

2020 REDIRECTED:

A Fireside Chat with ACO Leaders on the Impact, the Comeback & the Future for Accountable Care Organizations

PARTICIPANTS:

David Hoover, MD, Proficient Health

Matt Butala, Triad HealthCare Network

Brian Klausner, MD, WakeMed Key Community Care

Tyler Wilson, Austin Regional Clinic



Proficient Health



MISSION

To improve care delivery and reduce costs by facilitating better communication and delivery/exchange of clinical information across a wide range of providers with disparate systems.



David Hoover, M.D.
Proficient Health
Chief Medical Officer

Value & Benefits



Triad HealthCare Network



Mission Statement:

We empower healthcare professionals to manage time, change, and complexity to deliver exceptional care.

What We Do: We provide tools, resources, and expertise to manage new reporting requirements and payment methods while improving quality and controlling costs of patient care.

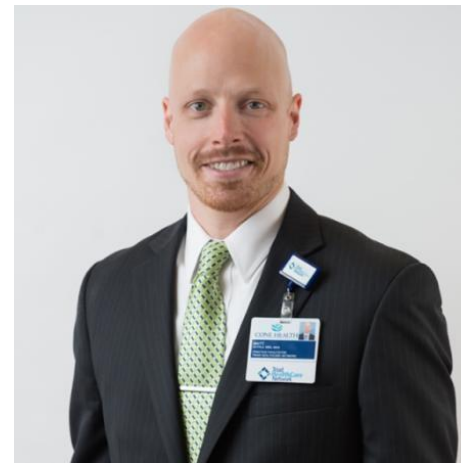
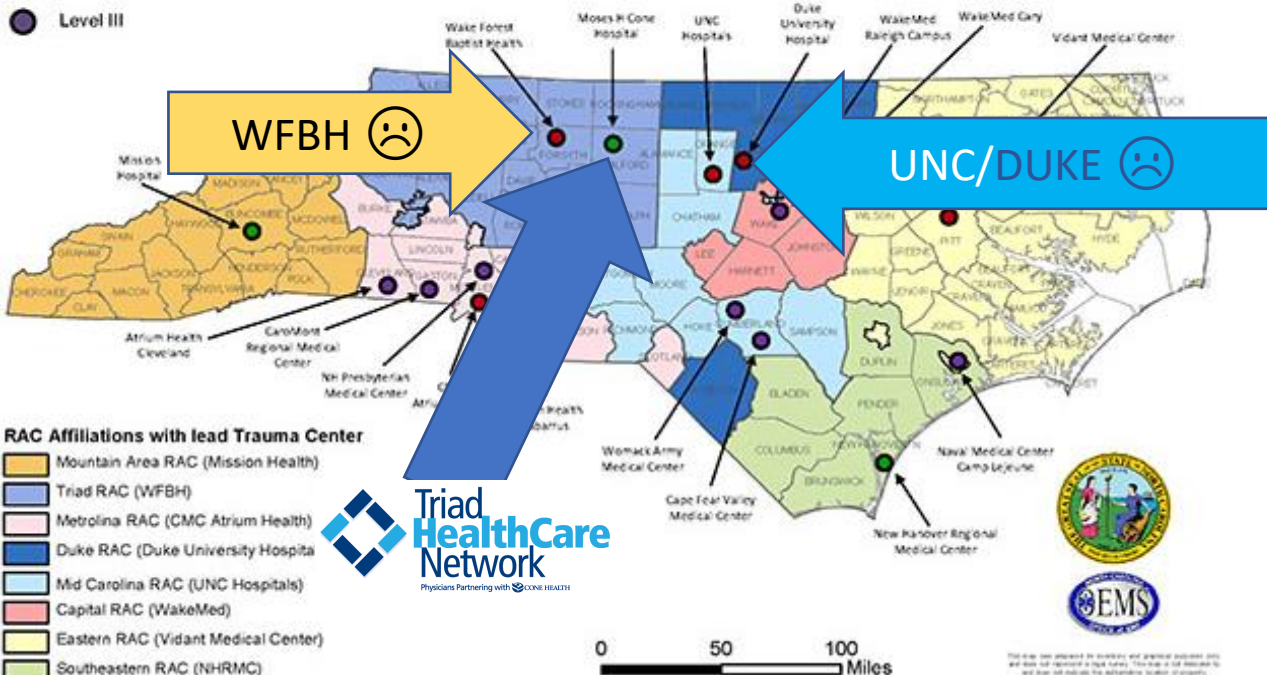


Triad HealthCare Network



NC Trauma Centers

- Level I
- Level II
- Level III



Matt Butala, MBA/MHA
 Triad HealthCare Network
 Assistant Director, Practice
 Performance



