



CONNECTICUT  
*Office of Health Strategy*

# Primary Care Modernization Project Consumer Advocate Discussions

# Building the Primary Care System We Need

## What challenges does primary care face today?    How has “the system” tried to fix them?    What if we had?

Lack of coordination, convenience



Too little money spent on primary care and providers are only paid for office visits.

Too little support between visits

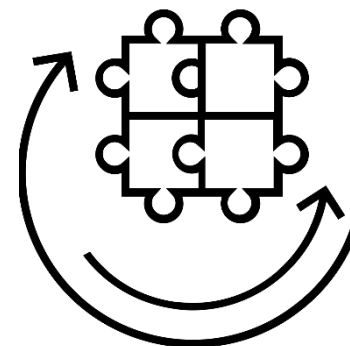
Not integrated with behavioral health, substance use disorder, community resources

Ask providers to invest in “care transformation” without paying them for it



Put more burden on consumers to “engage” without sufficient support

Care teams to keep people healthy, catch problems early and manage conditions



Technology to connect providers with each other and their patients

More convenience like options for email, phone, text

More investment in primary care and payments not tied to office visits

# Why focus on primary care?

1. Research, experience of others shows us **it works**
2. CT providers and patients tell us **its needed**
3. Aligns with **national focus** on high-quality primary care as important to improving health and saving money

# Case Study: Iora Health

**Overview:** Iora Health has 29 practices in 11 states, including Connecticut.

**Payment:** Upfront (capitated) payment based on how much patients' care is expected to cost and adjusted when needed. Bonuses for meeting quality, patient experience targets; shared savings

**Approach:** Care team provides patients practical and emotional support, reinforces patient education and actively participates in care delivery. Behavioral health is fully-integrated.


**Results:** Patient retention rate was 98% in 2017. Also in 2017, about 90% of patients had their blood pressure under control. Reductions in hospitalizations of its patients by 35% to 40% and **reductions in total health care costs of 15% to 20% since 2010.**



# Primary Care Modernization: First Steps

## Practice Transformation Task Force Report Key Takeaways:

- Expand care and diversify teams
- Allow access outside of a traditional office visit
- Double investment in primary care over five years through more flexible payments

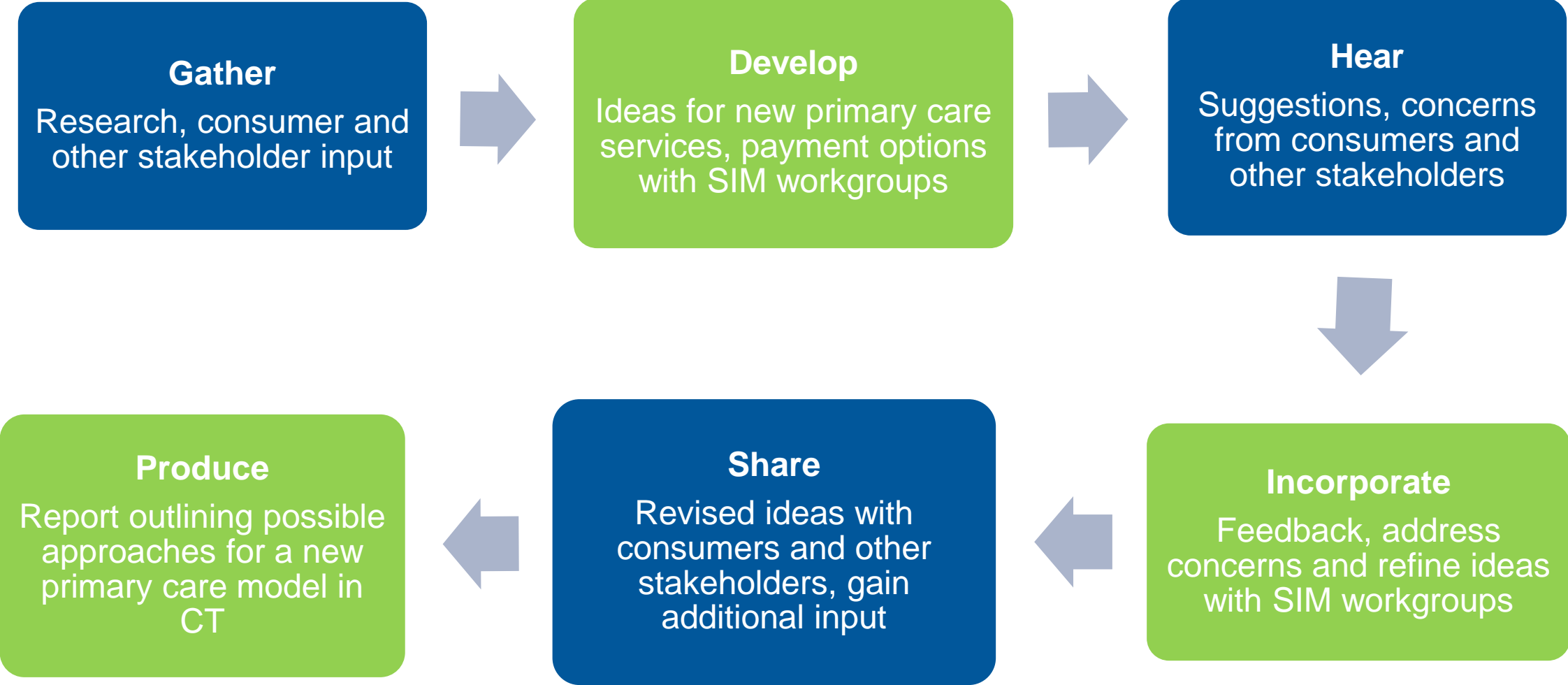


**SIM** connecticut state  
innovation model

## Primary Care Payment Reform

*Unlocking the Potential of Primary Care*  
February 1, 2018

# Primary Care Modernization: Current Work



*Consumers and Advocates Participating in Every Step*