DEFINING THE ROLE OF A CARE TRANSFORMATION ORGANIZATION

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OVERVIEW OF PRESENTATION

• Background of Maryland’s Comprehensive Primary Care (CPC) Model and Care Transformation Organizations (CTO)
• Methods and Objectives
• Limitations
• Environmental Scan Results
MARYLAND COMPREHENSIVE PRIMARY CARE (CPC) MODEL

• In alignment with Phase II of the APM, the State of Maryland submitted a proposal for the CPC Model to the Centers for Medicare and Medicaid Services (CMS) in December 2016

• The CPC is a health care transformation effort designed to significantly improve the health of Maryland’s six million residents through targeted care delivery and payment redesign in the primary care setting, beginning with a focus on Maryland’s large Medicare fee-for-service population

• Features include reducing potentially avoidable utilization, refocusing emphasis from higher volume to higher quality, adopting innovative health care delivery methods, and providing more holistic and person-centric to both high-need populations and rising-need populations
WHAT IS A CARE TRANSFORMATION ORGANIZATION?

• CTOs, a feature unique to the Maryland model, are entities aimed at providing care management support and services to ambulatory health care practices to achieve better health outcomes through the administration of higher quality health care

• CTOs will provide care management resources, infrastructure, and technical assistance to Patient Centered Homes
FOCUS AREAS OF A CARE TRANSFORMATION ORGANIZATION

- Care Management
- Data Tools and Informatics
- Practice Transformation and Technical Assistance
- Social Services Connections
- Hospital Care Coordination
STEP1: FREQUENTLY ASKED QUESTIONS

- A list of Frequently Asked Questions (FAQs) were developed and posted to educate the public on the priorities and features of CPC and CTOs to garner support and participation

- For the purposes of the CTO, organizations are expected to apply via a Request for Application (RFA) and must understand the value of the essential features to influence them to do so
STEP 2: CTO ROLES AND RESPONSIBILITIES

• Understand the essential roles and responsibilities of a CTO by conducting informal research.

• Developed to align with the domains delineated in Practice Selection for the Maryland Comprehensive Primary Care Model, which includes:
  • 1) Access to Care
  • 2) Care Management
  • 3) Comprehensiveness and Coordination
  • 4) Patient & Caregiver Engagement
  • 5) Planned Care and Population Health
STEP 3: CTO ENVIRONMENTAL SCAN

- Develop and disseminate a CTO Environmental Scan (ES) of Maryland organizations to collect information on organizational infrastructure, capacity, and priorities
- Created in partnership with DHMH, Public Health Services (PHS), and the Maryland Health Care Commission (MHCC)
- Emailed out in March, 2017 to over 100 organizations and entities including ACOs, health systems and hospitals, academic hospital center, health plans, managed service organizations, local health departments, and regional partnerships
STEP 3: CTO ENVIRONMENTAL SCAN

• Aimed to capture:
  • General Organization Information and Operations
  • Staffing and Partnerships
  • Data and Quality Measurement
  • Practice Transformation Technical Assistance
STEP 4: SUMMARY OF ENVIRONMENTAL SCAN

• Capture the most prominent themes, as well as the current and future impact of each organization that responded to the scan, to appropriately delineate and highlight the required roles and responsibilities of a CTO

• Inform future CTO requirements and the creation of the Request for Application
LIMITATIONS
CARE TRANSFORMATION ORGANIZATION
ENVIRONMENTAL SCAN RESULTS

• Twenty-one respondents delineated into six categories
  • 1) Health System: 12 respondents
  • 2) ACO: 1 respondent
  • 3) Health System/ACO: 3 respondents
  • 4) Health Department: 2 respondents
  • 5) Regional Partnership: 2 respondents
  • 6) AREA Health Education Center: 1 respondent
CARE TRANSFORMATION ORGANIZATION ENVIRONMENTAL SCAN RESULTS

• Reach stretches across Maryland
• 14 respondents currently participate in, or manage, an ACO
• Representative group of clinicians and health professionals
• 20 organizations provide formal health education or training to patients, the greater community, and/or providers and health professionals
• Each organization participates in valuable partnerships addressing the social determinants of health through collaborations with government, public, and private service agencies
CONCLUSION

• The Environmental Scan offers a clear picture of the current health care and care management landscape throughout Maryland

• Fundamental in identifying best practices, as well as roles and responsibilities of a CTO, to dictate the development of appropriate requirements for the CTO and RFA
ANY QUESTIONS?

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