Triad HealthCare Network



Triad HealthCare Network Current Contracts as of 5/1/2020

Category	Contract Name	Members	Total
Medicare/ Medicare Advantage	Next Generation ACO*	30,500	79,000
	Aetna Medicare Advantage *	8,600	
	BCBSNC Medicare Advantage**	3,900	
	HealthTeam Advantage PPO MA*	11,600	
	Humana Medicare Advantage*	12,000	
	United Medicare Advantage*	12,400	
Commercial	Cone Health Employee Plan*	20,000	107,800
	Aetna Commercial**	1,300	
	BCBSNC Commercial**	5,500	
	Full Risk ** Shared Savings	5,500	
			186,800 Members



History of Incentives

Year	Incentive Plan	Other included monies
2014	\$3M	
2015	\$1M	
2016	\$3.8M	\$2.8M in UHC PCP (GR and ACO) incentives; Humana/HTA extra payments; Humana specialty true-up
2017	\$6.7M	\$700k in UHC PCP GR incentives
2018*	\$5.38M	\$380K UHC PCP GR incentives
2019*	Proposed \$9M	\$930K UHC PCP GR incentives

*indicates years with 5% AAPM bonus

WakeMed Key Community Care



Mission Statement:

To deliver high-quality, high-value care, ensure high patient satisfaction, and support our patient in improving their health.

What We Do: We enhance the quality and coordination of health care, and reduce the costs of care by providing more value for beneficiaries.



WakeMed Key Community Care



Brian Klausner, M.D.
WakeMed Key Community Care
Medical Director



- Private, not-for-profit health care organization located in Raleigh, NC.
- 941 beds
- Locally-based and community-owned.



- Community-based group of primary care providers
- Over 365 providers in the network

WakeMed Key Community Care



220,000

Patients We Serve
(Covered Lives)



430

Committed WKCC
Providers



750

High-Value Specialist
Collaboration Members



**16th
largest**

ACO in the Nation



100%

Quality Score
for Medicare Shared
Savings Program and
United Healthcare
**for the 2017-2018 year*

WakeMed Key Community Care



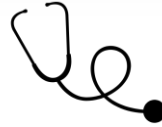
\$61.7M

Shared Savings
to Date



17,000

Care Gaps
Closed



14%

Reduction in
Unnecessary
Specialist Visits



28%

Reduction in
Opioid
Prescriptions



~2,000

Patients Engaged in
Care Advising
Programs



120

Performance
Improvement Projects
(PDSAs) Completed



15%

Decreased Length of
Stay for Skilled
Nursing Facility
Patients



100%

Medicare Shared
Savings Program
Quality Score



100%

UnitedHealthcare
Quality Score

Austin Regional Clinic



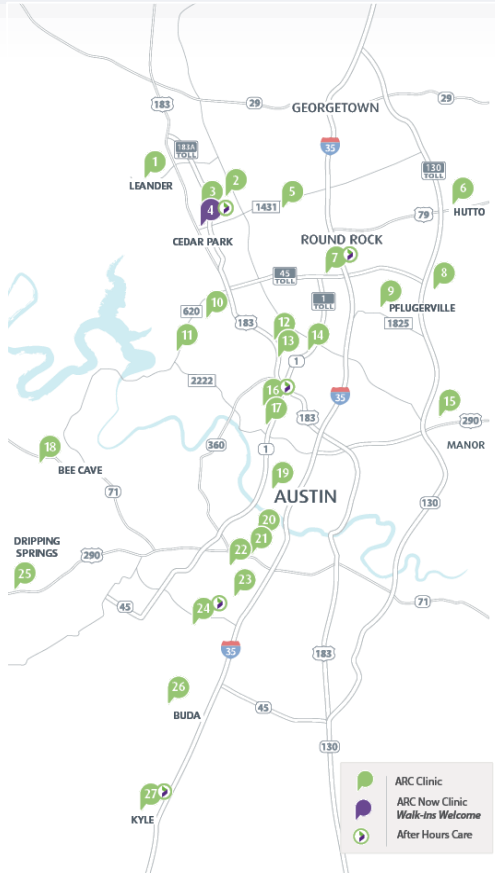
Austin Regional Clinic is a multispecialty medical group committed to providing comprehensive healthcare services throughout Central Texas.

Founded in 1980, we provide care to over 540,000 residents in 27 locations in 11 cities. ARC is unique to Central Texas because of our access to high quality convenient health care.



