

Bringing Advanced Primary Care into Focus

November 12 | 4:30 PM -5:25 PM ET



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Structure of the session

- Promise of advanced primary care
- Panelist overviews and insights
- Moderator questions for the panelists
- Questions from the audience

Goals for the session

- **BENEFITS** to healthcare purchasers and patients
- Different **MODELS** of delivering advanced primary care
- **OVERCOMING BARRIERS** to offering advanced primary care
- **ASSESSING** providers of advanced primary care

Promise of Advanced Primary Care

- Lower total healthcare **spend**
- Better **health** for patients
- Greater **satisfaction** for patients and clinicians

Impact of Primary Care

- Availability / accessibility
- Scope of care
- Reach of care

Impact of Primary Care

Availability / accessibility

- Can the person see their provider when they want to and how they want to?
- Can the person afford to pay to see a provider?

Impact of Primary Care

Scope of care

- Does the provider have the time to fully understand what is going on with the patient?
- Does the provider have the time to practice to their full capability?
- Does the person have the time to talk about all issues and concerns and ask questions?

Impact of Primary Care

Reach of care

- If patients need care outside the clinic, are they referred to high-value providers?
- Is the clinical team connected with the patient before and after the specialist visit?
- Is the clinical team reaching out to people who could benefit but are not coming in?

So how can purchasers access advanced primary care?

