

## Healthcare Innovation Steering Committee

## Meeting Agenda

1. Introductions/Call to Order 5 min

2. Public Comment 10 min

3. Approval of the Minutes 5 min

4. Quality Council Membership 5 min

5. Public Scorecard 50 min

6. Primary Care Modernization and HEC 45 min

7. Adjourn



# Introductions/Call to Order



## Public Comment

2 minutes per comment





# Approval of the Minutes





# Quality Council Membership



## **Quality Council Membership**

#### **Current Composition:**

State Agency Representatives (4)

Provider Representatives (6)

- 3 Specialists Women's Health, ENT,
   General Surgery
- 3 PCPs

FQHC Representative (1)

Hospital Representative (1)

Payer Representatives (5)

Consumers/Consumer Advocates (6)

MAPOC Appointees (2)

**TOTAL - 25 Representatives** 

#### **Proposed Changes:**

Add (1) PCP

Add (1) ACO/Population Health Executive

Recruit for specific specialties: Pulmonology and Endocrinology

#### Rationale:

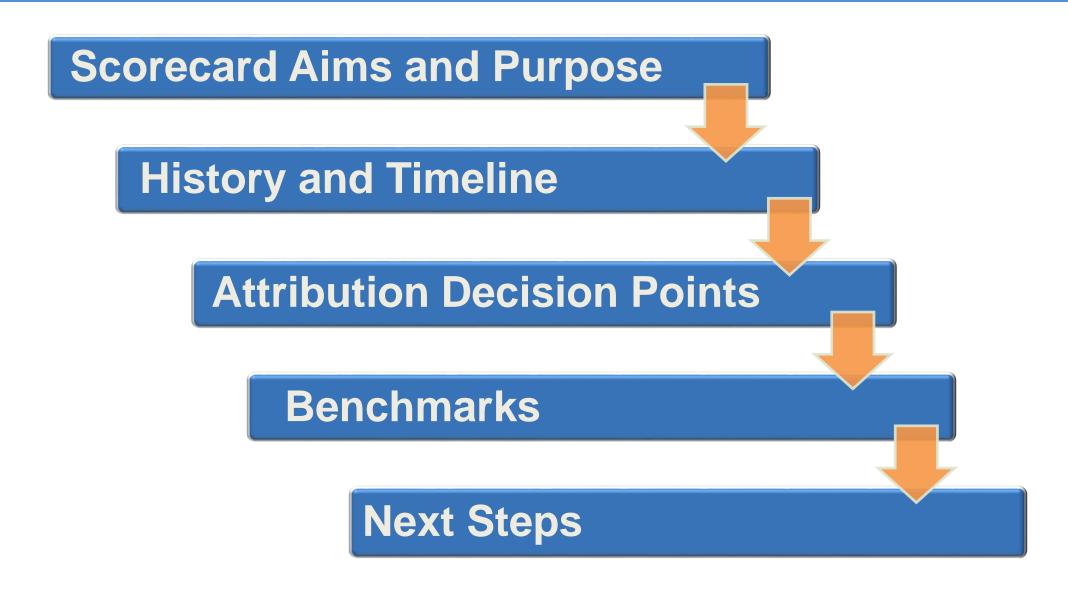
- Work of Quality Council has evolved to require these expertise
- Publishing of Public Scorecard requires perspective of specific stakeholders

#### **TOTAL – 27 Representatives**

# Public Scorecard



#### **Agenda: Online Healthcare Scorecard**



# Scorecard Purpose and Aims

#### Our charge

#### • From the SIM Operational Plan:

#### C. Public Common Scorecard

"In order to actively engage individuals in their own healthcare and partner effectively with their providers...Data from payers on the performance of Advanced Networks & FQHCs on the measures from the core quality measure set will be collected and displayed on a public scorecard"

#### Public Act No. 15-146

"On and after July 1, 2016, the exchange shall, within available resources, establish and maintain a consumer health information Internet web site to assist consumers in making informed decisions concerning their health care and informed choices among health care providers. Such Internet web site shall: (A) Contain information comparing the quality, price and cost of health care services.... (B) be designed to assist consumers and institutional purchasers in making informed decisions regarding their health care and informed choices among health care providers and allow comparisons between prices paid by various health carriers to health care providers."

#### The Players

 UConn Health, OHS, and the SIM Quality Council are working to publish first online health care quality scorecard assessing CT's Advanced Networks and FQHCs

#### SIM Quality Council

- Provides oversight and guidance to scorecard objectives and approach
- Developed core and reporting measure sets for use in the assessment of primary care, specialty and hospital provider performance and the overall evaluation of the Connecticut healthcare system
- Is responsible for establishing a plan for consumer education and access to scorecard data

## **Rated Organizations**

Federally Qualified Health Centers (FQHC)	Advanced Networks (ANs)		
Charter Oak Health Center, Inc.	Community Medical Group		
Community Health & Wellness Cntr Greater Torrington	Day Kimball Healthcare		
Community Health Center, Inc.	Eastern CT Health Network		
Community Health Services, Inc.	Griffin Health		
Connecticut Institute For Communities, Inc.	Hartford HealthCare		
Cornell Scott Hill Health Corporation	Middlesex Hospital		
Fair Haven Community Health Clinic, Inc.	Pediatric HA		
Family Centers, Inc.	ProHealth Physicians		
First Choice Health Centers, Inc.	St. Francis Hospital and Medical Center		
Generations Family Health Center, Inc.	St. Mary's Hospital		
Intercommunity, Inc.	Soundview Medical Associates		
Norwalk Community Health Center, Inc.	Stamford Health		
Optimus Health Care, Inc.	Starling Physicians		
Southwest Community Health Center	St. Vincent's Medical Center		
Staywell Health Care, Inc.	Waterbury Health		
United Community and Family Services, Inc.	Western CT Health Network		
Wheeler Clinic, Inc.	Westmed Medical Group		
	Yale Medicine		
	Yale New Haven Health		

## **Purpose and Aims**

- Display healthcare quality indicators on a publicly accessible web based platform
  - Targets healthcare organizations prominent in SIM test grant
  - Inform consumers
  - Promote transparency and drive quality improvement
- Expected users include:
  - Consumers
  - > Employers
  - Clinicians and healthcare administrators
  - Policymakers

# History and Timeline

## **History**

- Surveying the landscape
  - Reviewed numerous online scorecards from other states
  - Interviewed developers of seven other scorecards
    - > Topics of discussion:
      - Initial planning and stakeholder engagement
      - Methods: scoring, data validation, risk adjustment, attribution
      - Publication: publicity, analytics, user questions
      - Staffing and budget

