

# AtlantiCare

Taking You Well Into The Future



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## Team Based Primary Care: The AtlantiCare Special Care Center

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**AtlantiCare**  
Taking You Well Into The Future



# Who we are

- Southeastern New Jersey's largest health system and largest non-casino employer
- Dedicated to building healthy communities
- Nearly 5,000 team members in over 70 locations
- Core competencies:
  - Health Delivery (acute/episodic care)
  - Health Engagement (health promotion, prevention, chronic disease management)
  - Health Information

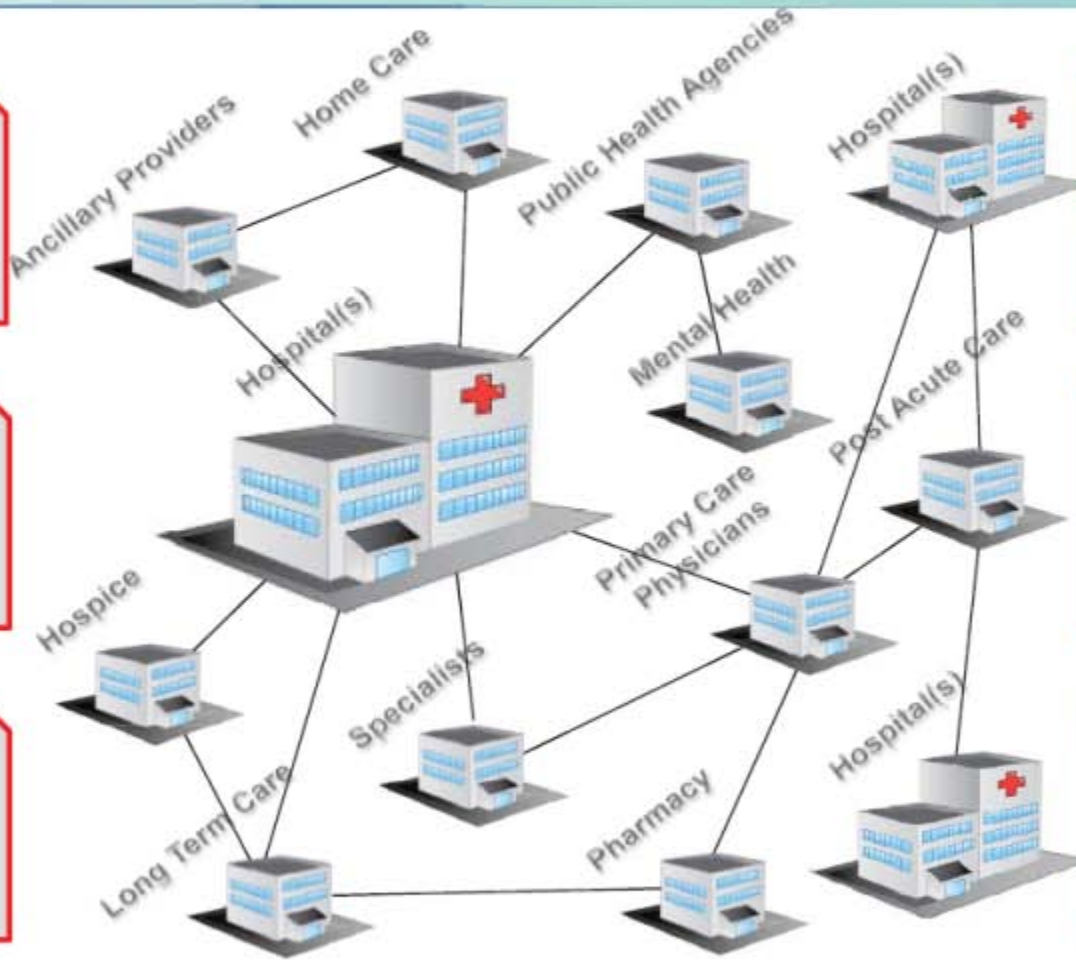


# Current State of Healthcare System Delivery Landscape

Sick Patients are cared for in unorganized silos across the delivery system.

There does not exist an orchestrated pathway to sound health and care.

Network relationships may exist between some providers – but are not necessarily high value driven.



Patients interact with Providers who do not have integrated access to comprehensive health information.

Providers are not organized or aligned across synonymous, strategic goals and outcomes.

Payers are not partnered with a collection of aligned and incented providers.

