



Value-Based Health Care Delivery: Primary Care

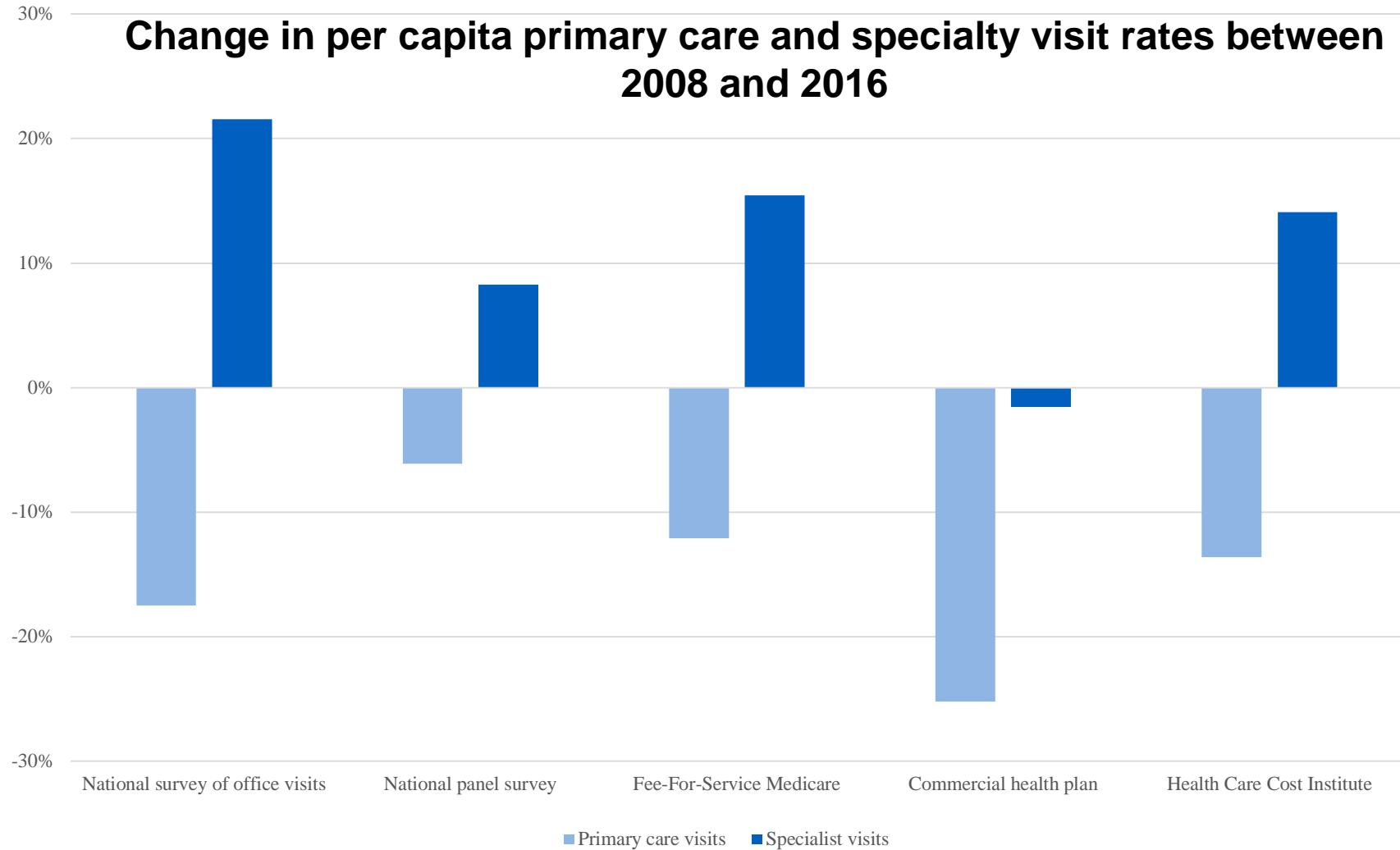
Post-Oak Street Discussion
Boston, MA
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Why Value-Based Primary Care Really Matters Now ...

- Current model not working well for anyone: patients, providers, their parent organizations
- New entrants emerging – e.g., CVS-Aetna
- Loyalty of patients to traditional practitioners is much less than they think
- Expectations of younger/next generation of patients are different

Care Redesign is Happening Now

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Principles of Value-Based Primary Care

- **Segment** the population based on primary care needs
 - Healthy adults (women, men)
 - At-risk adults
 - Multiple chronic conditions
 - Low income elderly
 - Frail or disabled elderly
 - Complex acute conditions
 - Others
- Organize **primary care teams** around patient segments (PCIPUs)
- **Actively integrate** with specialty care, inpatient care, and post acute care
 - Regular relationships, participation and coordination
 - Embed specialists in primary care sites in high need areas
- Incorporate **social, economic and behavioral** determinates of health into the care model
- Leverage **shared infrastructure** across the segments (IPUs) to improve efficiency and enhance value
- Measure outcomes and costs by **segment**
- Move toward **value based payments** by segment

Value-Based Primary Care

Oak Street Health



- Focuses **low-income older adults** living in **under-served** urban communities
 - Four severity tiers
 - **Multidisciplinary team** covering the full care cycle: physicians, PAs, NPs, RNs, medical assistants, scribes, care managers, social workers, clinical informatics specialists, and others
 - Co-located in **dedicated facilities**. **19 sites** across the Midwest
 - Explicit processes to **engage** patients and reduce **obstacles to accessing** care such as **free rides/home-visits**, **in-house pharmacy** and selected **events** for community residents
 - Selected in-house specialty services such as **behavioral health** and **podiatry**. Close relationships with **preferred outside specialists** and **imaging** partners
 - **Meet daily and weekly** to discuss patient care plans and process improvement
 - **Measure and accountable** for outcomes, cost, and patient experience
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- **Value-Based Reimbursement** with a single risk adjusted payment covering overall care (Medicare Advantage)



Integrating Primary Care With Specialty Care

