

**Pay For Performance
National Summit
March 2010**

It Takes A Village to Raise Your...Scores

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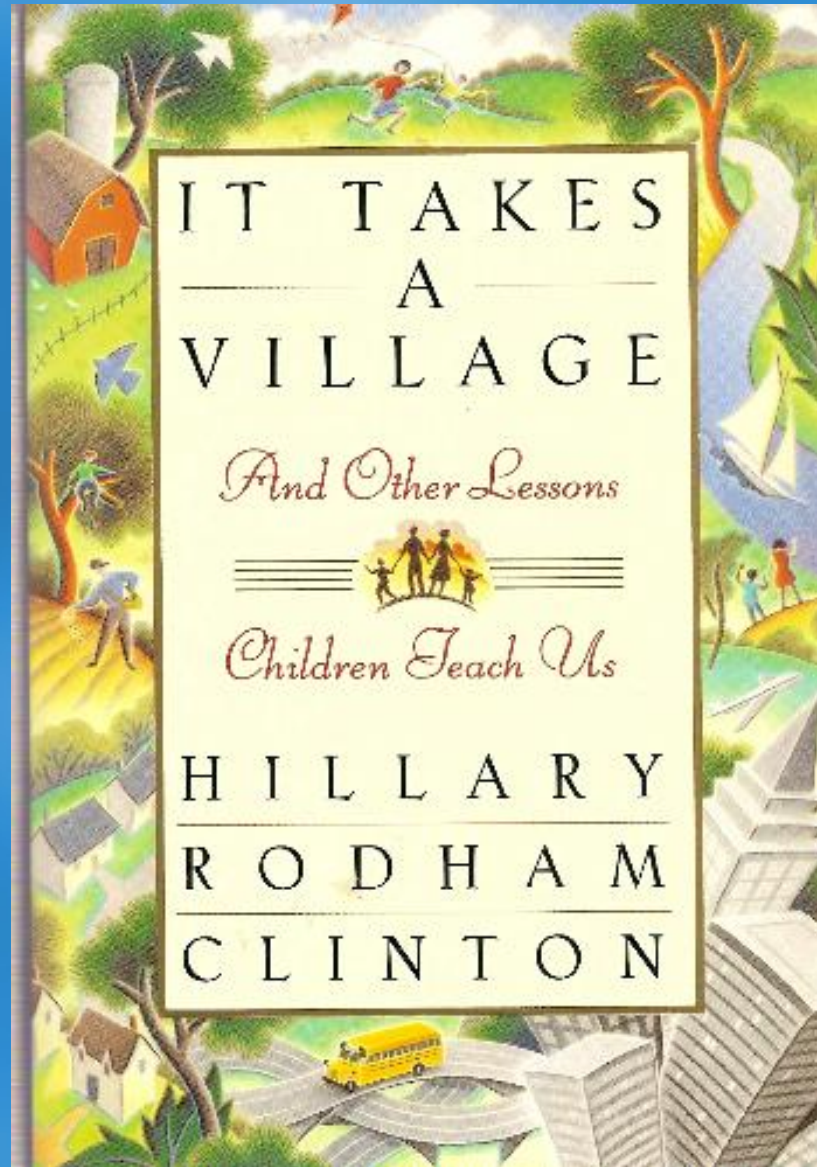
Save the Deli

"David Sax
is the M.F.K. Fisher
of pickled meats."
— A. J. JACOBS



In Search of **PERFECT PASTRAMI, CRUSTY RYE,**
and the Heart of **JEWISH DELICATESSEN**