# Trump Entertainment Resorts Healthcare Costs

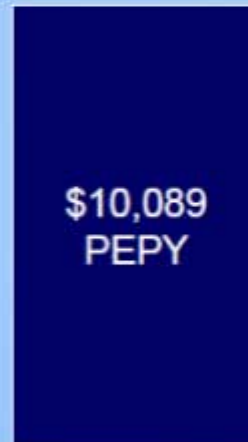
(Per Employee Per Year)

2010 (Projected)

2000

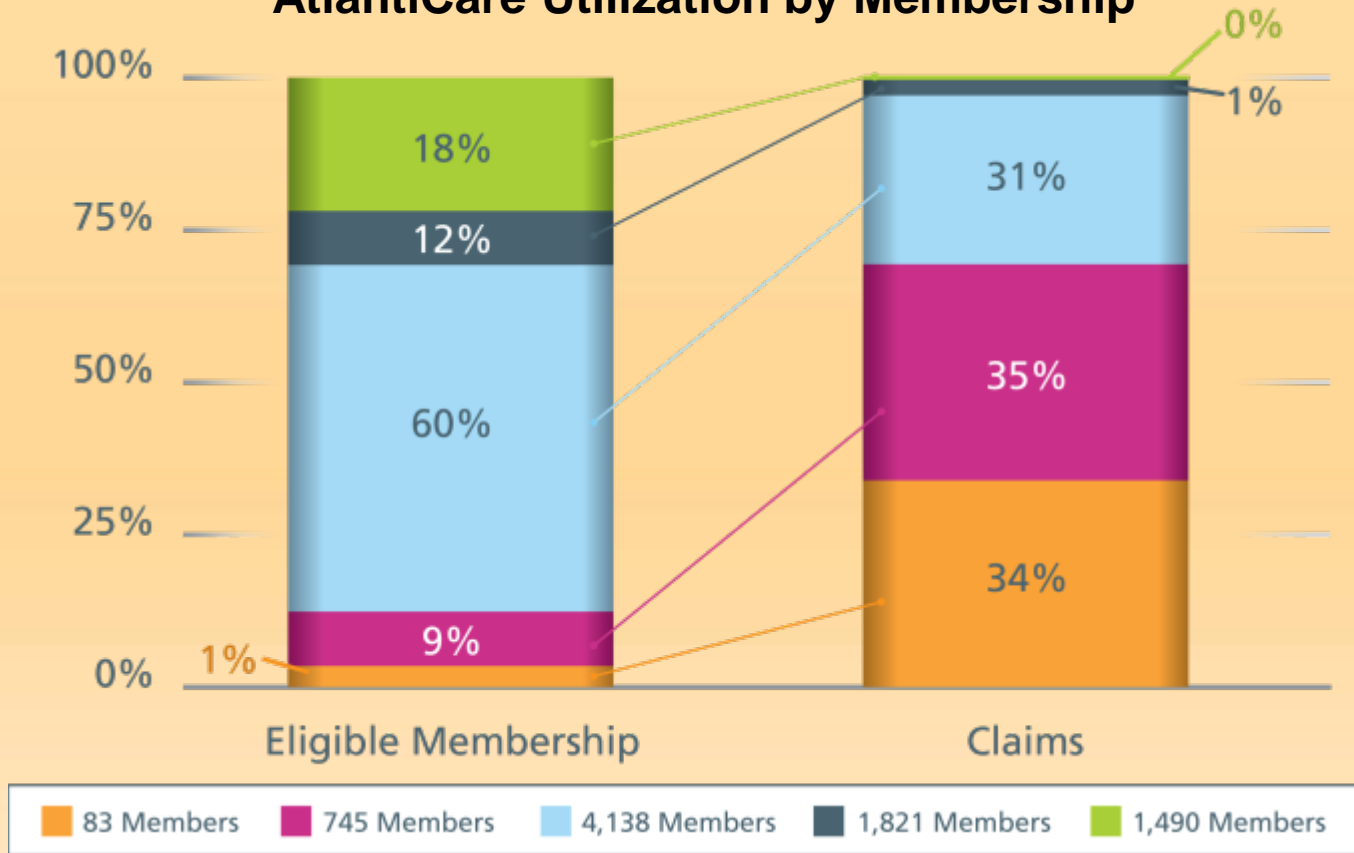
\$5251  
PEPY

\$10,089  
PEPY



# AtlantiCare's Employee Health Plan

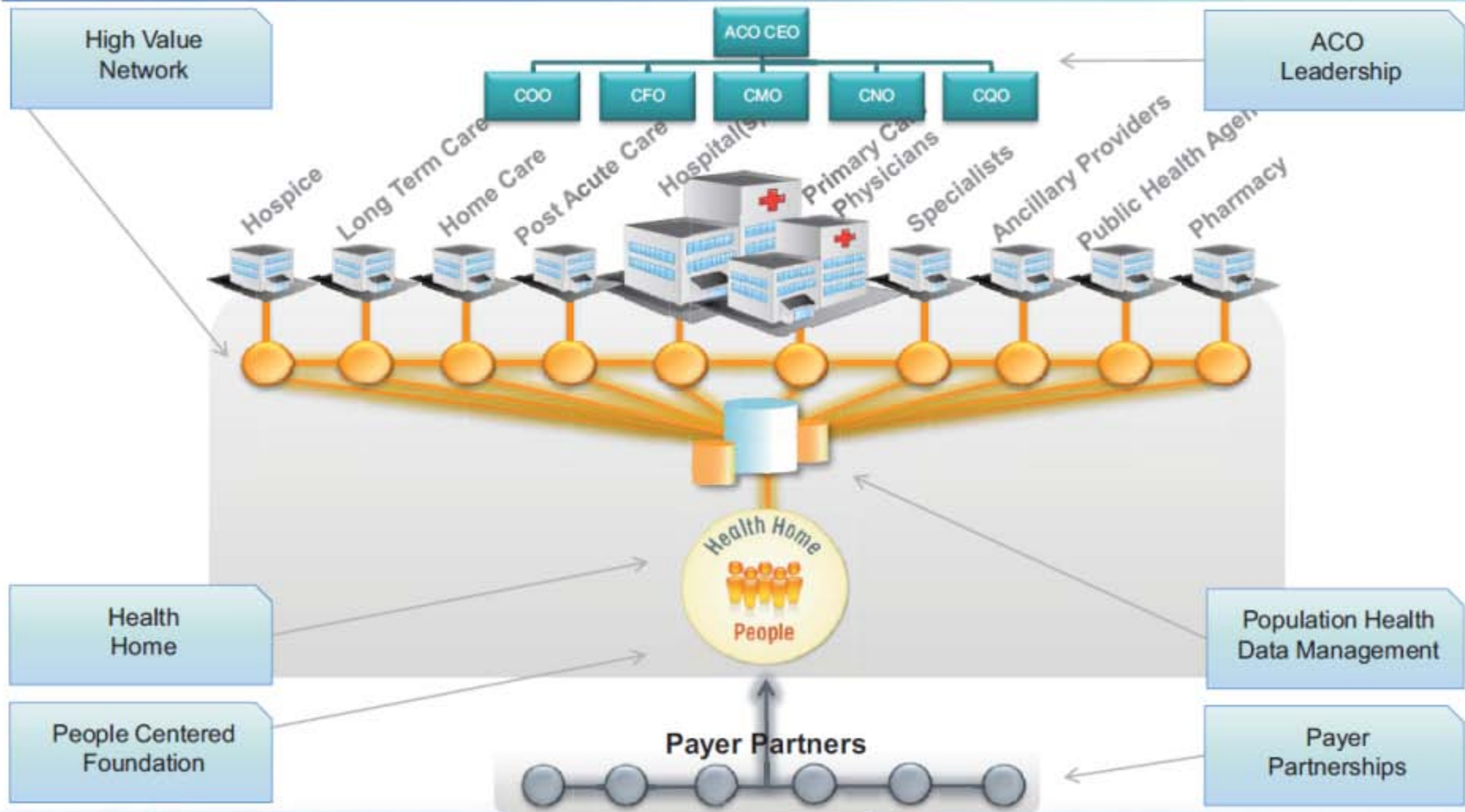
## AtlantiCare Utilization by Membership



# Our approach

- 1. Agree upon outcomes that matter to people and those funding their care
- 2. Define the care models and systems which result in #1
- 3. Implement a business model that sustains #2 (assuming fragmented FFS does not)