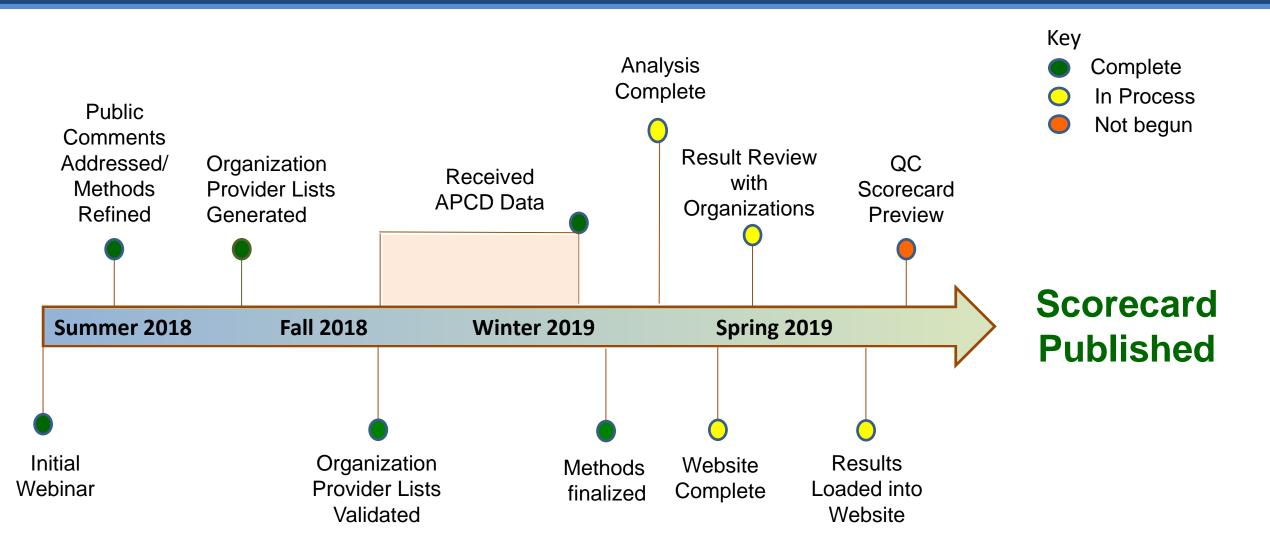
## **History**

- Worked with Quality Council on measures & methods, website functionality & design
  - Collected structured data from QC to obtain feedback
  - Formed subgroups to facilitate greater involvement of QC members
- Invited public comments
  - Description and purpose
  - Attribution
  - Benchmarks and scoring

## **History**

- Engaged rated organizations in scorecard process
  - Provided webinar to orient organizations to the project
  - Assembled lists of providers affiliated with each organization
  - Distributed provider lists for confirmation and/or edits
    - Multiple reminders, individual outreach to non-responders
  - Score review prior to publication 4 weeks to review/resolve issues

#### **Timeline**



# Measures and Data Sources

#### **Measures and Data Sources**

- Two Measure Domains
  - 1. Clinical Care 4 domains:
    - Acute and chronic health conditions
    - Behavioral health
    - Care coordination
    - Prevention
    - Mostly nationally endorsed NQF measures (a few custom Medicaid measures)
    - Data source is CT All Payer Claims Database (APCD)

#### **Clinical Care Measures**

		Payer Category		
Clinical Care Measures	NQF Number	Commercial	Medicaid	Medicare
Breast cancer screening	2372	•	•	•
DM: HbA1c Testing	0057	•	•	•
Cervical cancer screening	0032	•	•	
Anti-Depressant Medication Management	0105	•	•	•
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment	0004	•	•	•
Medication management for people w/ asthma	1799	•	•	
Avoidance of antibiotic treatment in adults with acute bronchitis	0058	•	•	
Follow up after hospitalization for mental illness, 7 & 30 days	0576	•	•	•
Immunizations for Adolescents	1407	•	•	
Follow-up care for children prescribed ADHD medication	0108	•	•	
Non-recommended Cervical Cancer Screening in Adolescent Female	0443	•	•	
DM: medical attention for nephropathy	0055	•	•	•
DM: Eye exam	0062	•	•	•
Plan all-cause readmission	1768	•	•	•
Chlamydia screening in women	0033	•	•	
Adolescent well-care visits	NCQA AWC	•	•	
Annual monitoring for persistent medications (roll-up)	2371	•	•	•
Use of imaging studies for low back pain	0052	•	•	
Adult major depressive disorder: Coord. of care of patients with specific co-morbid conditions	PQRS 325	•	•	•
Long acting reversible contraceptive	2904	•	•	
Behavioral Health Screening (Pediatric)	Custom Medicaid			
Metabolic Monitoring for Children and Adolescents on Antipsychotics	Custom Medicaid			
Well-child visits in the third, fourth, fifth and sixth years of life	1516			
Oral Evaluation, Dental Services	2517			

#### **Measures and Data Sources**

- 2. Care Experience Consumer Assessment of Healthcare Providers and Systems surveys (CAHPS)
  - Surveys of patients receiving healthcare from primary care provider in past 6 months
  - 4 domains:
    - Courteous and helpful staff
    - Getting timely care and service
    - How well providers communicate
    - Overall provider or group rating
  - Administered annually as part of SIM evaluation

#### **Data Limitations**

#### CT APCD

- Some measures not feasible or modified because of data restrictions/limitations
  - Only claims based measures and components
  - Dates of service masked
  - Date of birth masked (age in years only)
  - Long run out period for date masking
    - First scorecard will use FY 2017 as measurement year (10/1/16-9/30/17)

#### CAHPS

 Sample sizes by organization and low response rates eliminates ratings for 6 organizations

# Attributing Patients to Organizations

### Attribution (1 of 4)

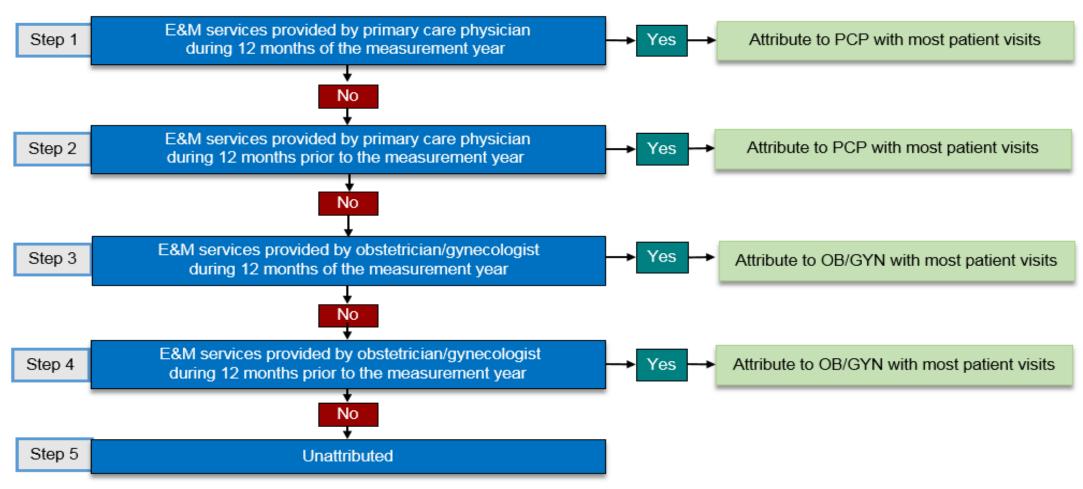
- What is attribution?
  - Assigning patients to a provider who will be held accountable for their costs and quality of care based on an analysis of claims data
  - Decisions in attribution process:
    - What services are patients receiving?
    - What types of providers are they seeing?
    - Who counts as primary care?
    - How are providers tied to specific organizations?

