



Managing the Unmanageable: Providers, Partners, and Patients

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SPEAKERS:

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Critical Elements of Every ACO

Patients

Providers

Partners



Managing the Unmanageable Patients

Prevention - What causes them to become unmanageable

1. Limited access to providers
 2. Unsatisfied encounters with the providers
 3. Social Determinants of Health Issues
 4. Chronic illnesses
- Symptoms
 - Don't keep appointments
 - Go to the emergency room
 - Self referrals to specialists
 - Consequences
 - Low satisfaction scores
 - Low quality scores from lack of cooperation
 - Cause of attribution reduction



Managing the Unmanageable Patients

Cure – Through Provider Engagement

- Practice Transformation to
- Improve access and engaged encounters
- Address Social Determinants of Health Issues
- Chronic care management
- Transitions of Care and Wellness

Cure – Through Payer Negotiations

- Management of auto-assigned patients
- Assistance with unreachable/uncooperative patients
- Focused management of patients with unique and exclusive problems
- Contract re-negotiations



Managing the Unmanageable Providers

Prevention – What causes them to be unmanageable

- Provider compensation – the non-incentivized / rewarded providers
- No support for ACO activities, multiple programs, manual effort for MD
- Symptoms
 - Does not interact with administration
 - Refuses to share data
 - Refuses to work with the care coordinators
 - Does not assimilate in to the ACO community

Cure – Improved Provider Engagement

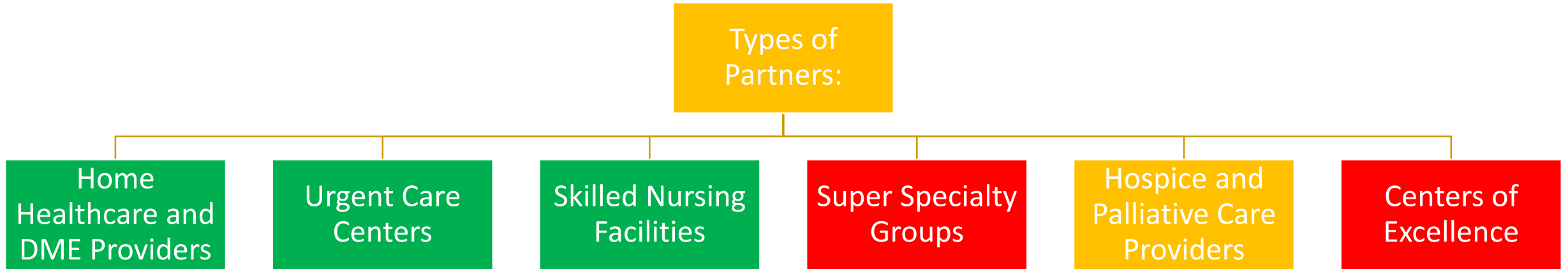
- Provider education; early success strategy
- Better flow-of-funds for providers
- ACO strategy support with data, practice support and care coordination
- Different strategies for PCP and Specialist



- Strategies to improve engagement
 - Define and include Citizenship criteria in bonus calculations
 - Use peer pressure
 - Incentivize participation in ACO activities



Managing the Unmanageable Partners



Prevention

- Formal contracts
- Better provider participation with in-network providers
- Monitor utilization and services

Cure

- Solve the unmanageable patients and providers
- Include partners as stake holders
- Urgent care as off-hours solution, waiver for SNF use etc.

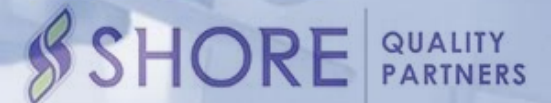


Questions and Discussion



Stop by our ACO Exhibit Hall Virtual Booth

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Thank You

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