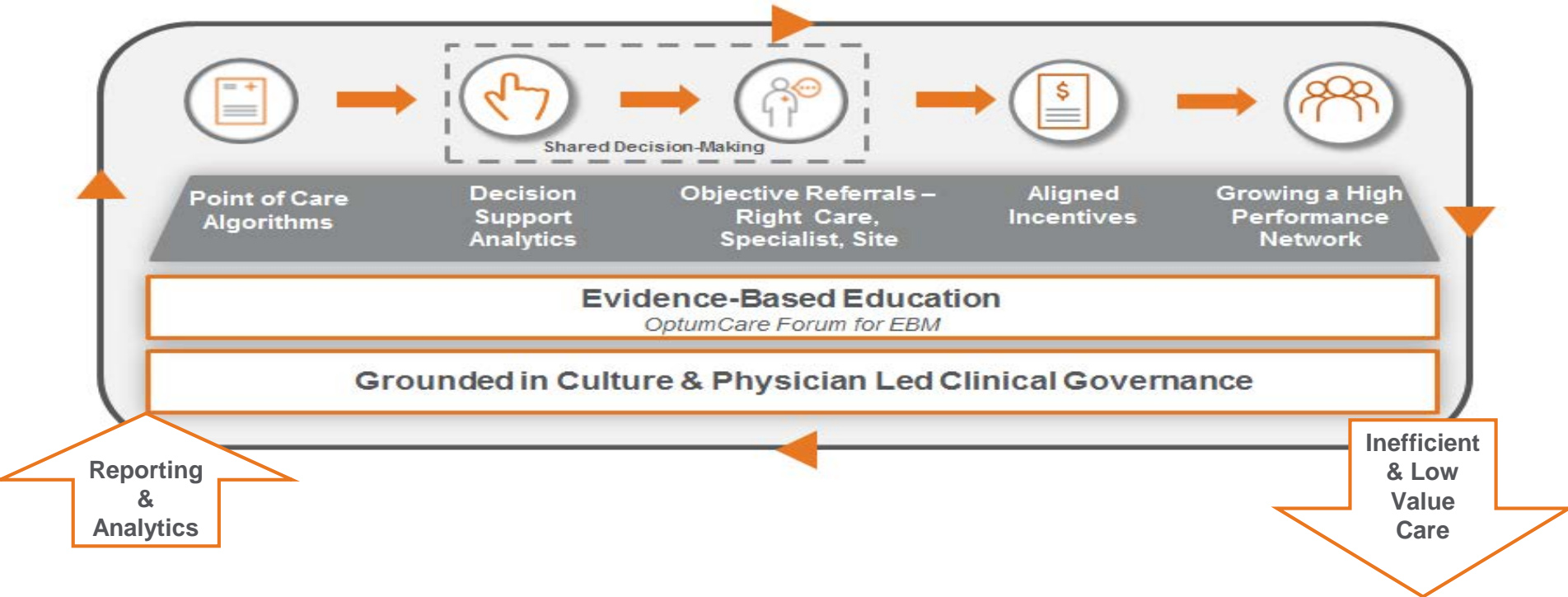
Panelist overviews and insights

New West Physicians

- In the Denver Metro area
 - 23 offices
 - 140 employed providers
 - 220,000 patients
 - 24,000 patients under MA contract
- Established quality program in 1996
 - Colorado Practice of the Year Award 2013
 - AMGA Acclaim Award 2015
 - Million Hearts Champions 2017
- Joined OptumCare in 2017

Introduction to Optimal Care

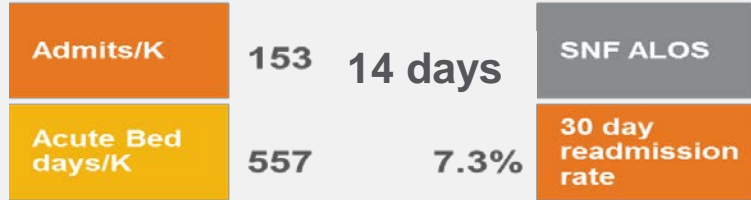
The goal is the rigorous elimination of wasted care



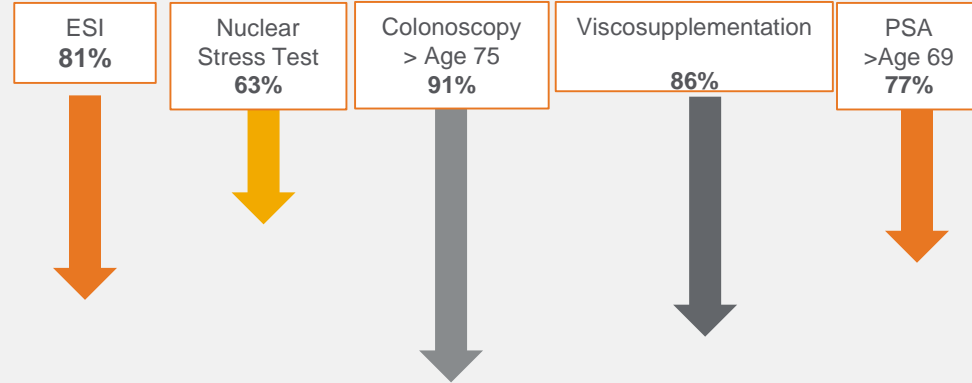
Optimal Care in Practice

Results at New West

Medicare Metrics: Medical Cost Ratio = 72%



Comparison of Optimal Care Metrics at NWP to CDO Averages: *Represented as Percent Reduction in Utilization compared to Average*





Primary Care Innovators Network
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Patient-Centered
Primary Care
COLLABORATIVE

Primary Care Innovators Network – Patient Centered Primary Care Collaborative

Michael Tuggy, MD

Co-founder

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Seven Healthy Habits of Advanced Primary Care

- Advanced Access
- Asynchronous Access
- Care Management and Care Coordination
- Proactive Prevention
- Robust Scope including behavioral health
- Chronic Disease Management
- Population Health

Value Drivers in Primary Care

- Trusting physician- patient relationships
 - More time with patients (i.e. longer visits)
 - Continuity over time with the same care team
- Unrestricted access to the care team (both synchronous and asynchronous)
- Engaged physician and provider care teams around high value care model
- Maximized care delivery to the top of each person's training and experience

Comprehensive Primary Care Payment

- 10-12% of Total Cost of Care
 - Provides necessary resources to staff core functions of Advanced Primary Care
 - Funds non-face to face care, incents the behaviors at the practice level that are needed.
- Elimination of co-pay/deductibles for primary care access
- Incentives based on Patient Centered Primary Care Metrics
- Reduction in overhead related to billing/coding
- Pilots showing 18-30% total cost of care reductions when this investment made in Advanced Primary Care model of care delivery



Care Beyond The Walls™

proactive **md**



Who We Are

OUR VISION

To elevate the standard of primary care by reuniting the physician and patient, removing obstacles to care, and reducing healthcare costs.

proactive **md**



"When we look
at our patients,
we see mothers,
and fathers,
sons and
daughters,
and sisters
and brothers,
and they are
at the center
of all we do."