### Attribution (2 of 4)

- Methodology based on 3M/Treo approach
  - Step one: Attribute patient claims to eligible providers based on preponderance of Evaluation & Management (E&M) visits in a set time period
    - Eligible providers: MDs, APRNs, and PAs with specialties of family medicine, internal medicine, general practice, pediatrics, geriatrics or obstetrics/gynecology
  - Step two: Link providers to organizations using provider lists

## Attribution (3 of 4)

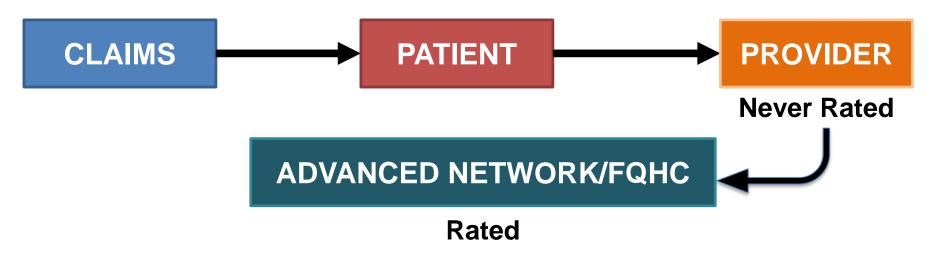
# Step One: Attribute patients to provider Patient Attribution Flow Chart



Note: Tie breakers (in order): the provider with the most non-E&M services is selected, followed by the provider with the most dates of service, then the most recent date of service.

### Attribution (4 of 4)

- Step Two: Attribute to a healthcare organization
  - Providers are tied to a healthcare organization using lists compiled by UConn Health
    - Organizations were given the opportunity to revise lists (15 of 18 confirmed/revised)
  - National provider identifiers (NPIs) key to matching patient claims to providers



# How Are Organizations Rated?

#### **Performance Ratings and Benchmarks**

- Two aspects to performance assessment:
  - 1. Rates calculated to permit direct comparisons across organizations
    - Example: Optimal diabetes care % of diabetic patients receiving
       HbA1c test in past year
      - ➤ Organization 1: 86%
      - ➤ Organization 2: 73%
  - 2. Rates translated into "star ratings" to show performance relative to benchmarks
    - Multiple benchmark options were considered
    - QC Decision: Compare each organization's rate on a measure to the overall CT result for attributed patients
    - Advanced view: Compare organizations to AN average

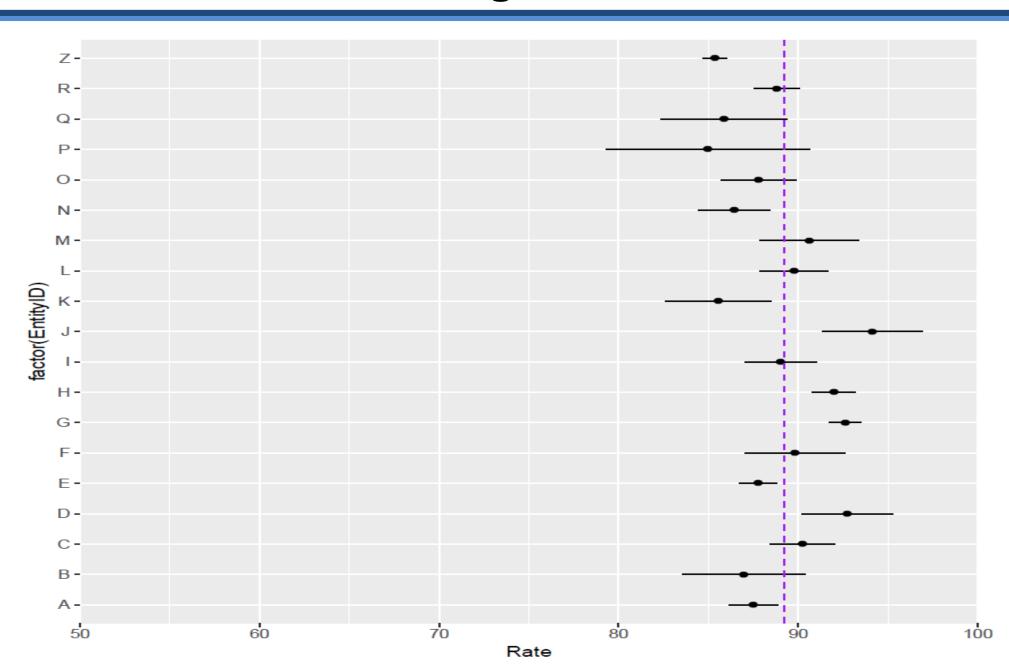
### **Should We Risk Adjust?**

- **Issue:** If organization A has sicker patients than organization B, should this be accounted for in ratings?
  - Hotly debated within Quality Council and raised in public comments
    - > Pros:
      - "Apples to apples" comparison
      - Don't want to punish organizations for taking on sicker or more challenging patients
    - > Cons:
      - Most measures selected by QC not risk adjusted
      - Quality of care should not be compromised for certain demographics
- Decision: Followed risk adjustment guidelines in nationally endorsed measure specifications
  - Only apply risk adjustment to readmissions and CAHPS measures
  - Mitigate with payer stratified reporting: Commercial, Medicaid and Medicare scorecards

