHR, metrics and decision support.
PREPARING FOR MANAGED CARE
Medicaid/Special Populations

SYSTEMIC CHANGE

EFFICIENCY
CONTINUED COMMITMENT TO SERVICE
ALIGNMENT ACROSS THE ORGANIZATION
DEVELOP COLLABORATIONS WITH MEDICAL HOMES AND MCOS
…and Trust
CREATE ORGANIZATIONAL SCALE / AFFILIATIONS
PREPARING FOR MANAGED CARE

INTERNAL PROCESSES/STAFF

- EDUCATE STAFF ON FISCAL REALITIES --- IN DETAIL
- USE DATA TO MEASURE PERFORMANCE AND SHARE OUTCOMES
- ASSESS ALL BUSINESS PROCESSES
  No ‘sacred cows’
  Consider collaborative efforts
- REASSESS POSITIONS AND ALIGN FUNCTIONS TO NEW REALITIES
  Care coordination, data, fiscal monitoring
- MEASURE PERFORMANCE AND ACT ON YOUR FINDINGS
MEASURING PERFORMANCE

ACCOUNTABILITY DATA TRANSPARENCY

MEASURE EFFICIENCY
Service Delivery, Fiscal, Management

INVEST IN INFRASTRUCTURE / TECHNOLOGY
Collaborate, shared resources

REASSESS POSITIONS AND ALIGN FUNCTIONS TO NEW REALITIES
Care coordination, data analytics, fiscal monitoring

COMMUNICATE FINDINGS: STAFF, POLICY MAKERS, MCOs, BOARD

TRAIN MANAGERS TO SUPERVISE WITH DATA
Make it live and real
FINAL THOUGHTS

1. **What are the core elements of a mission / vision that will guide decision making?**

2. **What are the most critical investments in the next 18 months to leverage sustainable success?**

3. **Who can we partner with to create scale or leverage resources?**
Thank You!

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