



OneCare
Collaborative

Deaconess Health System

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- **Location:** Indiana
 - **Facilities:** 6
 - **Beds:** 580
 - **Net Patient Revenue:** \$768M
- **Alternative Payment Models & Payer Partnerships:**
 - MSSP – 2012 thru 2015
 - Next Generation ACO – 2016
 - Anthem
 - Humana



**Strategies
2012 – 2015**



Develop and refine robust chronic conditions programs



Explore and implement alignment with other organizations as a means toward increasing community value



Explore and implement economic and/or organizational alignment with regional communities hospitals and physicians.



Develop infrastructures and systems by which to manage risk-based reimbursements



Develop physician economic alignment models that will incentivize collaborative efforts to achieve DHS goals



Undertake comprehensive operations restructuring to lower unit cost

Strategic Goals

Community Value

Financial Strength

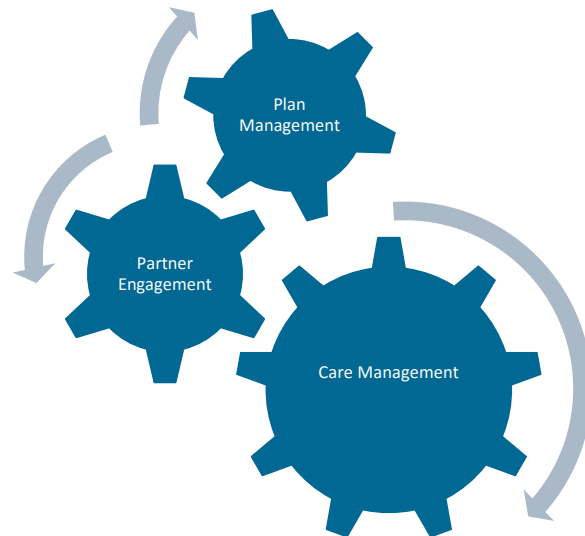
Superior Physician Hospital Relationships

Exceptional Quality and Service

Mission / Vision

Creating the Infrastructure & Testing Models

Strategies



Tactics

- New Payer Contract Models
- OneCare Clinically Integrated Network
- Chronic Disease Management Programs
- Patient-Centered Medical Home Model
- High Risk Case Management
- DCI Governance Structure & Committees
- Analytics & Data

Advancing Early Success through National Partnership

Actions Taken to Win

Hearts and Minds of Physicians



Physician Governance

Physician Advisory Committee, Specialist Council and regional pods support compensation design, communication, and physician decision making



Evolved Clinical Model

All practices actively reviewing high-risk patient rosters and collaborating on care plan with care teams to deliver effective pop health



Practice Leadership Training

Quarterly half-day sessions focused on optimizing performance/payment under value contracts and empowering rapid-cycle change at the practice-level



Connecting Community Physicians

Extended physician support services to community physicians to build connections and quality care delivery standards across the region through OneCare Collaborative



Communication and Tools

Consistent distribution of decisions, progress and toolkits via EMR integration, newsletters, memos, bi-directional physician cascade plan, website, Population Health Liaisons



Performance Transparency

Compensation, reporting and analytics realigned to support organizational pop health goals and show link between specific actions and outcomes

New Approaches: To Develop an Integrated Network & Partnerships

Workflow Improvements

- ✓ Improved stratification & patient selection with extended Care Team
- ✓ Streamlined Complex Care visits
- ✓ Enhanced Patient Identification
- ✓ Process redesign support
- ✓ Care Gap Closure optimization

Physician Leadership

- ✓ Physician Advisory Council
- ✓ Specialist Council
- ✓ Population Health Strategy & Priorities
- ✓ Care Coordination
- ✓ Regional Small Group Care Conferencing

Specialist Panel at LEAP



Optimizations: Improving Network Communication & Coordination of Care

Epic OneCare Patient Identification Banner

OneCare Collaborative Provider Newsletter

The newsletter includes sections for 'UPCOMING LEARNING EVENTS', 'LETTER FROM OCC's MEDICAL DIRECTOR', 'COMPLEX CARE', and 'LEAP'. It features the OneCare Collaborative logo and various text-based announcements.

an Deaconess
 June 5, 2015
 Dear Colleague:
 We are excited to announce a new feature now live in EPIC, the OneCare Banner. For patients enrolled in care advising services, the banner will display the care program, the patient's current status and the assigned Care Advisor's name and phone number.
 Jo Ann Doe is a member of the OneCare network for at-risk lives and has been identified as a candidate for care advising services in the Complex Care clinical program as of 2/1/15. The current status of this program is: **Patient Enrolled**.
 Their assigned Care Advisor, Nurse Jenny, can be reached at (812) 450-6600.

OneCare Collaborative Website

The website features a navigation bar with links for Home, About Us, Contact Us, For Providers, and For Patients. The main content area includes a 'WELCOME to OneCare Collaborative' message and three key messages: 'PARTNERS IN HEALTH CARE', 'SAME DOCTOR, MORE RESOURCES', and 'MORE THAN A PATIENT'. Each message is accompanied by an icon and a brief description of the service.

OneCare Collaborative and Anthem Partner to Provide Care Advising to Anthem MA and Commercial Patients

Physician Strategies and Tools

- ✓ Physician Advisory Council
- ✓ Incentive Alignment
- ✓ Risk Adjustment Education
- ✓ OneCare Collaborative News
- ✓ PHMs & Practice Assessments
- ✓ Clinical Integration Programs
- ✓ Leadership Education Applied to Your Practice
- ✓ Specialist Involvement

Key Optimizations

- ✓ Targeting managed populations
- ✓ Ability to identify patients across the network
- ✓ OneCare Collaborative Banner in EPIC
- ✓ Integrated EMR Solutions
- ✓ Infrastructure to support coordinated care across network & multidisciplinary team

“I was very impressed with the initial education, practice evaluation, and IT assessment.”
-Network Physician

“I wish all of my visits were like this. I had the information I needed for the visit and my patient stated he has a much better understanding of his condition and he loved the extra attention!”

-DC PAC Physician

“The stratification is much better than our previous tool. These are the right patients for Complex Care.”
-DC Physician