

# Consumer Advisory Council

## February 15, 2022

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# Agenda

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## Topics

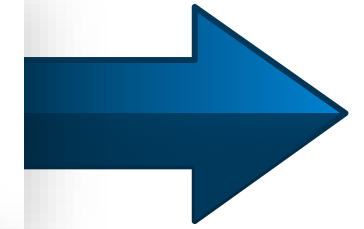
1. Background
2. OHS' Primary Care Initiatives:
  - Primary Care Spend Targets
  - Primary Care Roadmap
3. Questions and Discussion

# Connecticut's Healthcare Benchmark Initiative

1



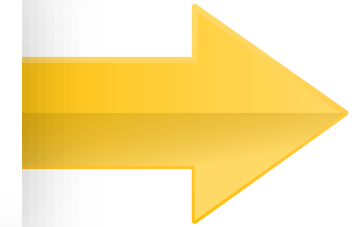
**Cost Growth Benchmark**



2



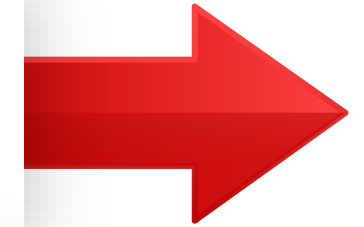
**Primary Care Spend Target**



3



**Data Use Strategy**



4



**Quality Benchmarks**



# Why are we focusing on primary care?

- High-quality primary care should be accessible to all Connecticut (CT) residents in all communities
- Primary care across the U.S. and in CT is in trouble. There are multiple signals:
  - Fewer medical school students entering primary care
  - An aging primary care physician workforce
  - High levels of burnout and dissatisfaction with quality of work life causing clinicians to leave the workforce
  - Connecticut primary care organizations report staff shortages and enormous difficulty in recruitment

# Roadmap for Strengthening Primary Care

# Roadmap for Strengthening and Sustaining Primary Care

- During the Roadmap creation process, OHS engaged a wide variety of stakeholders in discussions.
- The draft Roadmap was released for public comment in December 2021.
- We are currently working to address the comments and feedback received and will release the document once it is finalized.
- It is commercially focused and aligned with Medicaid.



# OHS engaged a wide array of stakeholders, in addition to those represented on OHS' Primary Care Subgroup:

## Consumer Advocates:

- CT Chapter of the National Association of Hispanic Nurses
- Department of Public Health Medical Home Advisory Council
- OHS Consumer Advisory Council
- OHS Community Health Subgroup and Health Enhancement Communities

## Providers:

- Bristol Hospital
- Community Health Center Association of CT
- Community Health Center Inc.
- CT State Medical Society – IPA
- Eastern CT Health Network Medical Group
- Hartford HealthCare Integrated Care Partners
- Medical Professional Services
- Northeast Medical Group
- SoNE HEALTH
- Starling Physicians
- Trinity Health of New England Medical Group
- Yale New Haven Health

# OHS engaged a wide array of stakeholders, in addition to those represented on OHS' Primary Care Subgroup:

## Medical Societies:

- Academy of Family Physicians
- Advanced Practice Registered Nurse Society
- American College of Physicians
- American Academy of Pediatrics

## State Agencies:

- Connecticut Insurance Department
- Department of Social Services
- Department of Public Health
- Office of the State Comptroller

## Payers:

- Aetna
- Anthem
- Cigna
- ConnectiCare
- Harvard Pilgrim
- UnitedHealthcare



# Main Elements of Roadmap:



Payers will increase primary care spending up to the governor's target (10%) and take action to aid implementation of the Roadmap.



Primary care practices that choose to participate in the primary care Roadmap and adopt the prescribed core functions will receive enhanced primary care payments from payers for doing so.



Enhanced payments will go towards improving patient care and implementing high-quality primary care.

# Core function expectations of primary care practice teams

1. Care is centered around the patient, including developing **trusted relationships**
2. Care is **team-based**
3. Practices designate a **lead clinician** for each patient
4. Practices **coordinate all care** for its patients
5. **Behavioral Health** is integrated into the practice
6. Practices deliver “**planned care**” at every visit
7. Care is **easily accessible and prompt**
8. Care follows **evidence-based** guidelines
9. Patients are **engaged and supported**
10. Practices **use data** to identify care needs and inform quality and equity improvement
11. Social factors that influence health/community resources **are identified**