JOHN COLLIER
President & CEO
ProactiveMD

PROACTIV EMD DIFFERENCE:

Total Healthcare Solution



Broad Scope Care

Onsite, comprehensive care



Patient Advocacy

Engaging the right patients for the right reasons



Care Beyond the Walls™

Navigating the full continuum of care



Occupational Health

Meeting your work-related healthcare needs



Service Delivery

We're built on a culture of service



Performance Guarantees

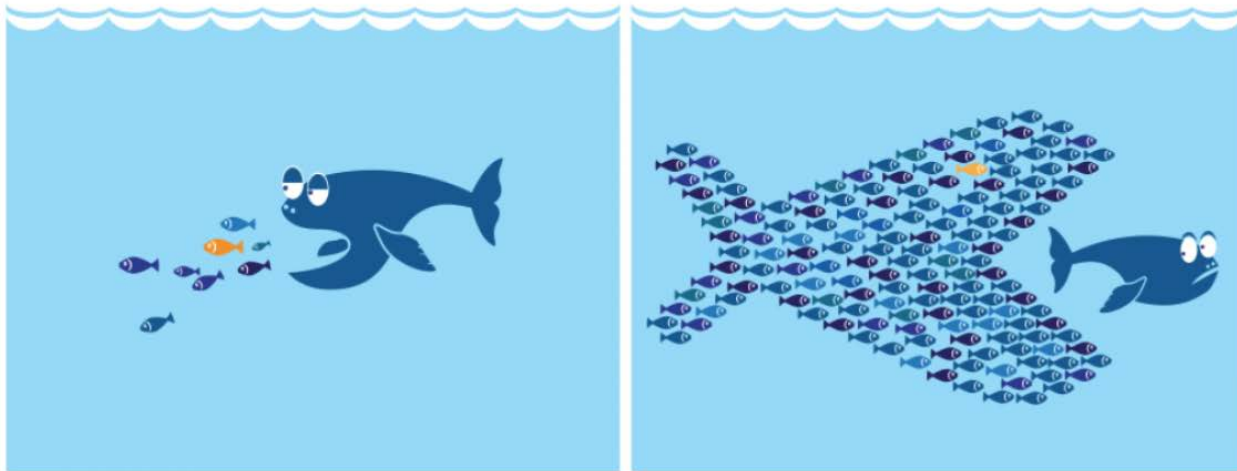
Backed by confidence in delivery



Return on Investment

Impacting the total cost of healthcare

It's Time to Think Big



National Alliance of Healthcare Purchaser Coalitions
Conrad L. Flick, MD

Community Care of North Carolina

- CCNC has 20 years' experience controlling costs using actionable data covering 1.7 million individuals.
- CCNC “sees” independents and harnesses their power – can be invisible to employers unaware of their power to control costs.
- Effective primary care saves \$\$\$: CCNC savings over last 3 years: \$279M, \$345M, \$279M for NC Medicaid
- Pioneered ImpactabilitySM analytics that identify the patients with the highest ROI for intervention.
- Ability to share data with independent primary care doctors who exert a significant influence on total health care costs by keeping people out of the hospital, EDs and other high-cost care settings.
- Engaged in multiple value-based contracts with payers.
- CCNC can be the “easy button” for evaluating and monitoring health plan performance and primary care provider outcomes.



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Question 1

There have been previous efforts with advanced primary care, such as the PCMH (Primary Care Medical Home) model. What have been the limitations of those models? What is different now that will lead to sustainable, successful results?

Question 2

How can a purchaser assess the quality and effectiveness of an advanced primary care offering? Does it differ if the provider is a vendor versus a health care provider in the community? Does it differ if the purchaser is a public program?

Question 3

What are the barriers keeping purchasers from offering advanced primary care now? Do they vary by type of purchaser? How can they be overcome?

Audience questions

Now it's your turn. What would you like to know?

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