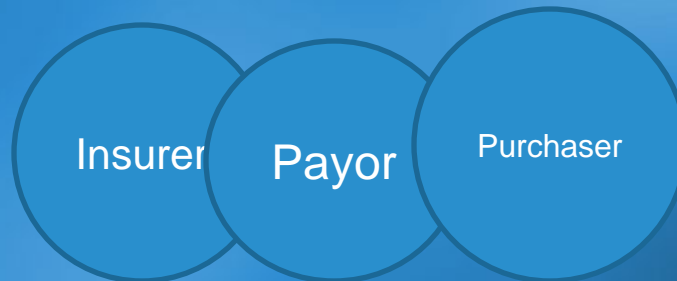
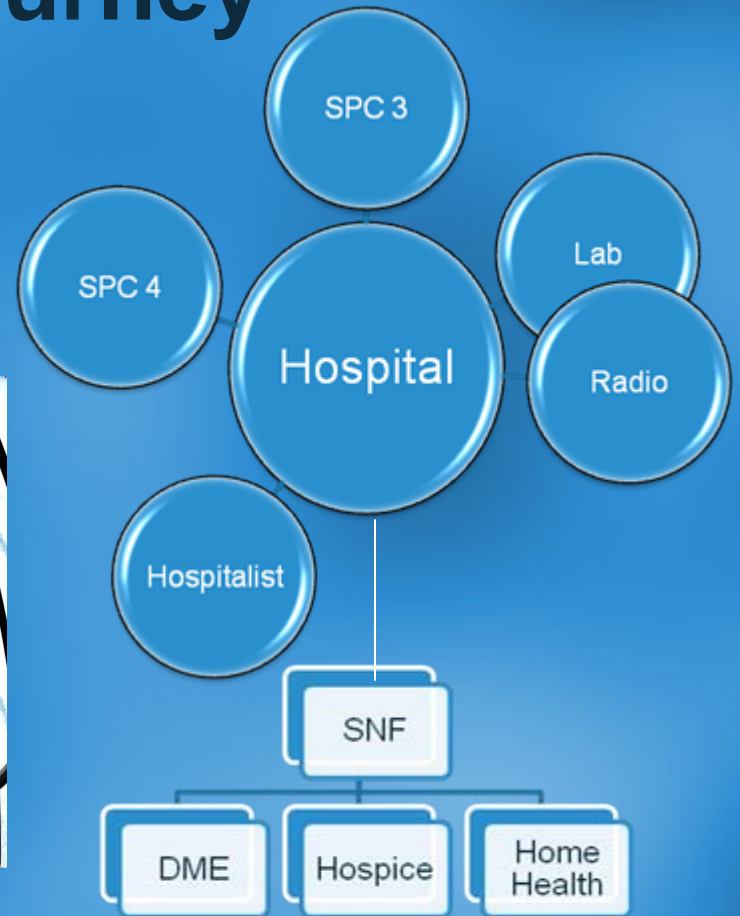
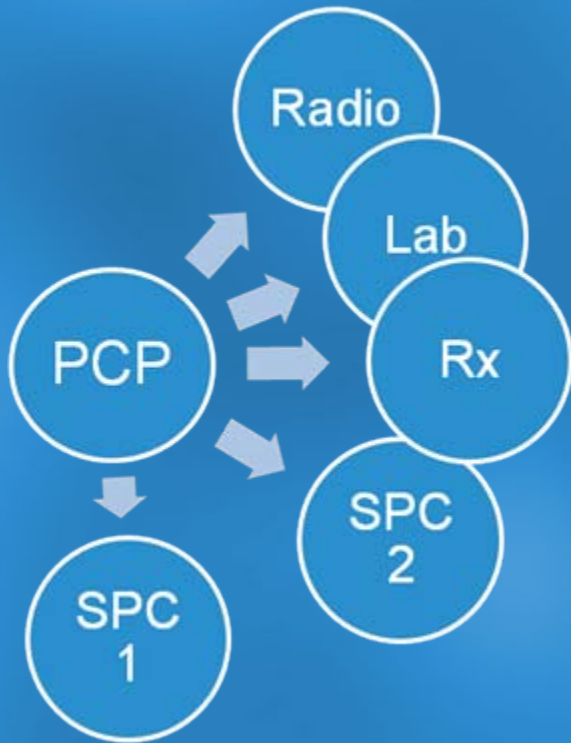
David Sax



