SELECTING EFFECTIVE CLINICAL INTERVENTIONS FOR VALUE-BASED PURCHASING SUCCESS

VALUE-BASED PURCHASING: SUPPORTING WHOLE PERSON CARE

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OBJECTIVES

1. Understand the importance of transformed care delivery and clinical practice in a value-based era, including how to mitigate risk through stronger clinical care.

2. Identify best practices for creating a cultural and environmental milieu supportive of clinical excellence.

3. Learn active/assertive engagement approaches and customer service practices that support clinical engagement.

4. Understand best practices when designing care pathways and clinical interventions for clients that buttress Value-Based Purchasing (VBP) success.

5. Share and discuss real world examples and engage in reflective exercises to think about your organization’s strengths, weaknesses, and opportunities to strengthen clinical care.
SETTING THE FRAME
WE’RE MOVING TOWARD RISK

VBP is grounded in risk — Payers and providers are increasingly being expected to have “skin in the game”

Providers must design proactive measures to minimize risk, moving from fee-for-service or upside risk-only scenarios

Providers must implement the intensity, dosage, and type of services that are likely to effectuate and demonstrate reliable and proven results

Providers must also balance person-centered care with well-defined clinical pathways that reduce variability in services and outcomes

What is your biggest concern regarding your organization’s clinical readiness for risk-based payment models?
Creating culture of commitment to clinical excellence and a therapeutic milieu.

Prioritizing and building skills and protocols for engagement and customer service.

Implementing evidence-, practice-, and measurement-based clinical care.
CREATING COMMITMENT TO CLINICAL EXCELLENCE AND THERAPEUTIC MILIEU

• Agency-wide commitment — led from the top — to culture of clinical excellence.

• Clear and concrete definition of clinical excellence (aligned with payer definition).

• Trauma-informed principles and approaches.

• Strategies to proactively build provider wellness and help them heal from burnout or vicarious trauma.

• Physical space design to create warm and calming environments.
CREATING COMMITMENT TO CLINICAL EXCELLENCE AND THERAPEUTIC MILIEU

• Incorporation of people with lived experiences to build empathic bridges and connection.

• Belief that people can and do recover, should be treated as a whole-person, and should be in the driver’s seat of their care.

• Commitment to familial and caregiver support.

• Understanding of stages of change to reduce provider frustration.

What, in your view, creates a culture of clinical excellence and/or a therapeutic environment?
PROFICIENT ENGAGEMENT AND CUSTOMER SERVICE

Do not count on your staff to be “naturals” at engagement; show them how

Understand Engagement Barriers

Take responsibility for engagement

Understand goals of engagement at different stages in the behavior change process

Develop a written service strategy to ensure consistency of member experience and cultivate loyalty

Review processes and procedures to ensure workflow is designed from a member experience perspective
What strategies does your organization use to promote engagement?
IDENTIFYING AND IMPLEMENTING EFFECTIVE CLINICAL INTERVENTIONS

• Consider cost, quality, effectiveness, and replicability of EBPs

• Review and analyze the data

• Understand evidence-, practice-, and measurement-based interventions

• EBP staff training, fidelity monitoring and ongoing support/development

• Develop defined care pathways and create processes for appropriate matching

• Use decision support tools and practice guidelines

• Consider effective brief interventions

• Conduct ongoing measuring and monitoring
SAMHSA’S EVIDENCE-BASED PRACTICES RESOURCE CENTER

TOPIC AREA
- OPIOID-SPECIFIC
- SUD PREVENTION
- SUD TREATMENT AND RECOVERY
- SMI AND OTHER MENTAL HEALTH

POPULATIONS
- ADULTS
- CHILDREN AND YOUTH
- PEOPLE IN THE CRIMINAL JUSTICE SYSTEM
- WOMEN

TARGET AUDIENCE
- CARE PROVIDERS
- CLINICIANS
- COMMUNITY ORGANIZATIONS
- EDUCATORS
- FAMILY AND CAREGIVERS
- PATIENTS
- POLICYMAKERS
- PREVENTION PROFESSIONALS
- PROGRAM PLANNERS AND ADMINISTRATORS
- PUBLIC

https://www.samhsa.gov/ebp-resource-center
GROUP DISCUSSION

What data and information do you use to match clients to services or interventions? How might that process change if you have to take on more accountability for outcomes?

What EBPs are currently being utilized by your organization?

Has your organization developed care pathways for specific clinical populations (or sub-cohorts of the same clinical population)?
BALANCING STANDARDIZED AND PERSONALIZED CARE

Standardized care incorporates proven practices informed by guidelines, evidence and expert consensus opinion.

The goal is to strengthen efficiency, reliability, and effectiveness of care.

Use practice-based evidence; these still must be measurable and effective.

Implement measurement-based care, which incorporates ongoing client feedback and assessment results:
- NCQA HEDIS measures
- Screenings/assessment tools

Any examples of practice-based evidence in your organization, program or community?
Supporting the Clinical Workforce

- Recruitment
- Effective clinical supervision
- Clear clinical workflows
- EBP training and fidelity support
- Tools to support client matching and measurement-based care
- Infrastructure to support clinical documentation, data collection/reporting, and use of data
- Knowledge of and referral pathways
OTHER STRATEGIES

Partner with other organizations to enhance your value proposition and create a continuum of care:
• Environmental scan of community providers and referral sources
• Coordinated or integrated behavioral health and primary care
• Providers that can address social determinants of health
• New formal relationships

Develop and implement protocols to foster member and family involvement and engagement

Integrate appropriate innovations and technology:
• Telehealth
• EHRs
• Applications and texting interventions
• Automated member outreach
• Web-based tools
• Remote monitoring
• Decision support tools

Incorporate quality improvement mindset across workforce and departments, including training on how to interpret and act on data

What are we missing?
CLOSING THOUGHTS

Organizations are under increased pressure to develop reliable and outcomes-focused clinical care.

VBP is a lever to improve clinical care.

VBP provides an opportunity to thoughtfully and creatively design and implement standardized and proven clinical approaches.

There is still ample opportunity (and need) for personalization through measurement-based care and practice-based evidence.

Clinical interventions must be rooted in a culture that is therapeutic and engaging.

The workforce will benefit from clearer practice guidance, stronger professional development and validation of their impact.