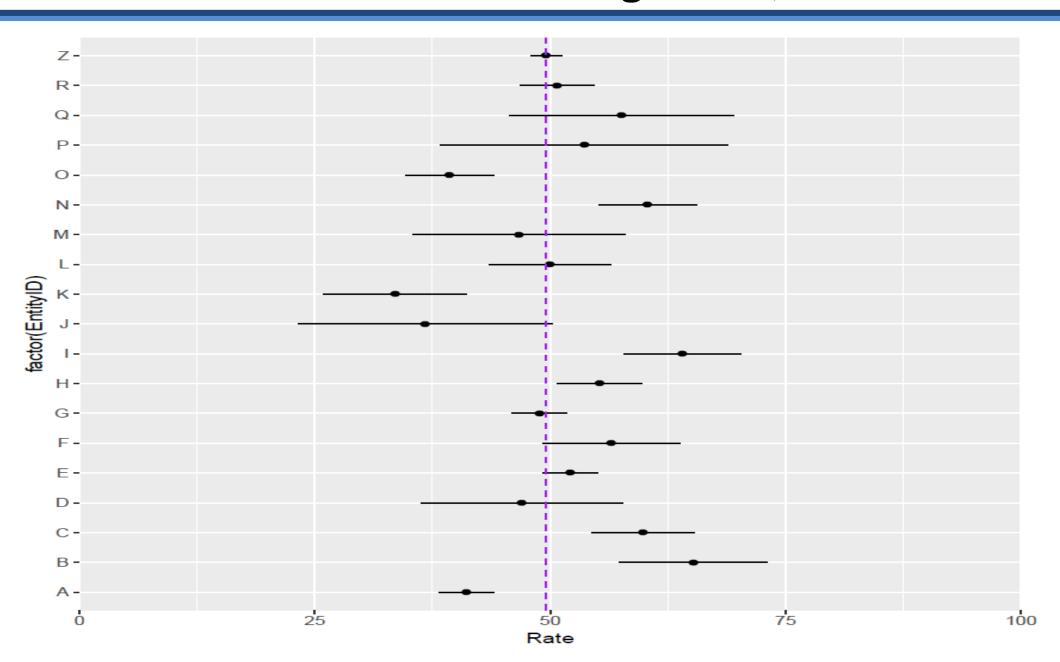
### **How to Assign Star Ratings?**

- Multiple options considered:
  - 3 versus 5 rating categories
  - Rating categories based on:
    - ➤ Substantive differences, e.g., average is defined as within +/- 5% points of mean
    - > Grouping based on ranking, e.g., separating bottom third, middle third, top third of organizations
    - > Statistical differences, e.g., differentiate organizations using standard deviation units

## **Result Preview: HBa1C testing**

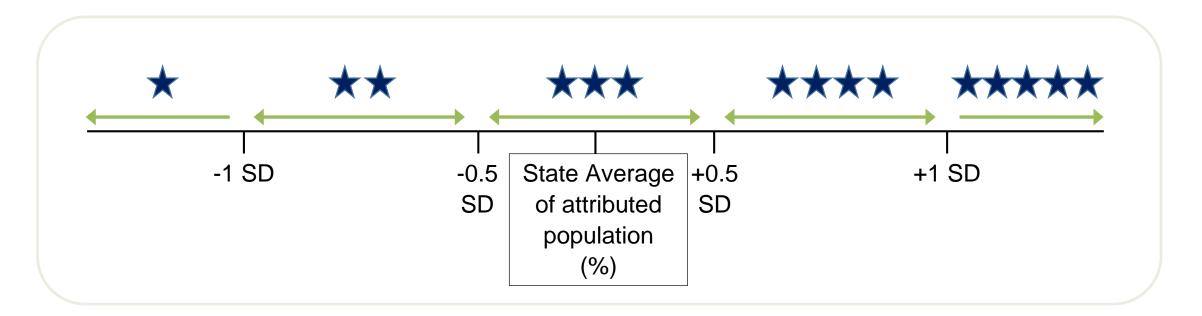


## Result Preview: Medication Management, Asthma



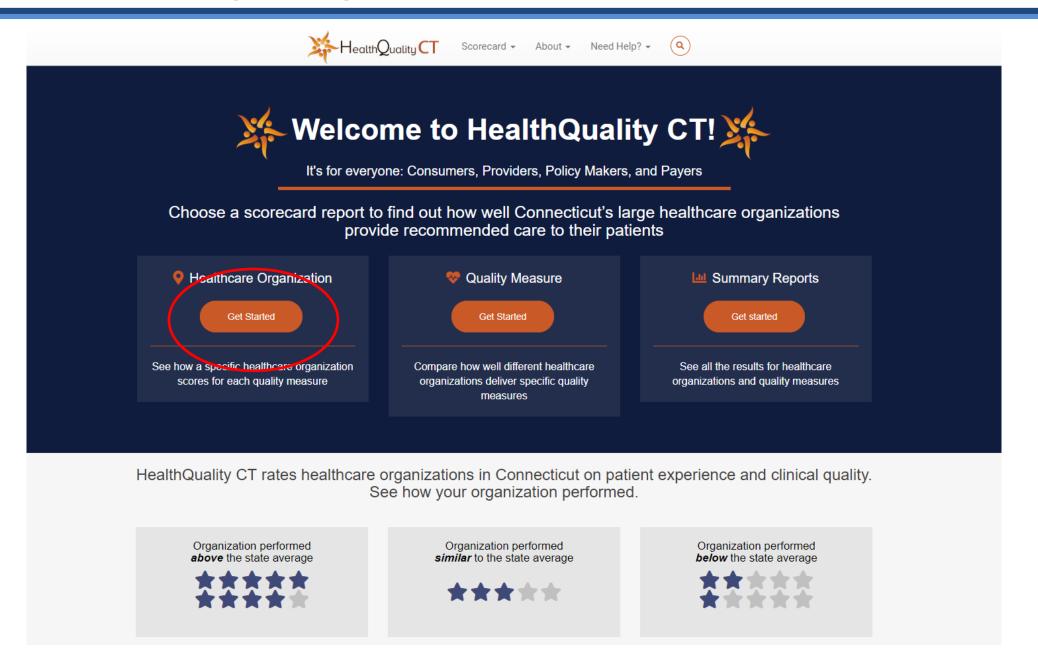
## **How to Assign Star Ratings?**

- Decision: Rate based on statistical differences using the standard deviation for each measure
  - ANs are placed in a rating category based on how statistically different they are from the state average for the attributed population
  - QC emphasized virtue of letting the data make rating decisions

