



Beth Israel Deaconess Hospital
Plymouth

COMPLEX PATIENT PROGRAM (CPP) BID-P CARES PROGRAM

AGENDA

- Background
- Medicare ACO
- ICB Grant
- Chart 1
- Program Today: Progress & Learnings
- Community, Community, Community
- Future Vision



BACKGROUND

- Plymouth Clinical Community
- Utilization History
- Clinical Care Platform (Medical)
- Importance of Clinical Integration



MEDICARE ACO (MSSP)

➤ Jordan Community ACO

- Partnership With PCP Group, Hospital, Specialists -- A Breakthrough
- Development of Complex Patient Program
- Staff/Team
- Early Successes - Initial Quality & Cost Outcomes
- Case Examples: JE, B & M



ICB

- HRIA Assessment
- Models
- Integrated Care Initiative (ICI)
- Substance Abuse - Community Issue
- Initial Outcome
- Case Example



CHART 1

- Expand Successful Program
- CPP Core Population: dual-eligible & BH patients
- Outreach Challenges – duals in SNFs, ALFs, Senior Housing sites, etc.
- Replicate CCP Staff & add behavioral health
- Review of ED behavioral health cases
- Initial Outcomes – Contacts/BH Pilot
- Case Examples



CPP PROGRAM TODAY

➤ Progress To-Date

- Ability to FIND/MEET/TREAT/CONTACT patients
- Work with and around provider community
- Innovate
- **Care Management/Clinical Attention**
- Team PASSION/DEDICATION/VISION
- Improve value/bend the curve



LEARNINGS

- Fragmented System Remains
- Innovation Drives Change and Success
- Attitudes/ Systems/Processes Require Fundamental Change



COMMUNITY

➤ Engagement Essential

- Home Health Agencies
- Sites of care - medical and non-traditional
- Behavioral Health Agencies – in and outpatient
- Physician Groups
- The challenge is not *what* to connect, but *how* to connect



FUTURE VISION

- Integration is ESSENTIAL
- Clinical attention to the complex patient population differs from the traditional CM approach
- Address all sites of care – traditional and non-traditional
- TRANSITIONS, TRANSITIONS, TRANSITIONS
- Unified community-based approach



BH FUTURE VISION

- United, integrated community-based approach linking all PCP practices and the ED with the Integrated Care Initiative
- Educate our provider community, break down barriers and biases
- Link the Care Community
- Community alignment and dedication to alleviating the substance abuse epidemic
- **NO MORE KIDS DIE**



BID-P CARES

➤ **C**ONNECTING

➤ **A**SSESSING

➤ **R**ESPONDING

➤ **E**DUCATING

➤ **S**UPPORTING patients with complex needs across the continuum



THANKS



Beth Israel Deaconess Hospital
Plymouth