# Complete View of an ACO





# Terminology is a challenge

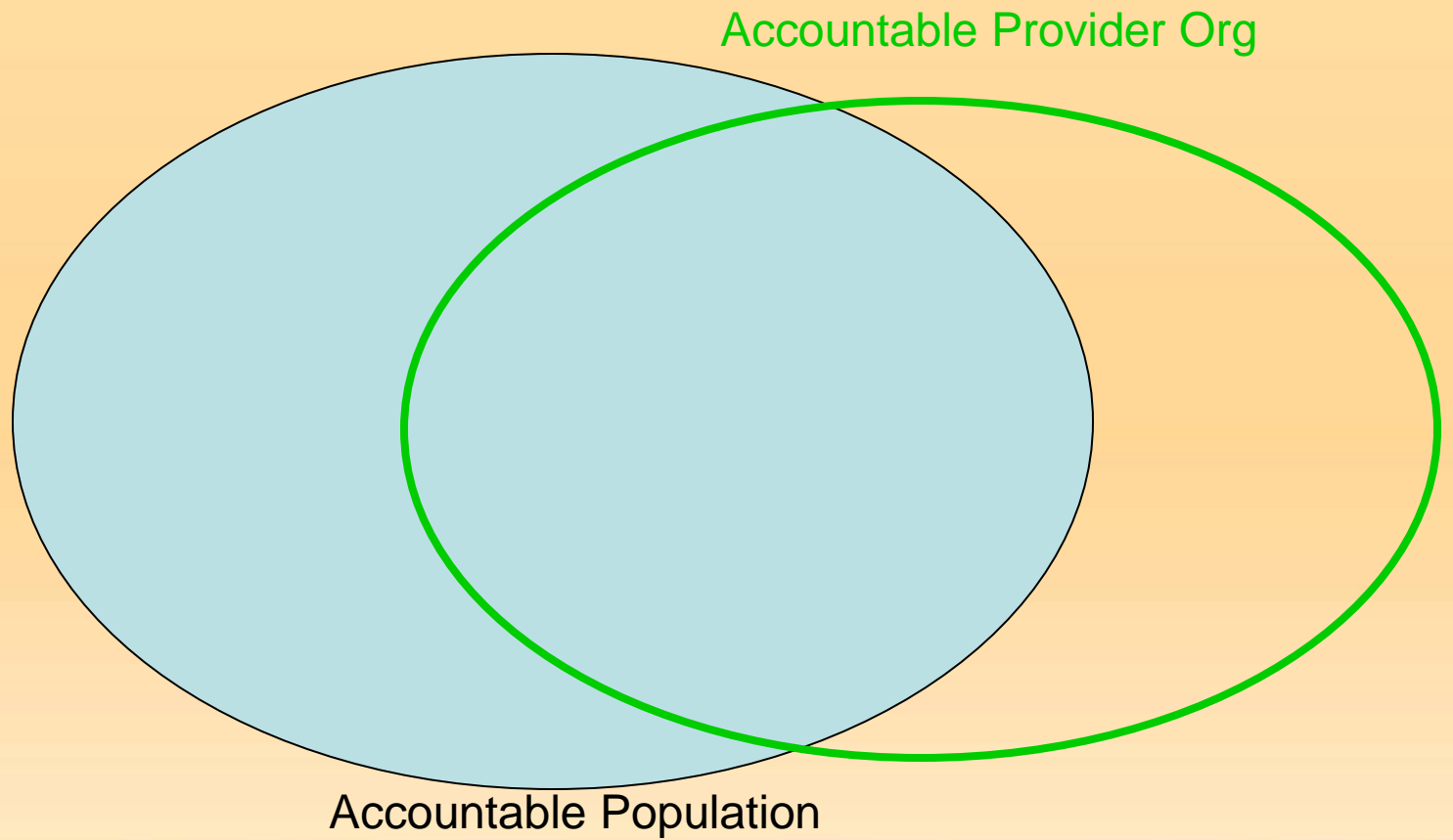
- Patient-Centered Medical Home
- Health Home
- Advanced Primary Care
- Enhanced Primary Care
- Transformed Primary Care
- ?Specialty Medical Homes (e.g. cardio, med onc)