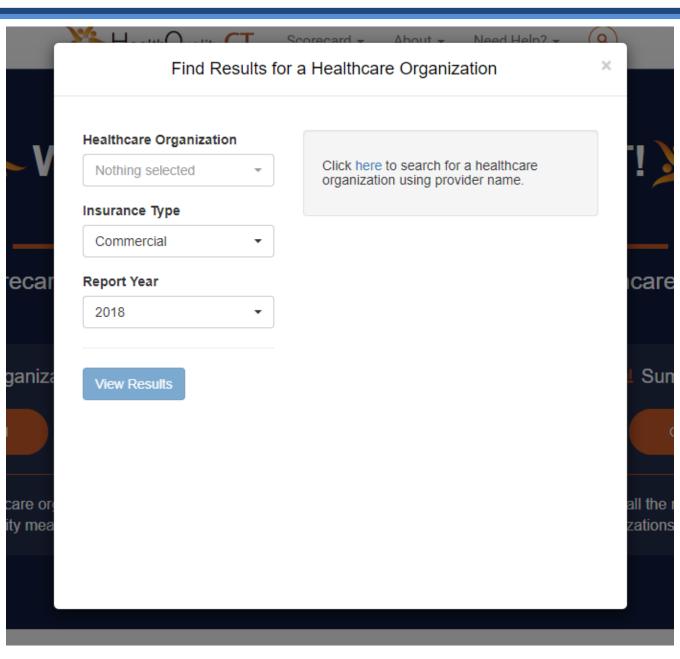


# Website Preview

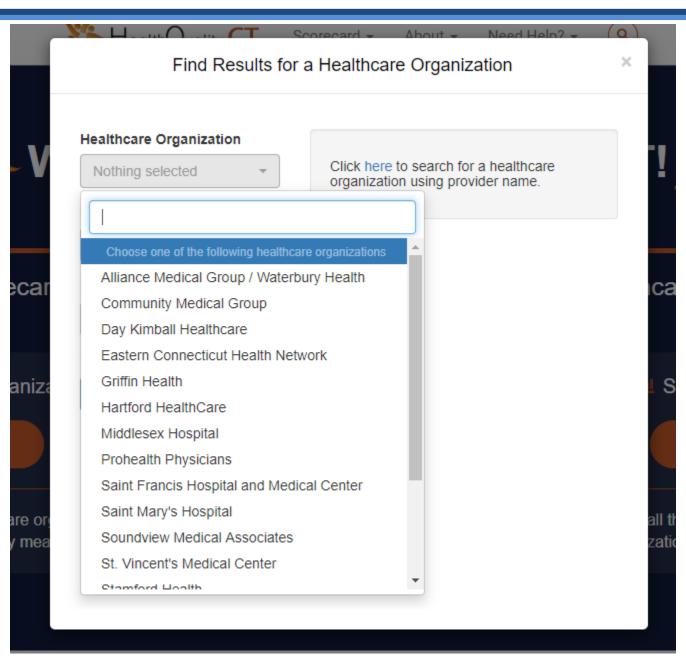
# Website Preview (1 of 6)



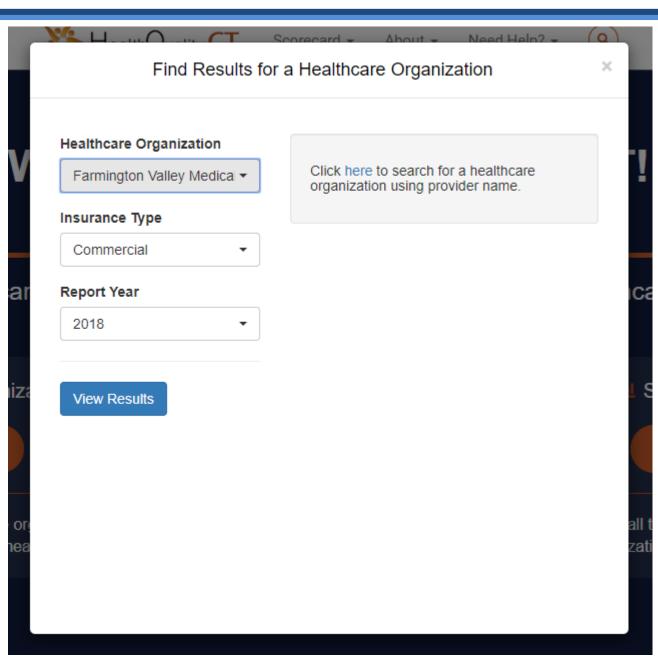
# Website Preview (2 of 6)



# Website Preview (3 of 6)



# Website Preview (4 of 6)



# Website Preview (5 of 6)



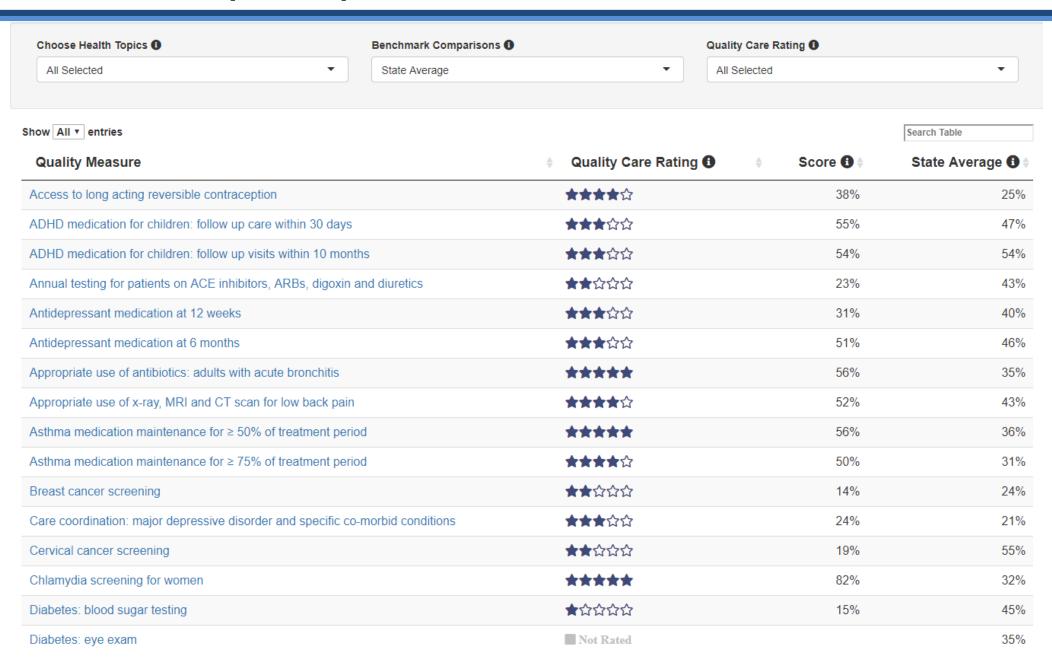
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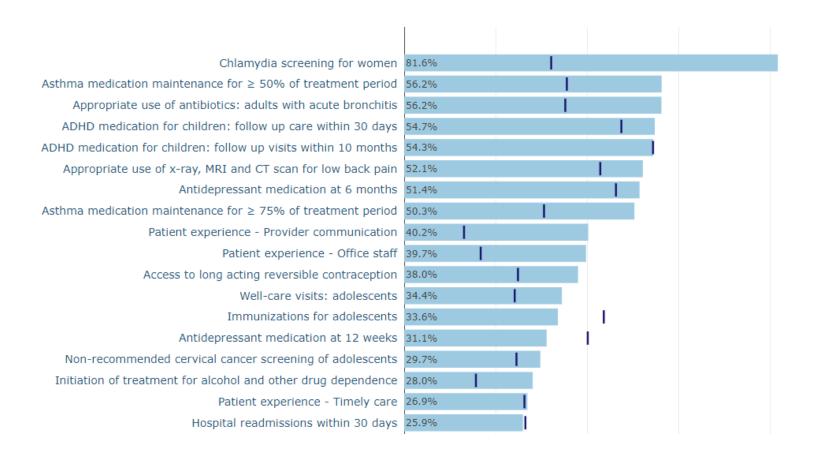
# Website Preview (5 of 6)



