 Aurora Health Care®

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## Aurora Health Care

*Accountable Care and the Future of Health Care Delivery*

Presented by Alenia Brooks, MHPA  
Vice-President, Market Research & Development

August 11, 2011

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## Today's Discussion

- Why Accountable Care
- What is Accountable Care
- The Future of Health Care Delivery

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## Why Accountable Care

- Health care reform (Patient Protection and Affordable Care Act)
- Payers
- Workforce changes
- Healthcare utilization
- Population health management

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*Why Accountable Care  
Health Care Reform*

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*Why Accountable Care*

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*Health Care Reform Strategies*

Cuts to Existing FFS System

- Market basket reductions
- DSH cuts
- Nonpayment for anything preventable or unnecessary

Disrupt Existing System

- Bundled Payments
- Innovation Center
- Demonstrations
- Accountable Care

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*Why Health Care Reform*

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*Payers*

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 **Why Accountable Care**

*Payers*

- Payers and government will push pay-for-performance
- More than 125,000 Wisconsin residents with Medicaid will gain access to healthcare
- \$500 billion in Medicare cuts over next 10 years
- Hospital Market-based reduction (2010-2019)

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 **Why Accountable Care**

*Payers (continued)*

- Cost and quality transparency data sharing between payers and providers will increase
- Payers will steer patients to high value providers (low cost/high quality)
- Payers expanding role in health care delivery

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 **Why Accountable Care**

*Workforce Changes*

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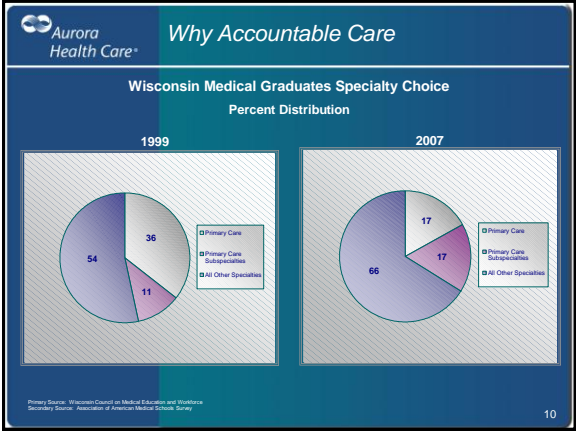
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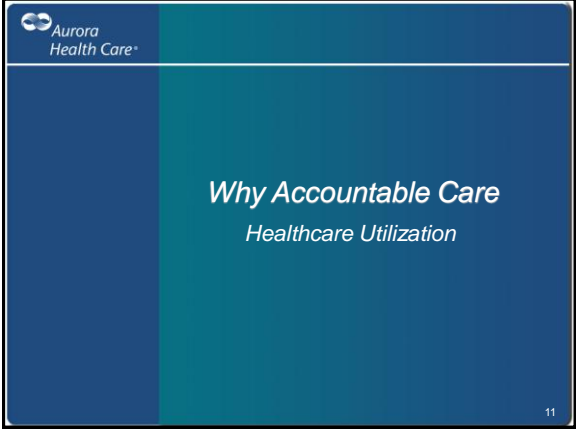
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## Why Accountable Care Population Health Management

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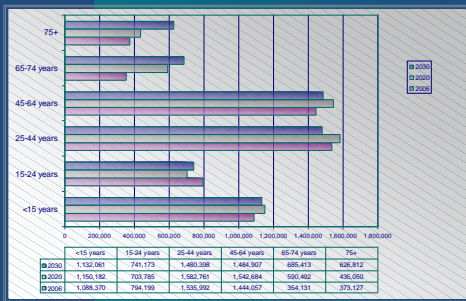
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## Why Accountable Care

Wisconsin Population Projections – 2020 and 2030




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## What is Accountable Care

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**Aurora Health Care®** *What is Accountable Care*

From fragmented care...

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**Aurora Health Care®** *What is Accountable Care*

A group of providers willing and capable of accepting accountability for the total cost and quality of care for a defined population

To integrated care...

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**Aurora Health Care®** *What is Accountable Care*

Accountable Care Health Care Alignment Objective

Source: Healthcare Advisory Board

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**Aurora Health Care®** *What is Accountable Care*

CMS: Triple Aim™ Population Outcomes

Source: The term "Triple Aim" is a trademark of the Institute for Healthcare Improvement

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**Aurora Health Care®** *What is Accountable Care*

5 Domains for CMS Quality Performance

- Patient / Caregiver Experience
- Care Coordination / Transitions
- Patient Safety
- Preventive Health
- At-Risk Populations
  - Diabetes
  - Heart Failure
  - Coronary Artery Disease (CAD)
  - Hypertension
  - Chronic Obstructive Pulmonary Disorder (COPD)
  - Frail Elderly

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**Aurora Health Care®** *What is Accountable Care*

Managed Care vs. Accountable Care

- Delivery system led (vs. insurance industry)
- Care integration
- Physician-hospital alignment
- Information technology (EHR)
- Primary care/medical home
- Enhanced business skills of clinicians

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**Aurora Health Care**

## The Future of Health Care Delivery

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**Aurora Health Care** *The Future of Healthcare Delivery*

### New and Enhanced Patient Care



- Physician Services**
  - Physician/care provider team patient management
  - Physician peer coaching
  - MA's/RN's/PA practicing to maximum potential of license
- Post Acute Services**
  - Enhanced utilization review management
  - Transition and post discharge care coaches
  - Enhanced Home Health patient management
- Population Management**
  - Health coaches
  - Telephonic disease management/high risk
  - Patient activation
- Hospital Services**
  - Training telephonic patient management
  - EHR systems
  - Specialty medical management
  - Hospitalist use
  - Reduction in patient readmissions
  - Predictive analytics for population management
  - Financial modeling for Risk Management
- Community Partnerships**

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**Aurora Health Care** *The Future of Healthcare Delivery*

### Examples of Accountable Care Strategies

- Aggressive approaches to care
  - Primary care patient management
  - Surgical procedures
  - Medical management of chronic conditions
  - Health risk assessments
- Preventable acute episodes
  - Readmissions < 30 days
  - Ambulatory sensitive conditions
- Testing
  - Duplicative imaging
  - Unnecessary lab tests

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Impact on patient accounts and billing:

- Claims data is foundation for data analysis
  - Clinical
  - Financial / Risk
  - Population management
- Continued process improvement will be critical in:
  - Error reduction
  - Revenue cycle

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