

# Value-Based Care and Population Health Management

## Advisory Services and Support



As health care organizations continue to adapt in a rapidly evolving marketplace, they are looking for better ways to improve performance and achieve key value-based goals. Enhancing clinical operations to help support important quality initiatives such as improving access, patient safety and experience, provider satisfaction and population health management while reducing the cost of care requires a collaborative and coordinated approach.

Partnering with organizations to effectively navigate the transition from volume to value-based care, SullivanCotter combines over 25 years of industry insight, expertise and hands-on operational experience. Our innovative approach to care delivery, compensation, and workforce performance will empower clinicians, patients and organizations alike.

### Program Readiness and Performance Assessment

Analyze clinical workforce programs and practices to identify immediate opportunities for improvement; develop roadmap for long-term, sustainable solutions and strong performance.

### Physician and APP Engagement

- Assess knowledge and capabilities of the clinical workforce
- Evaluate practice workflow and processes
  - Care management and EMR optimization
  - Avoidable utilization strategies
  - Triage and discharge planning
  - Incentive alignment
  - Clinician and office engagement
  - Communication and change management support

### Operational Performance Measures

- Assess collaboration and communication in emergency room and post acute care departments
- Utilization management and risk adjustment
- Review key organizational workflows at primary care practice level and provide necessary training

### Program Development, Infrastructure and Implementation Planning

#### Population Health Management

- Annual care strategy
- Panel management and access strategies
- Prevention and wellness campaigns
- Chronic disease management
  - Toolkits and workflow for physicians and APPs
  - Patient education and engagement
  - Care team training and coordination
  - Primary Care office workflow

#### Workforce Optimization

- Clinical and operational capacity analysis
- Clear definition of roles and responsibilities
- Optimal utilization of care team members
- Engagement and education
- Onboarding
- Leadership structures

#### Compensation and Pay Practices

- Develop incentive-based compensation models to align and support physician and APP rewards to drive performance
- Monitor metrics and benchmarks to demonstrate improvement and promote sustainability

### Enhancing Value-Based Care

- 1 Identify**
  - Baseline capabilities and readiness
  - Performance assessment
- 2 Align**
  - Physician and APP workforce
  - Contracts and incentives
- 3 Organize**
  - Network governance
  - Clinical leadership
- 4 Design**
  - Models of care
  - Compensation programs
- 5 Enable**
  - Actionable insight and information
  - Primary Care practice transformation
- 6 Implement and Measure**
  - Performance
  - Outcomes

# VBC Questions or Topics to Listen for



Health systems are seeking to partner with physicians and APPs to ensure they are successful in the transition from volume to value. Collectively physicians and APPs must address the following questions:

1. Where are the system and affiliated physician/APPs in the Risk Continuum?
2. What levels of risk are the system and physicians/APPs prepared to accept?
3. Can these parties build, manage and support Population Health Management internally?
4. Where is your organization with Primary Care Practice Transformation?
5. How does compensation design & incentive alignment drive success in risk arrangements?
6. How can we enhance our probability of success with risk contracts?
7. How should we align and support our providers around a VBC and PHM strategy?
8. How do we optimize ROI in risk-based contracts through improved provider engagement?
9. What are the provider support investments to maximize revenue generation and cost containment?