# Website Preview (6 of 6)



#### State Average



# Result Preview

### HealthCare Quality CT Initial Quality Profile - Commercial Payers

Organiza	ational Characteristics		Quality Scores										
Group	Characteristic	Total	Measure	CT Rate <sup>1</sup>	Your Rate <sup>2</sup>	Your Star Rating <sup>3</sup>	# Pts in Denominator <sup>4</sup>						
	Total Providers		Anti-Depressant Medication Management at 12 weeks										
	Nurse Practitioners		Anti-Depressant Medication Management at 6 months										
	Physician Assistants		Avoidance of antibiotic treatment in adults with acute bronchitis										
Providers	Primary Care Physicians		Breast cancer screening										
			Cervical cancer screening										
	Pediatricians		Engagement of Alcohol & Other Drug Dependence Treatment										
	Obstetricians and Gynecologists		Initiation of Alcohol & Other Drug Dependence Treatment										
	Total Patients		HbA1c Testing										
	Males		Medication management for people with asthma – 50%										
			Medication management for people with asthma - 75%										
	Females		Non-recommended Cervical Cancer Screening in Adolescent Female										
Patients	Age 0-17 years		PCMH-CAHPS Measure: Timely Care										
	Age 18-34 years		PCMH-CAHPS Measure: Communication										
	Age 35-49 years		PCMH-CAHPS Measure: Courteous Staff										
	Age 50-64 years		PCMH-CAHPS Measure: Overall provider rating										

<sup>&</sup>lt;sup>1</sup> State score represents the average (in %) across the state for commercially insured patients under age 65 whose insurance claims are reported into the All Payer Claims Database and who have been attributed to a primary care provider.

<sup>&</sup>lt;sup>2</sup> This score was calculated for patients during fiscal year 2017 attributed to your organization using the attribution process and methodology outlined in the document titled "Advanced Network Attribution for the commercial population" for the PCP providers list validated by your organization.

<sup>&</sup>lt;sup>3</sup> See accompanying documentation for explanation of star ratings

<sup>&</sup>lt;sup>4</sup> Denominator represents the number of patients eligible to be counted in the measure for the denominator. e.g. In the HbA1C measure, only patients who have a diagnosis of diabetes are eligible for the measure and are counted in the denominator.

### **Overall Results**

	Optimal diabetes care	cancer	cancer	avoidance with acute	of alcohol/drug	Initiation of alcohol/drug treatment	Medication management for asthma I	Medication management for asthma II	Non- recommended cervical cancer screening (adol)	Anti- depressant med mgmt 12-week	Anti-depressant med mgmt 6-month
AN Average Rate	89.4	80.8	83.3	30.8	11.9	36.0	72.8	49.6	0.85	74.4	54.7
Non AN Average Rate	85.4	79.6	78.4	31.9	13.8	38.1	72.0	49.6	1.48	70.5	52.1
Overall Attributed to PCP	22 N	80.3	81.6	31.2	12.7	36.9	72.5	49.6	1.09	72.9	53.7
Unattribute	12.9	17.7	11.0	30.7	17.8	38.5	70.6	43.7	0.06	64.3	41.9
Overall State	73.1	66.0	64.2	31.1	13.4	37.1	72.0	47.9	0.89	72.3	52.9
HEDIS Data	89.8	3 73.2	70.2	29.7	14.1	38.4	79.5	52.6	1.5	68.1	52.9

#### **Preliminary takeaways:**

- AN and non AN rates very similar
  - ANs tend to out outperform non ANs on screening measures HbA1c, breast and cervical cancer
- Screening rates very low for patients not engaged with PCPs

# **Organizational Ratings**

Org	Optimal diabetes care	Cervical cancer screening	Breast cancer screening	Antibiotic avoidance with acute bronchitis	Engagement of alcohol/drug treatment	Initiation of alcohol/drug treatment		for	Non- recommended cervical cancer screening (adol)	med mgmt	Anti- depressant med mgmt 6-month	CAHPS overall	CAHPS timely	CAHPS communication	CAHPS courteous
Α	3	3	1	2	2	2	1	2	3	2	3	5	5	4	3
В	3	1	5	2			5	5	3	4	3				
С	4	3	3	4	2	4	5	5	3	4	4	3	3	3	3
D	5	3	3	3	4	3	3	3	1	3	4	1	1	1	1
Е	3	3	3	3	3	3	3	3	3	3	3	1	3	1	3
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G	5	3	5	3	3	2	3	3	3	5	4	3	1	3	4
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Р	1	5	2	1			4	3	4						
Q	2	3	1	1	3	5	3	4	4	2	2				
R	3	3	4	3	3	3	3	3	2	3	3	4	3	4	5

# **Organizational Ratings**

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С	4	3	3	4	2	4	5	5	3	4	4	3	3	3	3
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G	5	3	5	3	3	2	3	3	3	5	4	3	1	3	4
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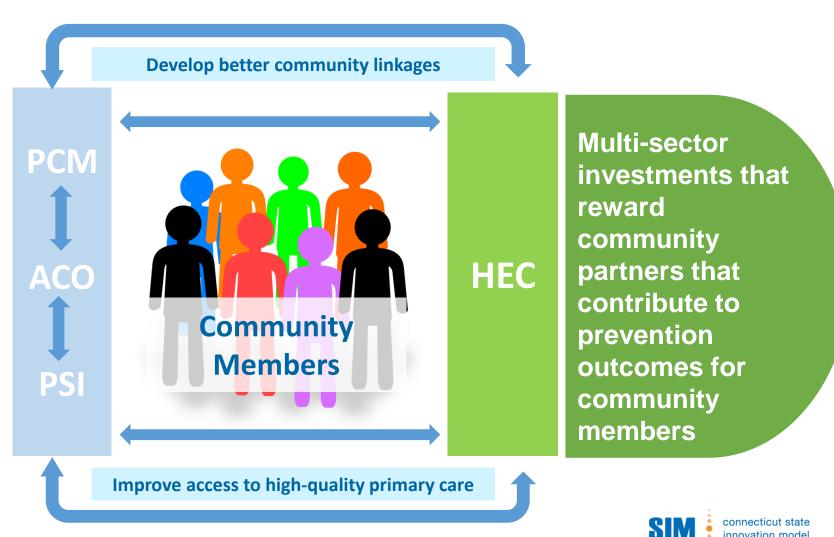
# Questions?

