Duke Population Health Management Office

Benjamin Smith, PharmD, BCACP, CPP, BCGP
Pharmacy Manager, Population Health
Shift to Value-based Care
Financial Responsibility is Shifting

**Employers**
- Not absorbing cost increases
- Exchanges may accelerate decline in employer-sponsored insurance (fixed contribution vs fixed benefits)

**Providers**
- Higher patient cost share = more bad debt
- Undertaking cost reduction initiatives
- Need to be prepared to take on risk

**Government & Commercial Payers**
- Overall reimbursement, other support decreasing
- Commercial payers competing on cost
- **Government payers shifting risk to providers**

**Patients**
- Costs shifting to consumers (HDHPs, tiering)
- Selecting lower premium with higher OOP costs (e.g., exchange Bronze plans)
Duke Population Health Management Office (PHMO)
Mission

Partner with patients, providers, payers & communities to measurably improve health outcomes through results-driven care management, evidence-based practice support & actionable data & analytics.

Vision

Connected patients, empowered providers, healthy communities.
How Duke PHMO Supports Better Outcomes

Desired Outcomes ("Value")

- Patient experience
- Evidence-based care
- Patient outcomes
- Admissions & readmissions
- ED utilization
- Imaging & Tests
- Total Cost of Care

High Quality

Appropriate Utilization

Low Cost

Stakeholders

- Patients
- Providers
- Payers
- Communities

Duke PHMO

Value-based Networks

Medicare & Commercial ACO
- Duke Connected Care
- NC Medicaid Network
- Community Care of North Carolina
- Ambulatory care support
- Inpatient & Discharge care support

Patient Care Support

Data, Analytics & Integration

Practice Support

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**Duke Connected Care**

**Duke Health participants**
- All 40 Duke Primary Care locations
- All 100 Duke Specialty Clinic locations
- All 3 Duke Hospitals

**Independent community participants**
- Duke LifePoint Maria Parham Medical Center, LLC (Vance)
- Duke LifePoint Maria Parham Physician Practices, LLC (Vance)
- Duke LifePoint Wilson Physician Practices, LLC (Wilson)
- Allmed Clinic (Wake)
- Beckford Avenue Medical Center, PA (Vance)
- Carolina Family Health Centers, Inc. (Wilson, Nash & Edgecomb)
- Lincoln Community Health Center, Inc. (Durham)
- North State Medical Center (Person)
- Primary Medical Care (Wake)
- Roxboro Internal Medicine & Pediatrics, PA (Person)
- Roxboro Medical Associates, PA (Person)
- Sundar Internal Medicine Associates, PA (Vance)
- Triangle Community Physicians, PA (Durham)
- Vance Family Medicine, PA (Vance)
- William B. Olds, MD, PA (Person)

**Duke Connected Care (DCC)** is a Track 3 Medicare Shared Savings Program Accountable Care Organization (ACO)* and FTC/DOJ-approved Clinically Integrated Network (CIN).

*Qualifying APM under MACRA*
Our new Medicaid service area includes our entire six-county NPCC region plus 8 additional counties—extending the potential reach of our services!
**Patient Care Support**

DukeWELL provides ambulatory care services across the continuum of care to **eligible patients** who get care through Duke Health’s value-based arrangements.

The **Resource Center** provides inpatient services—including case management and transitional care support—to **any patient** who is admitted into Duke Health’s three hospitals.

DukeWELL
- LATCH
  - (Under- & uninsured)

DukeWELL
- NPCC
  - (Medicaid)

DukeWELL
- (Medicare, MA, Employer, Individual)

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In 2017, Duke Health’s MSSP ACO saved Medicare $21 million and exceeded evidence based quality standards, earning a $9.5 million shared savings payment from CMS.

Of MSSP ACOs in NC that earned shared savings, **Duke Connected Care** was:
- #1 in total Medicare dollars saved
- #1 in shared savings earned
- #3 in savings rate per beneficiary

Of AHC-based MSSP ACOs that earned shared savings in the US, **Duke Connected Care** was:
- #3 in total Medicare dollars saved
- #2 in shared savings earned
- #3 in savings rate per beneficiary
# Sample Payer Medication-Related Quality Measures

<table>
<thead>
<tr>
<th>Measures</th>
<th>Measures</th>
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<tbody>
<tr>
<td>Statin Medication Adherence</td>
<td>Rx 90 Day Supply</td>
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<tr>
<td>ACE-I/ARB Medication Adherence</td>
<td>Generic Prescribing Rate</td>
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<tr>
<td>Diabetes Medication Adherence (excludes insulin)</td>
<td>High Risk Medication Use in the Elderly</td>
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<tr>
<td>Statin Use in Patients with Diabetes</td>
<td>Influenza Vaccination</td>
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<td>Statin Use in Patients with CVD</td>
<td>Osteoporosis Management for Women</td>
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<tr>
<td>Hypertension Control</td>
<td>Rheumatoid Arthritis Management</td>
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<tr>
<td>Diabetes Control (A1c Control)</td>
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</table>
Referring Patients to DukeWELL

Ambulatory Referral to DukeWELL in Maestro Care (Video)
A team of pharmacy professionals dedicated to **improving medication safety and adherence** for complex patients.

DukeWELL clinical pharmacists conduct chart reviews and give providers with advice that improves medication adherence and drug safety for complex patients.

DukeWELL pharmacy techs work with patients directly to obtain medication histories and improve adherence, education and safety.
DukeWELL Specialty Case Review

Quick answers and advice from DukeHealth’s nationally-renowned specialists at the click of a few buttons.

DukeWELL specialty case review gives providers access to specialty advice and input on health issues that could be addressed in the primary care setting.

DukeHealth specialists review patient charts weekly and deliver feedback directly to providers—often faster than the next available appointment!

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<table>
<thead>
<tr>
<th>DukeWELL Pharmacy Support Services</th>
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<tr>
<td><strong>Home visit support</strong></td>
</tr>
<tr>
<td>• Pharmacy technician home visit program with PharmD oversight</td>
</tr>
<tr>
<td><strong>Serve as education resource for providers and DukeWELL care management team</strong></td>
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<tr>
<td>• E.g., CME, Formulary Notifications/Education, Plan Design Changes for certain payers</td>
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<tr>
<td><strong>Serve as resource for providers and DukeWELL care managers</strong></td>
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<tr>
<td>• Available to conduct medication reviews via chart review, telephonic outreach, or select clinic visits</td>
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<tr>
<td><strong>Utilize data to address medication-related quality measures or gaps in care</strong></td>
</tr>
<tr>
<td>• E.g., statin gaps, etc.</td>
</tr>
<tr>
<td><strong>Pharmacy technicians address medication access issues</strong></td>
</tr>
<tr>
<td>• Evaluate appropriateness of lower-cost medication alternatives, promote care management utilization of community resources</td>
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Additional Medication Resources
How to access medication dispensed history in Maestro: Within an Encounter
How to access medication dispensed history in Maestro: Medications Activity

<table>
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<tr>
<th>Medication</th>
<th>Strength</th>
<th>Form</th>
<th>Quantity</th>
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How to access medication dispensed history in Maestro: Chart Review
Resource guide previously disseminated to DPC nursing

Utilized by DukeWELL pharmacy technicians to assist with medication access issues
Medicaid Preferred Drug List (PDL) changes frequently

- Access most recent version via PHMO website (phmo.dukehealth.org/resources/pharmacy)