

MultiCare Connected Care

Answers to Some of Your Frequently Asked Questions

MultiCare Connected Care, an Accountable Care Organization (ACO) and Clinically Integrated Network (CIN), was developed in response to health reform and market driven opportunities. MultiCare Connected Care is an opportunity for MultiCare and independent community providers to participate in risk- and performance-based contracting with payers, and to participate with regional employer accountable care networks.

WHAT IS AN ACO?

ACOs are physician-led organizations of doctors, hospitals and other health professionals who provide care for a defined population within specific quality, safety and cost targets. ACOs are built on the foundation of the Triple Aim: better care for individuals, better health for populations and lower cost per capita.¹

MultiCare Connected Care is a commercial ACO serving the employer and private payer market segments including commercially administered Managed Medicaid and Medicare Advantage products. MultiCare Connected Care is not participating in the Medicare ACO pilot programs.

WHAT IS A CLINICALLY INTEGRATED NETWORK?

Within the legal entity of the ACO, MultiCare is forming a Clinically Integrated Network (CIN). This network of MultiCare-employed and independent community providers will offer convenient, comprehensive care and services through one organization.

WHY IS MULTICARE ESTABLISHING AN ACO AND CIN?

MultiCare is committed to fully participating in the new models of health care with the goals of improving care and reducing cost for employers and consumers. For example, MultiCare has partnered with UW Medicine in an Accountable Care Network which will provide care for Boeing employees beginning in 2015. Additionally, MultiCare has commercial ACO agreements with a number of national and regional insurers. The intent is to move these agreements, at the appropriate time, to MultiCare Connected Care and the CIN.

WHAT ARE THE GUIDING PRINCIPLES OF THE CIN?

The guiding principles of the MultiCare Connected Care Network are:

- Commitment to quality
- Collaboration
- Enhancing the patient experience
- Driving waste out of the system
- Physician-led

WHAT DOES JOINING MULTICARE CONNECTED CARE MEAN FOR MY PATIENTS?

The model supports each patient's health care needs – starting with a trusted relationship with you, their provider. MultiCare Connected Care subscribes to a team approach to comprehensively looking at each patient and providing wrap-around support for chronic conditions, high-risk management and care coordination across the continuum of care. Patients who are members of plans enrolled in the ACO will be provided with information about how to use providers within the CIN. Generally, coverage will still apply to services outside the network but potentially at a higher cost-sharing level to the patient.

WHICH PROVIDERS ARE BEING ASKED TO JOIN THE MULTICARE CONNECTED CARE NETWORK?

In order to meet network adequacy requirements and ACO obligations with payers, MultiCare has prioritized pursuing contracts with community physicians. MultiCare anticipates contracting with other providers, services and facilities in a later phase to ensure the CIN is comprehensive in its geographic and care coverage.

WHAT DOES ACCOUNTABLE MEAN?

ACOs and CINs use specific performance measures to hold the participating providers accountable for medical cost management and quality improvement. Patient satisfaction and access are also measured. High performance and outcomes drive bonus awards and identify ways to continuously improve the quality of care provided.

WHAT PERFORMANCE MEASURES WILL MULTICARE CONNECTED CARE USE?

Payers and health plan sponsors frequently select their own set of quality metrics from the total set of industry standard metrics. MultiCare Connected Care will annually identify a primary set of metrics from this list on which to focus for performance improvement and bonus potential.

¹ Berwick, Don M. "Workshop on Issues Related to Accountable Care Organizations." 2010

WHAT IS A CLINICAL INTEGRATION ROAD MAP?

MultiCare has established a program to develop, update and monitor adherence to documented care paths. This work is being accomplished through physician-led Clinical Collaboratives that are an important part of the ACO.

MultiCare will implement the EPIC HealthyPlanet registry functionality to support population health management in addition to other financial and clinical analytic applications. Defined clinical workflows enhanced by this data management platform will support care coordination across the MultiCare Connected Care Network.

WHAT OTHER ANALYTICS WILL BE USED?

MultiCare has a system to track performance against quality metrics which will be expanded to accommodate the metrics of the various ACO agreements. A proven financial analytics platform will be implemented to monitor actual medical cost compared to targets and to identify potential interventions to address unfavorable variances.

HOW WILL MY PRACTICE NEED TO CHANGE TO PARTICIPATE IN MULTICARE CONNECTED CARE?

Physicians participating in the MultiCare Connected Care Network need to participate in a health data information exchange process which will insure that real-time information that supports care coordination across the continuum of care is available to all providers on a patient's care team.

Each practice must also agree to participate in the guiding principles of MultiCare Connected Care through the use of clinical guidelines and care pathways developed by the physician-led Clinical Collaboratives. Each group must support specific coordination of care activities to achieve improved patient outcomes, satisfaction and specified targets for cost and quality improvement.

HOW ARE PERFORMANCE BONUSES AND DEFICITS DETERMINED?

MultiCare Connected Care will identify the primary set of metrics that have the greatest potential for improvement in patient health and that are most commonly requested by health care purchasers. Goals for these clinical targets, along with medical cost improvement targets, will be annually reviewed and updated by the physician-led Governing Board of MultiCare Connected Care. Each practice will receive regular reports throughout the year outlining how they are performing to the targets and what actions can be taken to improve performance.

Annual performance review by the Governing Board will determine the allocation of the surplus/deficit to the network participants.

MULTICARE CONNECTED CARE LEADERSHIP AND GOVERNANCE

MultiCare Connected Care is an affiliated entity of MultiCare Health System. MultiCare Connected Care is wholly owned by MultiCare Health System, which will fund the investments required to support care management, population health and quality improvement programs including, but not limited to, financial and clinical analytic platforms. The Governing Board will be comprised of seven voting physicians representing the dimensions of independent and MMA, pediatric to adult, and primary care to specialty practices, and three voting MultiCare executives.

MULTICARE CONNECTED CARE PHYSICIAN LEADERSHIP



Claire Spain-Remy, MD, MMM, is the Chief Physician Officer at MultiCare Health System and will serve on the Board of Managers of MultiCare Connected Care. She joined MultiCare in 2008 following 12 years in private practice. Dr. Spain-Remy, an obstetrician and gynecologist, has served in several medical leadership roles including most recently as Senior Vice President for MultiCare Medical Associates.



Christopher Kodama, MD, MBA, is the President of ACO/CIN Operations of MultiCare Connected Care and serves on the Board of Managers of MultiCare Connected Care. Dr. Kodama joined MultiCare in 2003 as a pediatric hospitalist, and has since served in a variety of physician leadership roles including most recently as the Medical Vice President of Inpatient Clinical Operations.

HOW CAN I LEARN MORE ABOUT MULTICARE CONNECTED CARE?

For more information, visit multicare.org/providers or contact Dr. Christopher Kodama at Christopher.Kodama@multicare.org or 253.403.1844.