# Health Enhancement Communities and Primary Care Modernization

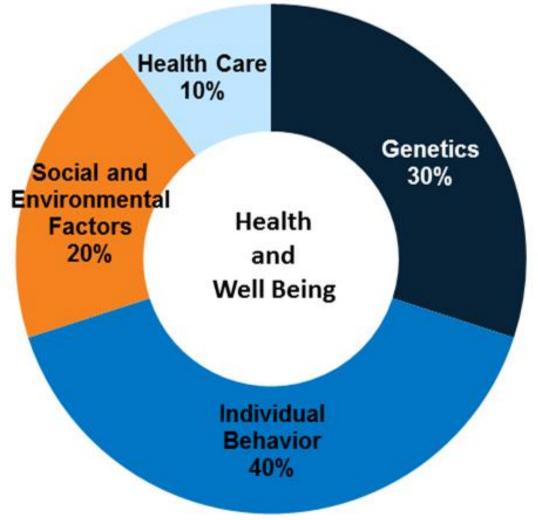
# Health Enhancement Communities and Primary Care Modernization

Aligned and Complementary Reforms

Payer/provider focused delivery system and finance reforms intended to support better health care outcomes for attributed patients



# Impact of Different Factors on Premature Death









#### THE MILBANK QUARTERLY

"the document was the first international declaration that put primary health care front and center to the goal of achieving health for all" Current Issue

About the Quarterly

New Editorial Direction

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Opinion

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Early Views

Online Exclusives

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For Authors

Award Opportunities

# Forty Years After Alma-Ata: At the Intersection of Primary Care and Population Health

March 2019 | Sandro Galea, Margaret E. Kruk | Early View, Opinion

The Declaration of Alma-Ata<sup>1</sup> was adopted in September 1978 at the International Conference on Primary Health Care in Alma Ata (today called Almaty), Kazakhstan. The document was the first international declaration that put primary health care front and center to the goal of achieving





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"the Declaration of Astana urges a redoubling of effort toward developing primary health care as a pillar of effective health systems, labeling it "the most inclusive, effective, and efficient approach to enhance people's physical and mental health as well as social well-being."



# How can primary care improve the health of populations?

- 1. Primary care can provide curative and preventative services that save lives.
- Primary care can play a much larger role in promoting the conditions that make people healthy and prevent disease
- 3. ...primary care can serve to bridge the gap between clinical medicine and population health...primary care providers are well positioned to see and act on the structural conditions that produce disease



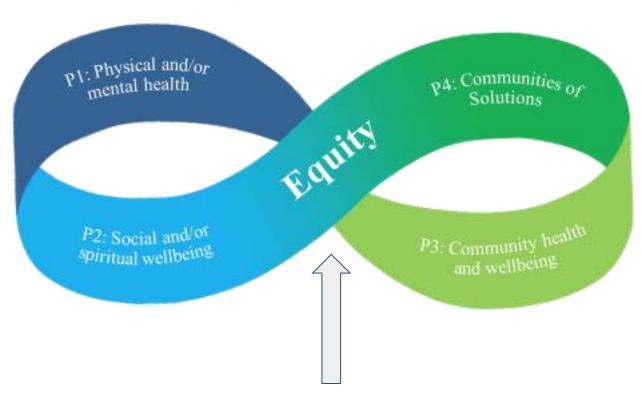


# Merging Population Health and Equity

#### Attributed

Using healthcare to improve the health and wellbeing of patients for whom a health system is accountable

#### Population Health



#### Total

Improving the health and wellbeing of places and the people who live there

Improving the systems of society





# **Primary Care Modernization**

#### **Design a new model for primary care:**

- Expand and diversify care teams
- Expand patient care and support outside of the traditional office visit
- Double investment in primary care over five years through more flexible payments
- Reduce trend in total cost of care



# Primary Care Payment Reform

Unlocking the Potential of Primary Care

February 1, 2018





# A Vision of Person-Centered Primary Care

#### **Team-Based Care**

#### **Better Access to Primary Care**

#### Caring for People with Complex Needs

Care teams to keep people healthy, prevention, early intervention and chronic illness management



Integrated with behavioral health, substance use disorder, community resources.

Convenient care options like email, phone, text, telemedicine and home visits



More investment in primary care and payments not tied to office visits.

Technology to connect providers with each other and their patients.

Coordination between primary care teams, specialists, hospitals and nursing facilities

Expertise in caring for specific populations

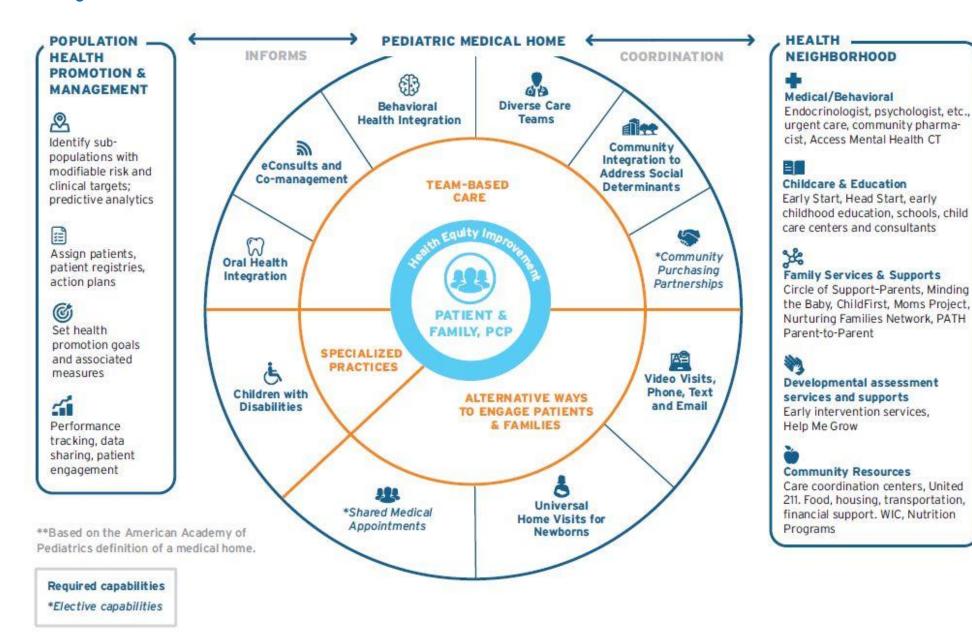


Increased access to Medication Assisted Treatment for patients with addiction.





# **Primary Care Modernization - Pediatrics**



# Health Enhancement Community Priority Goals & Health Priorities

#### The HEC Initiative has four goals:

- Make Connecticut the healthiest state in the country
- Make Connecticut the best state for children to grow up
- Achieve health equity for all
- Slow the growth of health care spending

#### **Health priorities:**

- Improving Child Well-Being in Connecticut
   Pre-Birth to Age 8 Years: Assuring all children are in safe, stable, and nurturing environments
- Improving Healthy Weight and Physical
  Fitness for All Connecticut Residents:
  Assuring that individuals and populations
  maintain a healthy or healthier body
  weight, engage in regular physical activity,
  and have equitable opportunities to do so



## **HEC Intervention Framework**

## Systems Interventions:

Using or improving existing systems or implementing new ones.

#### **Policy Interventions:**

Revising and/or enforcing existing policies or enacting new ones.