Agenda

1. Why a Village? What CAN we learn from the book?
2. What Our “Village” Looks Like
3. Who gets the best scores and what does their Village look like?
4. Examples of Collaborative Village building
5. HCP’s Village
6. Barriers to Healthy Villages
7. Does P4P encourage Village building?
8. The Next Frontier

Patients' Journey



Our Best and Brightest



Blocking & Tackling



We've Strengthened Our Homes



Are We Building A Village?



Pillars or Silos?



Collaboration



What about...



Health Plans & Hospitals?

Barriers & Gaps



Barriers to a Healthy Village

- Mission and Vision
- Fairness and Equity of the Compact between Partners
- Unwillingness to Invest- financial and people resources
- ROI
- Adequate Ego Strength
- Organizational narcissism
- Fear of Failure

Examples of Collaborative Village Building

- Organizational Mission and Vision- Are we about Quality and Devotion of Resources?

Is there a Maven/Connector to Spread Best Practices?

- Alliances and Collaboration
- Commitment
- Breaking Down Organizational Barriers
- Innovation and Sharing
- Empowerment

Examples of Collaborative Village Building

- Cross organizational collaboration
- Sharing of best practice vs. competition or both
- SCAN – coming back from adversity
 - Collaboration
 - Plans and Group
 - Groups and Groups
- HealthCare Partners and collaboration with other groups
 - Collaboration to improve quality of care
 - Opportunities for growth and mergers by building trust through collaboration



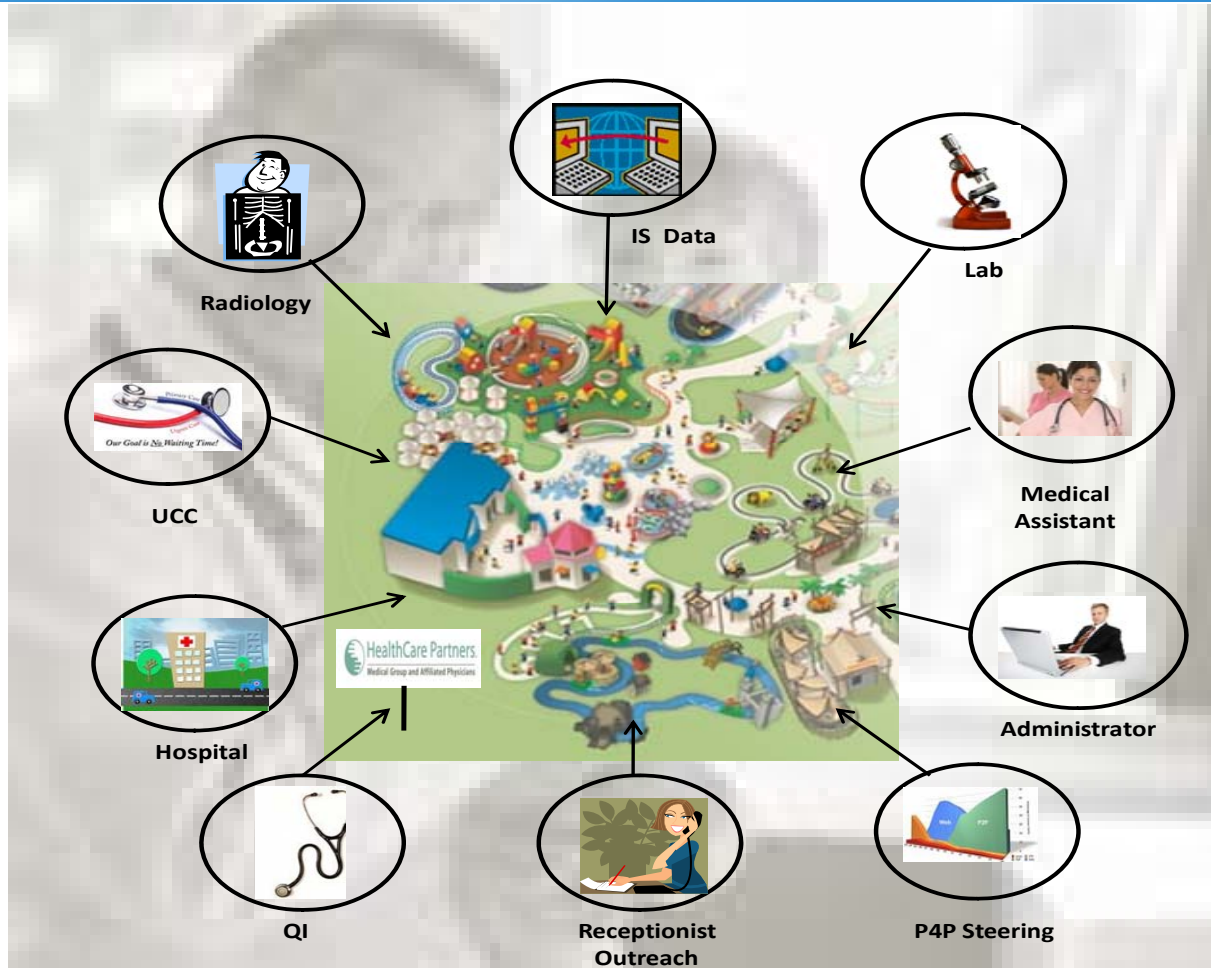
Examples of Collaborative Village Building

