

Does Your Value-Based Care Strategy Include These Five Critical Elements?

YOU HAVE:



Identified complex populations.

A PCP may choose to start with the highest-spending portion of their patient population, such as the top 5 percent (who typically account for 50 percent or more of healthcare spending). Cohorts can also be created based on utilization risk factors or level of risk based on diagnoses.



Initiated more holistic, proactive and coordinated care for these populations.

Assign a care coordinator to each complex patient, to spearhead these efforts. The care coordinator — usually a registered nurse — facilitates communication with the practice and connects with the PCP and appropriate specialists, ideally staying within the CIN. (Any specialists outside a CIN should be pre-qualified based on high quality and low cost.) The care coordinator manages the patient's day-to-day health needs, including reaching out to schedule appointments, educating the patient about self-care, and reconciling their medications, among other activities.



Created a care plan for each patient in cooperation with the entire care team and patient.

Work with the patient/caregiver to overcome any barriers. Delegate duties related to patient education and compliance to non-physician staff members, such as care coordinators or non-clinical employees, as appropriate.



Ensured access to timely care.

This will help prevent patient "leakage" to providers outside the practice or CIN, and reduce potential redundant or unnecessary care. In fact, high rates of ER use correlate with lack of after-hours care. Make sure patients have direct pathways for communication with the practice at all times, such as telephone access, internet portal and/or mobile phone app.



Transformed internal operations to ensure efficient work flows.

Each staff member should work at the top of their credentials, to enhance the practice's efficiency and cost-effective operation. Enhanced work flows will also support higher patient satisfaction levels and better quality of care.