## Programmatic Interventions:

Leveraging existing programs or filling gaps by implementing new ones.

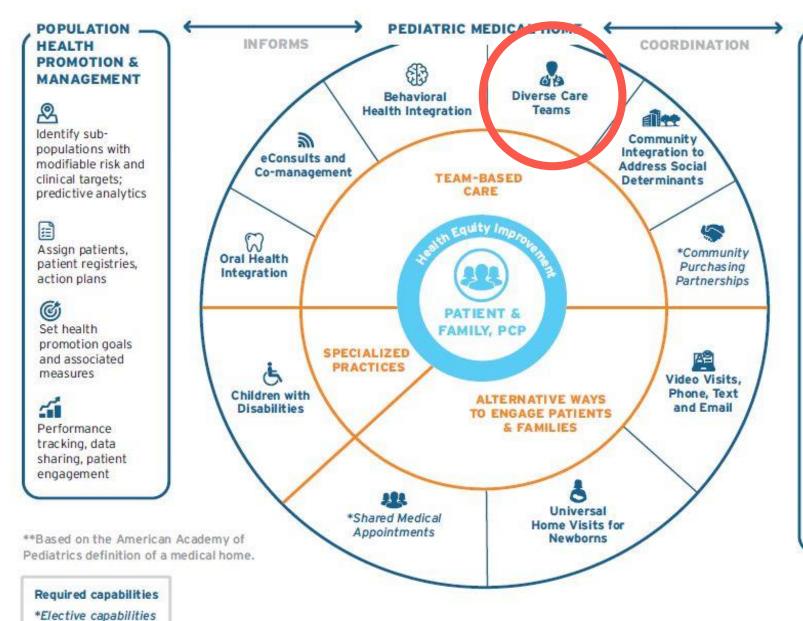
## Cultural Norm Interventions:

Changing cultural norms for communities and organizations.





# Primary Care Modernization - Pediatrics



#### HEALTH \_\_\_\_\_



#### Medical/Behavioral

Endocrinologist, psychologist, etc., urgent care, community pharmacist. Access Mental Health CT



#### Childcare & Education

Early Start, Head Start, early childhood education, schools, child care centers and consultants



#### Family Services & Supports

Circle of Support-Parents, Minding the Baby, ChildFirst, Moms Project, Nurturing Families Network, PATH Parent-to-Parent



#### Developmental assessment services and supports

Early intervention services, Help Me Grow



#### Community Resources

Care coordination centers, United 211. Food, housing, transportation, financial support. WIC, Nutrition Programs

# Pediatric Diverse Care Teams – Lactation Consultant



Strengthens parent-child relationship



Increases
health benefits
for child and
mother

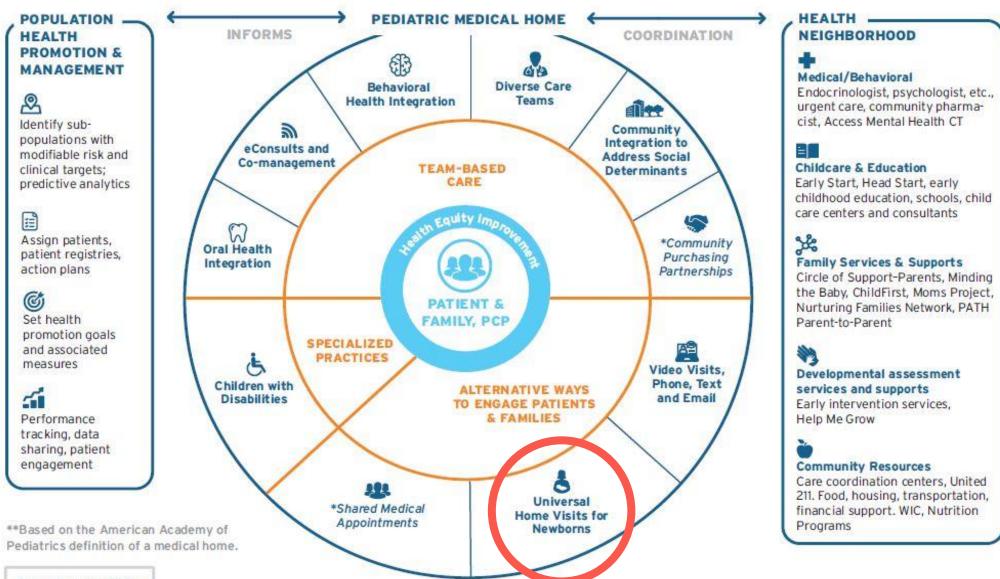


Reduces risk of chronic conditions





# **Primary Care Modernization - Pediatrics**





Required capabilities \*Elective capabilities

# Universal Home Visits for Newborns and their Families

Early attention to protective and risk factors

Refer to family support services

Partner in Support of Systemic Solutions





# Health Enhancement Community Governance

Community
Members

Health
Departments

Housing

Non-Profits

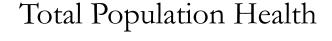
Education

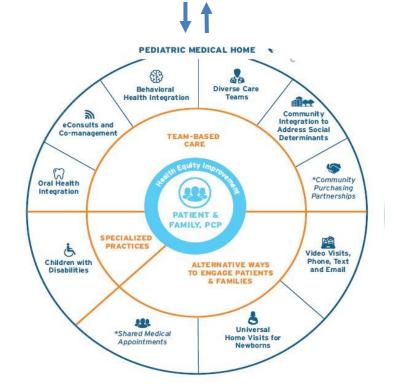
Business

Municipal

Advanced Networks, FQHCs

Others

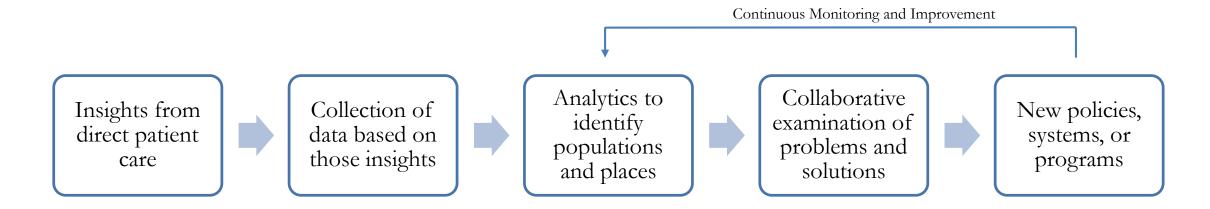




Attributed Population Health



# Integrated Approach to Population Health Improvement



Observe depressed moms, learn about poor housing conditions Maternal depression screening and SDOH data collection

CDAS enabled analytics reveal:

- maternal depression prevalence
- hot-spots
- sub-standardSection 8housing

Community-based maternal depression intervention

HUD housing enforcement

Deploy and scale maternal depression intervention

Community group activates family selfadvocacy for HUD housing enforcement





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# Questions?

# Adjourn