Tyler Wilson
Austin Regional Clinic
VP, Population Health & Clinical Quality

Austin Regional Clinic



- 1,200,000+ patient visits
- 500,000+ active patients
- 1,941+ employees
- 2,000 square miles and growing!
- 330+ physicians
- 39 years of caring
- 28 locations
- 19 specialties
- 11 cities
- 3 counties
- 1 multispecialty medical group

Austin Regional Clinic



ARC IN THE COMMUNITY



SERVING THE
COMMUNITY
since
1980



19
SPECIALTIES



27
LOCATIONS
AND COUNTING



11 CITIES

1 CONNECTED
family



Austin Regional Clinic



ARC NUMBERS AT A GLANCE



2K
PROVIDERS
& STAFF



1.2M
VISITS/YEAR

500K
PATIENTS



340
PHYSICIANS
& APCs



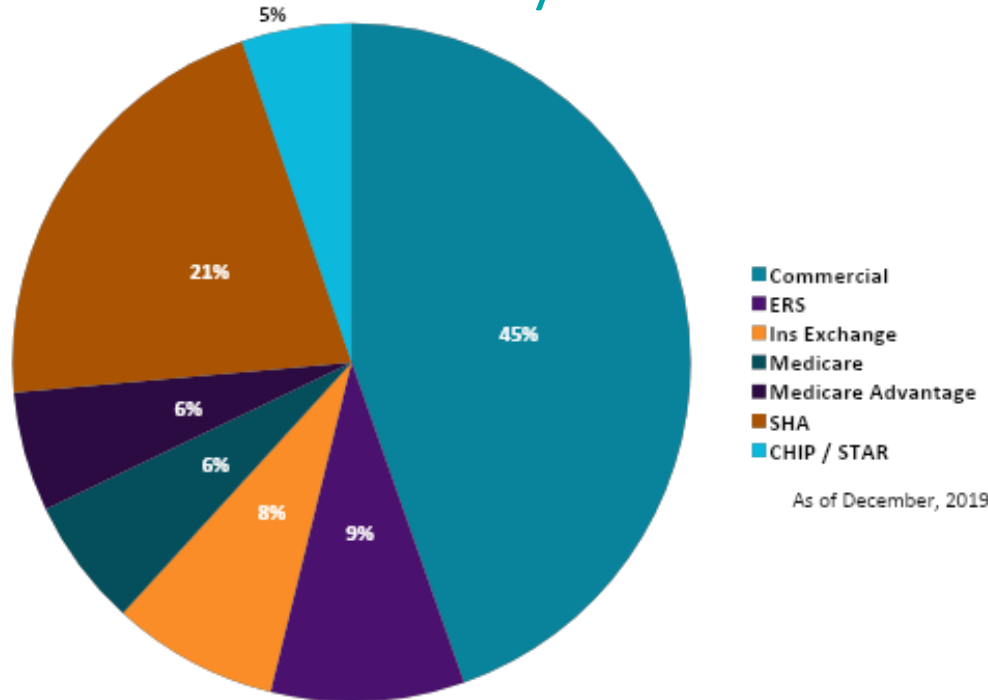
1 CONNECTED
family



Austin Regional Clinic



ARC Population Health – 260,000 Member Distribution by Product



Topics for Discussion



The pandemic's affect on the quality of care management programs.

Addressing & responding effectively to growing care gaps.

Discussing new methods to address network leakage.

Expanding capacity within the network despite the current climate.

Best practices & things to consider while weathering the storm.

Questions



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Visit Our Virtual Booth



The virtual booth interface for Proficient Health is displayed within a 3D-rendered environment. At the top center, the Proficient Health logo is accompanied by the text "THE COMMUNICATION BEHIND THE CARE" and a "10 YEARS" badge. Below this, a white banner contains the text: "Proficient Health offers an integrated suite of solutions designed to support better patient care, easier consults, improved operational efficiencies, & enhanced in-network optimization for ACOs."

On the left, a vertical blue panel lists contact information for Steve Gasiorek: "Steve Gasiorek", "336-255-1012", "sgasiorek@proficienthealth.com", and "www.proficienthealth.com". Below the contact info are four menu items: "Proficient Health Overview", "eBook: Bridging the EHR Divide", "Helping ACOs Bypass Communication Silos", and "Helping an ACO Keep Referrals In-Network". At the bottom of this panel are social media icons for Facebook, LinkedIn, Twitter, and Instagram.

In the center, a woman in a white lab coat stands behind a white podium labeled "COMPANY OVERVIEW" with the Proficient Health logo. To her right, a large screen displays a video player with a play button icon and a progress bar showing "4:35". The video content features icons of a person, a laptop, and a building.

At the bottom center of the booth area, there is a grey button labeled "VENDOR HALL". The entire interface is set against a background of a modern, brightly lit virtual space with large windows and a blue carpet.



<https://www.acoexhibithall.com/vendor-booth/proficient-health/aco-development-operations/128/>



Contact Us



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Proficient Health
Chief Medical Officer

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