# Core Functions- 1. Trusted Relationships



# Core Function 2. Team Based



# Core Function 3. Designate a Lead Clinician



# Core Function 4. Care Coordination



# Core Function 5. Behavioral Health



# Core Function 6. Planned Care





# Core Function 7. Accessible and Prompt & Culturally and Linguistically Competent



# Core Function 8. Evidence Based



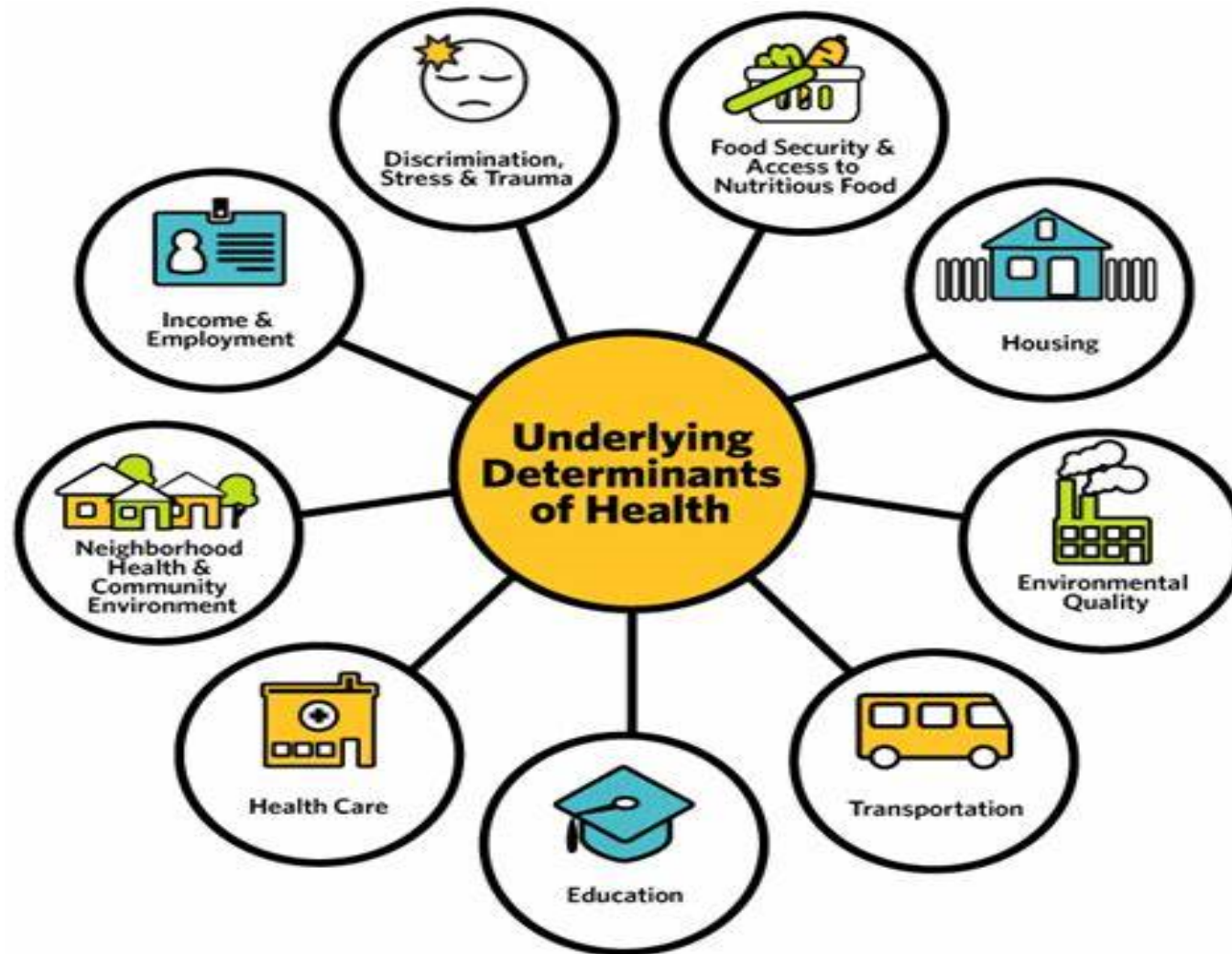
# Core Function 9. Engage and Support



# Core Function 10. Utilize Patient Information, quality and equity improvement



# Core Function 11. Social Factors that Influence Health and Community Resources



# Improving Primary Care: Benefits for Patients



## Increased access

Primary care physicians are supported by an expanded care team

More time and attention for individual patients

Convenience of various types of appointments



## Whole-person care approach

More time and resources to address social risk factors

Care is delivered in a person-centered manner with the goals of the patient paramount



## Focus on prevention and wellness

Improved collaboration across care providers results in early identification and intervention

Improved health and reduced illness burden

# Primary Care Alternative Payment Models – Protecting Patients



- 1. Base payments on complexity of care needed**
- 2. Notify patients**
- 3. Carefully monitor practice behavior**
- 4. Emphasize measuring quality and equity**

# What's next?

- The Roadmap is a **first step**.
- Planning and patient engagement activities are intensifying in 2022.
- The roadmap will be a **guide** – it can be adapted and improved based on feedback and input.
- OHS is committed to working with stakeholders to address identified concerns and barriers to effective implementation.





## How can you help OHS support this work?

- Help identify key patient groups OHS can engage in Roadmap design.
- Assist with additional Primary Care Roadmap Listening Sessions.



# Questions and Discussion