

Leading Affordability and Value in Our Communities

ACHP Annual Board Symposium
March 21 – 23, 2010



Leading Affordability and Value in Our Communities

- Children's Healthcare Access Program (CHAP)
- Preference Sensitive Care – Spine Surgeries

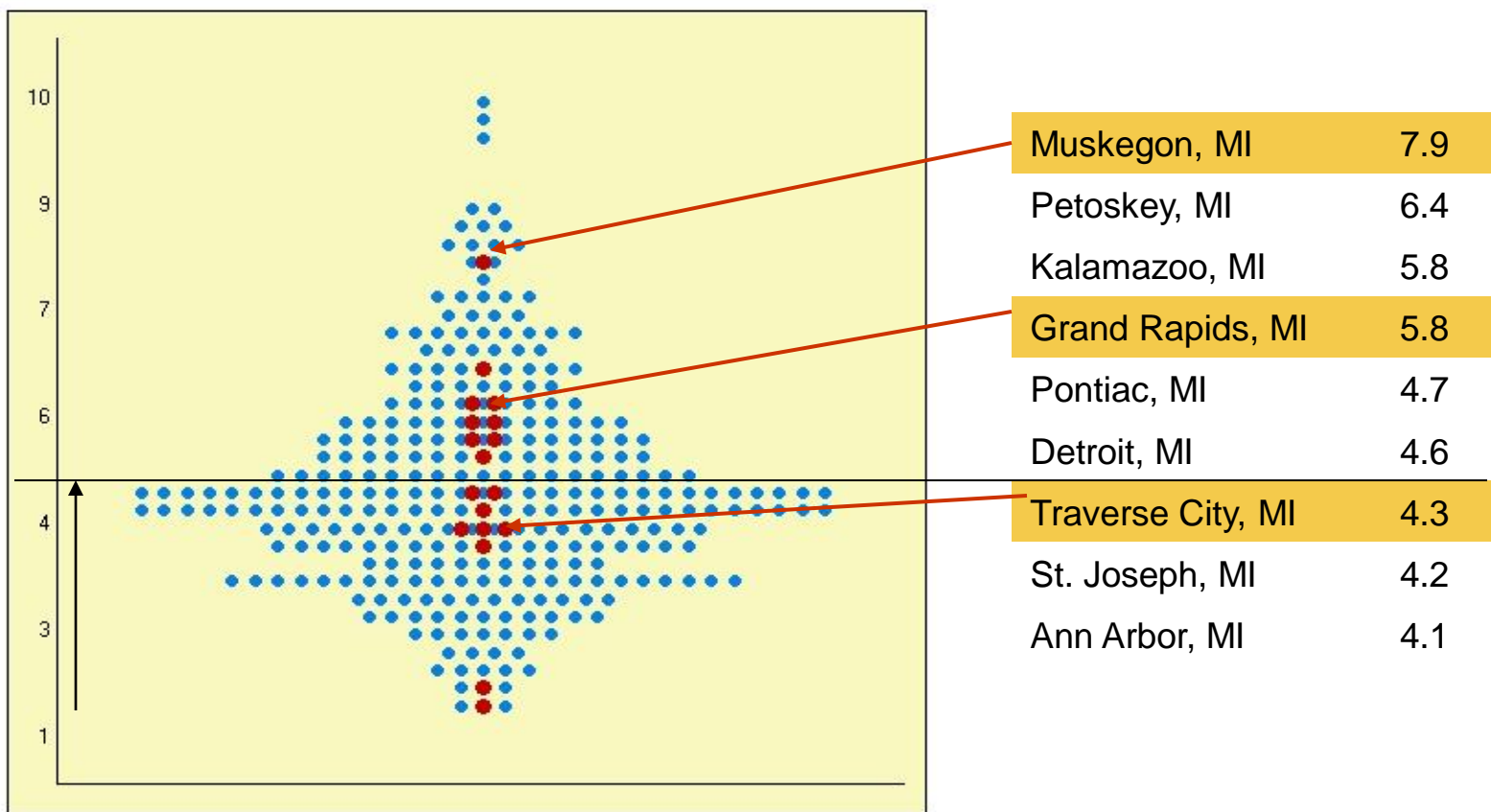
Public vs. Commercial

Population-Based Hospitalization Outcomes by Insurance Status for Children in Michigan, 2001-2006

| Hospitalization Rate Per 100,000 | Public/No Insurance | Private Insurance | Rate Ratio |
|----------------------------------|---------------------|-------------------|------------|
| All Hospitalizations | 3752.0 | 2238.0 | 1.68 |
| Hospitalization via ED | 2016.1 | 1098.8 | 1.83 |
| APR Severity > 2 | 536.1 | 257.7 | 2.08 |
| Mortality Rate | 16.8 | 8.01 | 2.10 |
| Chronic Disease | 766.3 | 339.6 | 2.26 |
| CD: APR Severity > 2 | 276.8 | 109.2 | 2.54 |
| Asthma | 373.4 | 204.5 | 1.83 |
| Bronchiolitis | 382.1 | 146.0 | 2.62 |
| Diabetes | 84.6 | 53.0 | 1.59 |
| Vaccine-Preventable Disease | 51.7 | 25.3 | 2.05 |
| Psychiatric Disease | 100.9 | 68.9 | 1.47 |
| Appendectomy | 82.7 | 92.4 | 0.90 |
| Ruptured Appendix, % | 29.8 | 23.8 | 1.25 |

