

Your Road to Recovery Begins with a Collaborative Approach

Develop a straight-forward strategy to determine where your health system is today – and what you need for tomorrow

WHERE WE ARE TODAY

Prior to COVID-19, health systems were already facing substantial financial challenges. The pandemic has only accelerated these issues, illustrating how sensitive the current healthcare system is to reduction in care volume, since fee-for-service (FFS) is still the primary payment model.

As the pandemic recedes, and its financial impact uncertain, most healthcare leaders are rethinking critical issues, including their operations and payment structure. In fact, a notable 67% of C-suite executives indicated in a recent survey that the pandemic has increased their interest in adopting value-based care (VBC) strategies.¹

For sustainability, health systems like yours should consider diversifying portfolios and migrating your FFS business to VBC delivery models in a way that offers economic incentives for outcomes and healthier communities while providing resiliency from shifting service volumes.

DELIVER ACROSS ALL LINES OF BUSINESS WITH A PHSO

Many organizations are moving toward value-based models. A recent report indicates over a quarter of national hospital revenue is now tied to value-based reimbursement, but are these contracts being optimized?² Some organizations have created a VBC strategy, while others have also invested in technology and analytics. Yet many do not have a comprehensive road map to full maturity, or they have not gained traction in their efforts.

Furthermore, implementing and managing a successful VBC strategy requires undertaking many complex functions necessary to take on financial risk or tie revenue to predictable outcomes, like:

- Aligning leadership and organizational structure
- Providing change management processes
- Building the right provider network and incentives
- Negotiating favorable payer contracts for value-based risk arrangements
- Developing and operating high-performing care delivery programs and capabilities
- Deploying an advanced analytics infrastructure and associated analytic processes
- Operating a provider-sponsored health plan (where applicable) as part of a broader market strategy

One strategy to move toward sustainability is to manage the spectrum of VBC managed services through creating a population health services organization (PHSO). A PHSO can help align handling current COVID-19 recovery FFS business while transitioning to a value-based approach by providing the resourcing, infrastructure and operating models designed to deliver sustainable clinical and financial outcomes.

TRANSFORM THROUGH COLLABORATION

Building a PHSO is easier said than done and typically an enormous undertaking. Health systems and providers that have little or no experience with value-based contracts face a steep trial and error learning curve. One recommended option is to collaborate with an entity that has a credible track record of building population health management infrastructures using tried operational methodologies augmented by innovative technology.

An experienced PSHO operating entity can help newcomers — as well as those wanting to further advance their capabilities and transform their business — reduce bumps and missteps along the way that would otherwise hinder the process to full value. One size does not fit all. Your operating entity should offer a path to full risk-based value by providing PHSO solutions and services designed to align to your health system and your current risk level within your VBC journey. You should not have to agree to future advancement above and beyond what you're ready and comfortable exploring.

Health systems that decide to form an operational collaboration should look for an operating entity with:

- Full-scope capabilities in strategy development and execution
- Proven outcomes in areas of strategic interest
- A deep operating bench
- Scalable technology solutions
- Established provider and consumer engagement playbooks
- Motivation to align incentives to drive continuous improvement
- A path to full risk aligned to the risk level you are already on

THE PATH FORWARD

Entering an operational collaboration with an entity experienced in PHSO development and implementation can ease the transition to a PSHO model and provide a level of experience not often found on your own. Regardless of where you are in the process, a strong operating entity will meet you where you are, aligning your current FFS business and VBC goals.

However, sustainable change takes time, and delivery of value-based results doesn't materialize overnight. An operating entity should align incentives accordingly, offering a path to full risk through realizable, but not exclusive, goals and commit to seeing the journey through.

MAESTRO IS DESIGNED TO HELP YOU:

- Accelerate your organization's migration to value-based models
- Engage providers using tried programs and methodologies to transform care delivery
- Gain efficiencies in critical operating processes, such as claims processing, value-based contract modeling, risk adjustment and related areas that impact outcomes
- Collect data and records using EHR and system-agnostic, cloud-based technologies
- Bring transparency to provider network performance and opportunity areas to help with improvement in clinical quality, finance, and member and provider engagement/experience

The result should be a mature organization that has incorporated population health management in its infrastructure, incentives, programs, tools, operations and culture, and is committed to improving health outcomes.

Through *Maestro*[™], Cerner and Lumeris are working together to provide end-to-end PHSO operational solutions augmented by EHR-agnostic technology that enable you to focus on today's recovery efforts while preparing for value-based models. The solutions focus on helping organizations improve financial, clinical and operational outcomes for new and existing value-based arrangements.

CONTACT US TO LEARN MORE
info@maestrovalue.com



¹ (2021) *Interest in value-based care grows*. pg. 33. Change Healthcare
<https://explore.changehealthcare.com/2020-Pulse-COVID-Flash-Report/p/33>

² Pennic, Fred (2020, Oct.2) *Value-based reimbursement contracts now account for 26% of hospital revenue, KLAS finds*. HIT Consultant
<https://hitconsultant.net/2020/10/02/value-based-reimbursement-contracts-klas-chime-report/#.YIMHTh2Sk2w>