Maven/Connector

- Cross Pollination of Medical Group Best Practices
- Add more Scan cross pollination and HCP cross pollination to improve community relations and possibilities for HCP merger.
- Support from Payors in a Collaborative Fashion
- Improve quality- Can QI not be competitive?
- Continuing Medical Education initiatives and how to make those Learnings REAL
- Win-win goals for all participants
- Working with medical groups based on leadership, systems and outcomes to insure success and buy in



What our Village Looks Like



Tactics

The Little Things Matter

Tactics

Difference between winning and
losing....

Tactics

- Train, test and set clear expectations
- Reward individual and group innovation
- Relationship building
- Team building
- Delegate and monitor
- Share and incent best practice
- Don't fear failure- celebrate success
- Must have fun to succeed

Tactics

Patient Outreach

1. Open sites on Saturdays
2. Easy 'drop' stations in sites
3. Do tests 'today'
4. Screen the schedule daily for P4P opportunities
5. Involve radiology – schedule mammography
6. Laboratory – timely date
7. Send thank you notes to patients
8. Make it easy

Does P4P Encourage Village Building?

- The Scoring System- who wins?
 - top 20%
 - What happens to the bottom 20%
 - pass/fail
- Hospitals Partnerships- How will ACO's help us?
 - System connectivity
 - CEO Support
 - Misaligned incentives

Assemble the 'medical' community to share
a common goal

The ACO

Health Reform

National

State of California- 1115 Waiver

Barriers to a Healthy Village

- Ego strength
- Mission and Vision
- Unwillingness to Invest- financial and people resources
- Fear of Failure
- ROI
- Organizational narcissism
- Fairness and Equity of the Compact between Partners

Remember



Purpose



Motivation



Aligned Incentives



Team Approach



Innovation



Shared Best Practices

Does P4P Encourage Village Building?

Vested Interest Groups Trying to Work Collaboratively

- PBGH – Quality and price
- Health plan – Data and quality of care
 - Delivering Value to the Employer
- Group – Delivery of Quality Patient Care
 - Pride of ownership
 - Data Collection

Is A Village the Best Model?

“The ACO Villas”



Better than a Village?





There is no place like home.....Welcome to Oz