

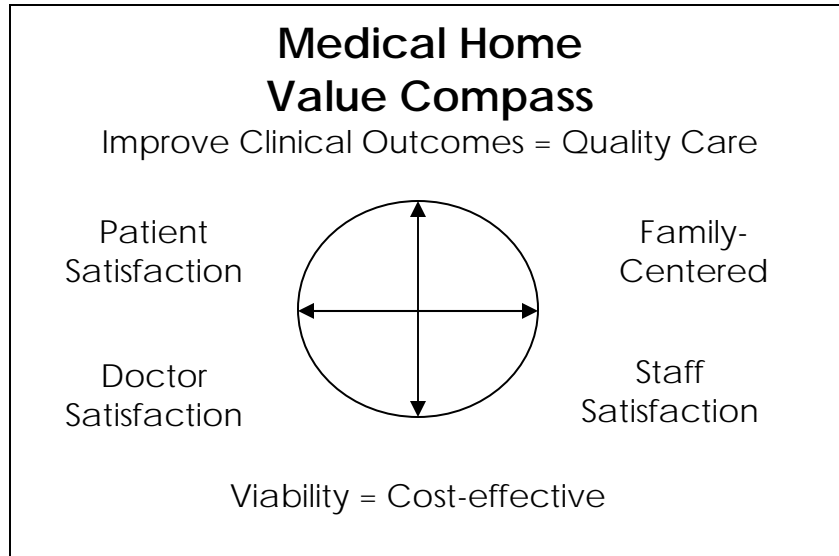
Washington State Medical Home Leadership Network
“Putting Medical Homes Into Practice”
Wednesday, May 30, 2007

1:30 Panel Discussion

Effective Care Coordination in Medical Homes—and How to Pay for It

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Understanding how structure, process and outcome measures can produce quality, family centered, cost effective, Care Coordination.



Problem: How to pay for Effective Care Coordination

Solution: Must be based on our Value Compass

New solutions must improve clinical outcomes, be cost-effective, be family-centered and rely on community partners. At the same time, we must achieve patient, doctor and staff satisfaction.

The Value Disciplines = Arrow Drivers

- Pediatrician Leadership = Trusted Messenger
- Operational Excellence = Child Advocate
- Doctor-Patient Relationship = Family Centered
- Narrow your focus = Care Coordination

These are the disciplines we would develop to achieve our values; to drive our value compass in the right direction.

Operational Excellence for Care Coordination

- Who does it?
- What to they do?
- How many hours does it take?
- What does it cost?
- Where does it happen?
- Who is the partner?
- Who pays for it?

All staff – Pediatricians, CMAs and non-clinical see themselves as child advocates and how well they perform their assigned tasks directly effects the health outcomes for each of our patients from birth on.

How does CAC achieve operational excellence for a program of effective care coordination?

Care Coordination Measures

- **Structure – Who? What? How much?**
Driver: Child Advocate
- **Process – only happens in the examination room**
Driver: Trusted Messenger
- **Outcomes – Cost**
Only happens if access happens
- **Contracts and Conversion Factors**
You must know your costs and your rates

Physician – Medicaid Partnership

Pediatrician – Insurance Company Partnership. What lessons have the insurance companies taught me? The biggest lessons that the insurance companies have shared are – you must

understand your contract and your conversion factor and you must know your costs and your rates.

- Code right, document well, appeal every denial.
- The most effective way to change a family's behavior in order to comply with a treatment plan that is in the best interest of the patient is for the family to see the pediatrician as the Trusted Messenger.
- Care Coordination consists of 4 activities.
 1. Helping patients to make and keep appointments
 2. Roster, recall, review visits by diagnosis for all patients with chronic diseases
 3. Cohort by age, recall, maintain rates of all patients for Well Child Care. Early intervention using the tool of Well Child Care is mandated by Federal guidelines.
 4. Helping families with insurance authorization and consult appointments referrals -make it happen.
- Develop a cost budget for care coordination and know staff hours and dollars allotted to it. Know what % of total cost it represents.
- Know the conversion factor \$\$ amount offered in each contract. Know the cost per visit and the total number of visits per year required to meet your cost budget. Then negotiate a % increase of the Medicaid conversion factor \$\$ amount listed in the contract to cover your cost.
- Negotiate an incentive reimbursement for obtaining lower ED utilization, fewer hospitalization days and decrease use of off-formulary Rx.