# Evidence – Primary Care

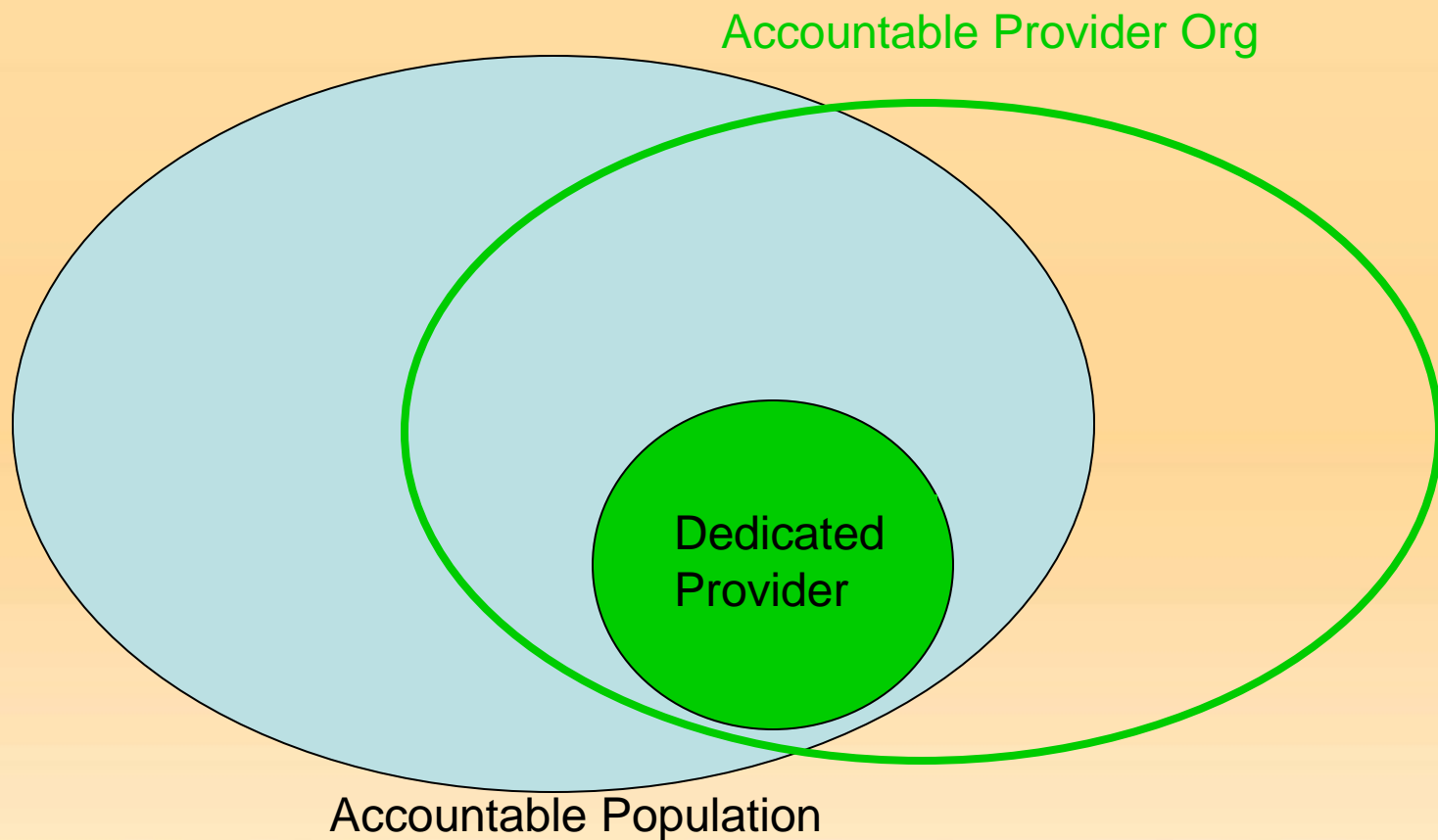
- “How important is it that you have one practice/clinic where doctors and nurses know you, provide and coordinate the care than you need?” (Commonwealth Fund)
  - General Practitioners per 10,000K: Inverse relationship to cost, direct relationship to quality
    - NJ: 2 GP per 10K,
    - best six states: >4 (WA, SD, NE, VT, MN, ND)
- 4-7% of total healthcare \$ is spent on primary care  
(compared to direct administrative costs around 14%)

# Defining the population – need for solutions that bridge multiple payers

- Our own 8500 covered employees/families
- Several large self-insured employers in area
- Commercially insured
- Medicare (fee for service)
- Medicaid (NJ legislation on Medicaid ACO)
- Uninsured (largest provider in area)
- Many in our community move between these frequently  
– need people centered solutions







# Disruptive Innovation in Primary Care - Why

- Leadership
  - Commitment to Mission/Vision/Values
- Strategic Planning
  - Patient-Centered Medical Home as underpinning of “accountable care”
- Voice of the Customer
  - “Help! We’re drowning in healthcare spend!”
  - “Help! The system does not meet my needs!”

