

InterHab Annual Conference Healthcare Reform: Reshaping the Business Model

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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.

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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

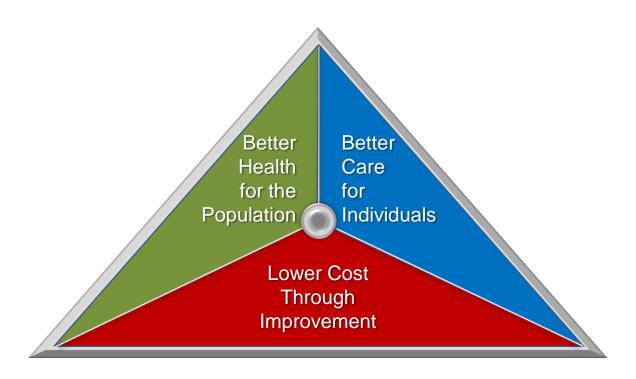
Value

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

Accountability

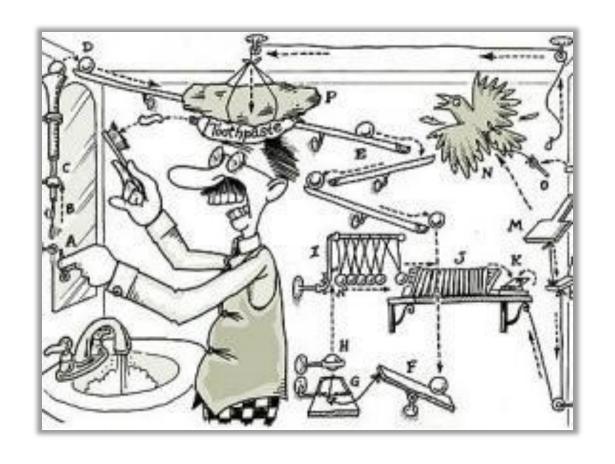
- ICD-10
- Meaningful Use
- Transparency
- Data Driven Decisions

MAKING THE "TRIPLE AIM" POSSIBLE





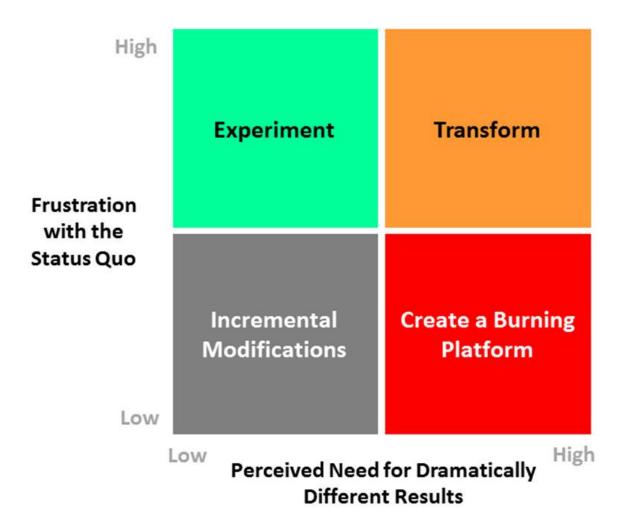
Integrated Healthcare: Managed Care for Special Needs



Every system is perfectly designed to produce the results it gets.

Source: Bing image

CREATING STRATEGIC CHANGE



WHAT ARE THE MAJOR ISSUES?

Influencing and changing Behavior

Translating knowledge of your patients into outstanding service delivery

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

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



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

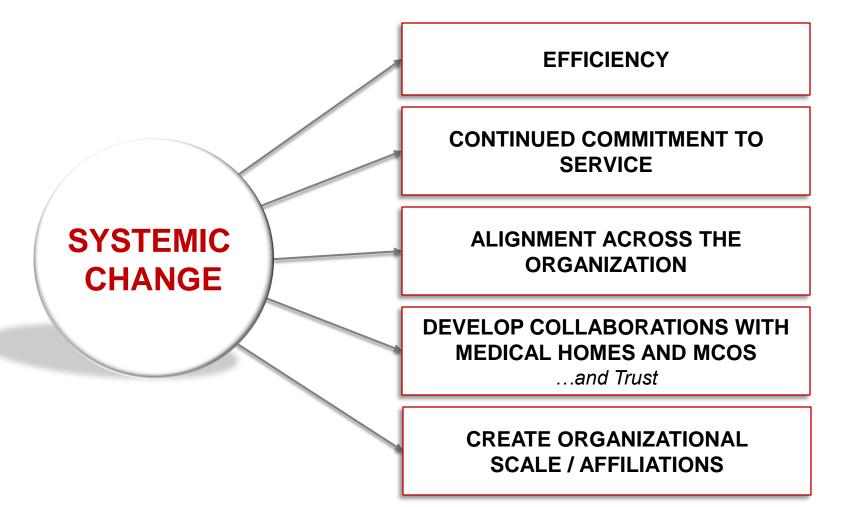
InterHab and others

CREATE PARTNERSHIPS

Look for efficiencies everywhere... shared back office operations, EHR, metrics and decision support

PREPARING FOR MANAGED CARE

Medicaid/Special Populations



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

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

ACCOUNTABILITY
DATA
TRANSPARENCY

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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