Variation in Spine Surgery Frequency

All back surgery discharges per 1,000 enrollees (2004)



CHAP Commitments

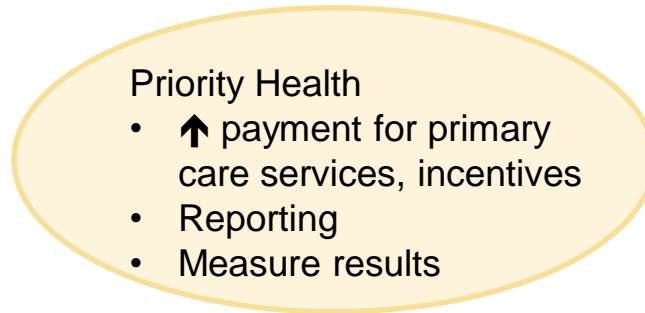
First Steps Commission

Strategy
Financial Support



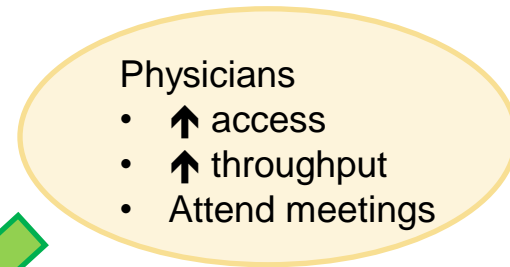
CHAP Staff

- Same day transportation
- Patient education
 - ✓ No-show avoidance
 - ✓ Clinical
 - ✓ Social services referrals



Priority Health

- ↑ payment for primary care services, incentives
- Reporting
- Measure results



Physicians

- ↑ access
- ↑ throughput
- Attend meetings



Collaboratives



Patient-Centered Care



Triple Aim Outcomes

CHAP Outcomes

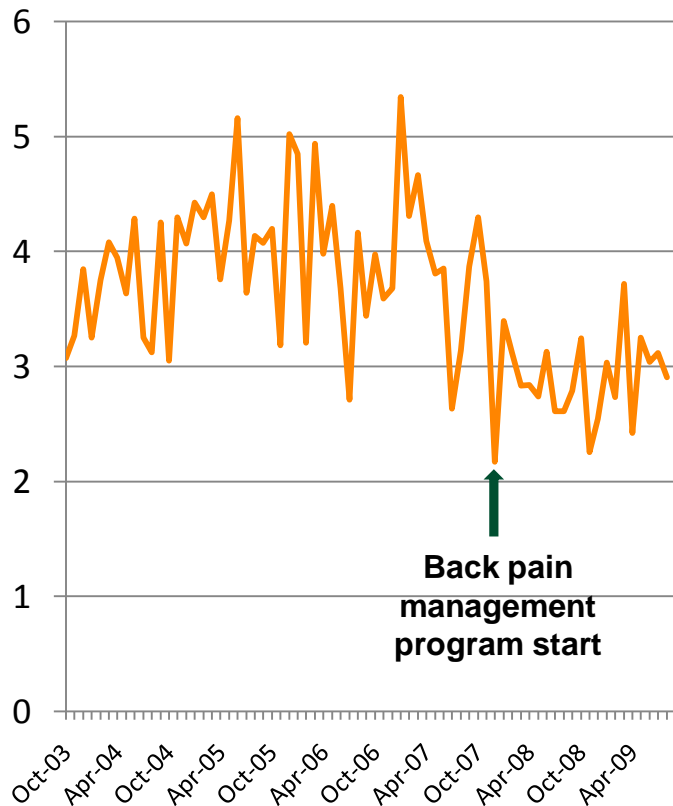
- 17,000 kids:
 - ER use decreased by 9%
 - Inpatient use decreased by 16%
- Most dramatic progress at:
 - DeVos Children’s Hospital – 15% decrease in ER use
 - FQHC – 9% decrease in ER use; 22% decrease in admissions
 - Open scheduling, evening hours, increased throughput
 - Increased clinical time for providers + visits/hour
 - Improved quality metrics

Preference Sensitive Care – Spine Surgeries

- Access
 - Availability of physiatrist
 - Care processes
- Patient Informed Decision
 - Evaluation by physiatrist
 - Standardized patient information
 - Web-based and interactive tools
- Delivery System Design
 - Evidenced-based
 - Decision support
 - Economics and transparency

Managing back pain with fewer surgeries

Back surgeries per 1,000 commercial members



Individual experience

- **74%** satisfied/very satisfied
- **83%** seen within 10 days
- **87%** better understood options

Quality of care

- Improved clinical outcomes
- Redesigned delivery models

Per capita cost

- **26% reduction in back surgeries**
- Comparable reduction in related imaging

Lessons Learned - CHAP and Preference Sensitive Care

- Change is hard, but possible
- Collaboration and transparency are critical
- Incentives matter, but professional pride quickly take over
- Competencies need to be embedded into system design
- Critical role of health plan