# Special Care Center (SCC)

MEDICAL REPORT

## THE HOT SPOTTERS

*Can we lower medical costs by giving the neediest patients better care?*

BY ATUL GAWANDE

*THE NEW YORKER*, January 24, 2011

# Special Care Center

Redesigning primary care for the chronically ill segment of patients.



The daily huddle



# The Team – Introductions and History

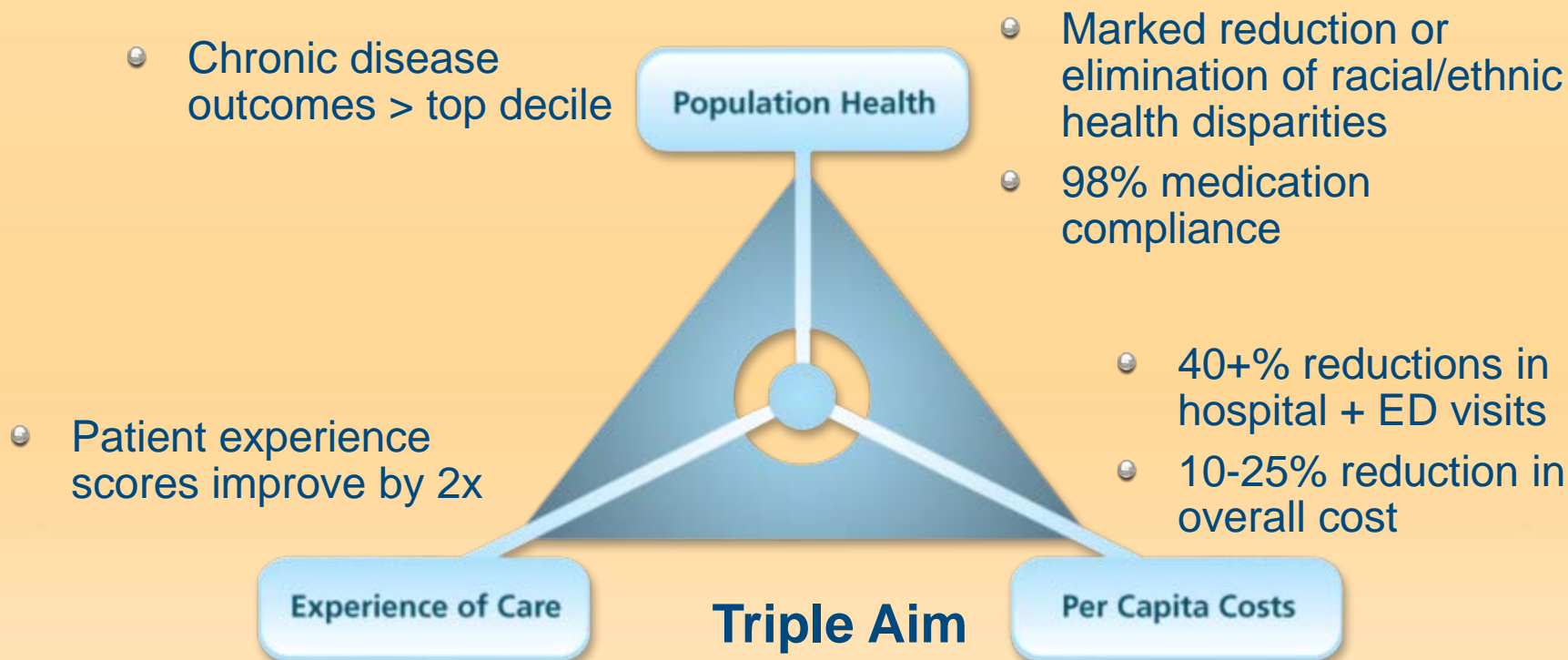
- Health Coach
- Physician
- Nurse Practitioner
- Social Worker
- Behavioral Health (PhD and MD)
- Pharmacy
- Specialists / hospital
- The Patient
- The Patient's family
- Case management
- Worksite programs
- The purchaser
- The insurance co.
- IT
- Community partners

# Key principles of the team

- Everyone operates at the top of the scope of their license and ability
- Everyone is accountable for all three parts of the Triple Aim (Three Part Aim)

# Special Care Center

## Triple Aim™ Outcomes



The term Triple Aim is a trademark of The Institute for Healthcare Improvement.

# The Leadership Challenge

- Change leadership – today's fundamental skill
  - Burning platform
  - Vision
  - Safe, steady, well informed navigation of transition
- Provider culture – ownership of the solution
- Robust physician leadership
- Trust and accountability
- Recognition of social determinants of health – community stewardship