

San Francisco Health Service System Health Service Board

Emerging Trends in Care Coordination and Management

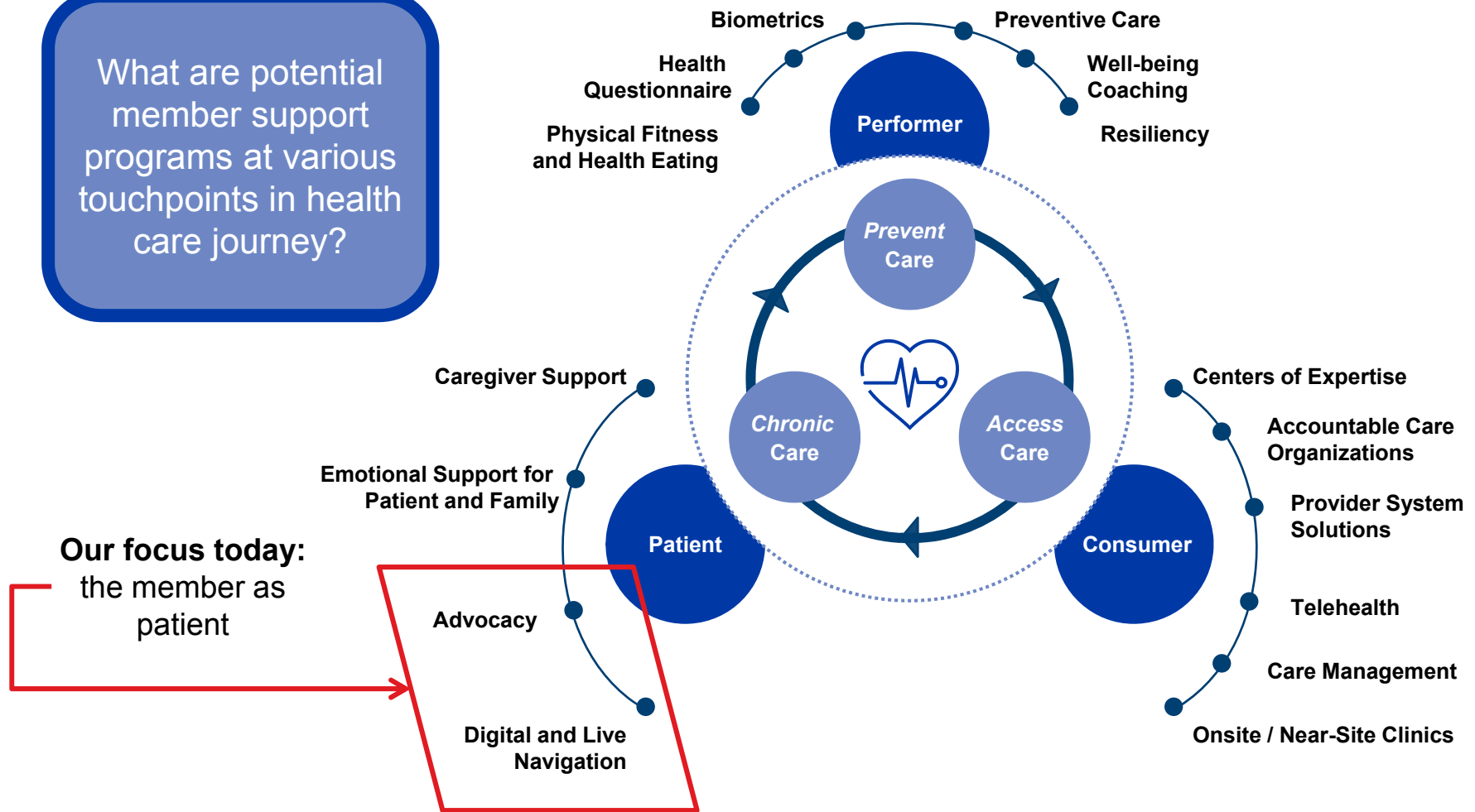
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Prepared by:
Health Solutions



Understanding the Member Experience in the Healthcare System

What are potential member support programs at various touchpoints in health care journey?



Evolution of Care Coordination and Management

2000s

Case Management

- Focused only on high cost claimants
- Provided by the health plan
- Financially focused

2010s

Care Coordination

- Passive disease management programs
- Provided by the health plan or a third-party vendor (with or without an incentive)
- Disease focused

Emerging (2020s)

Population Health Management

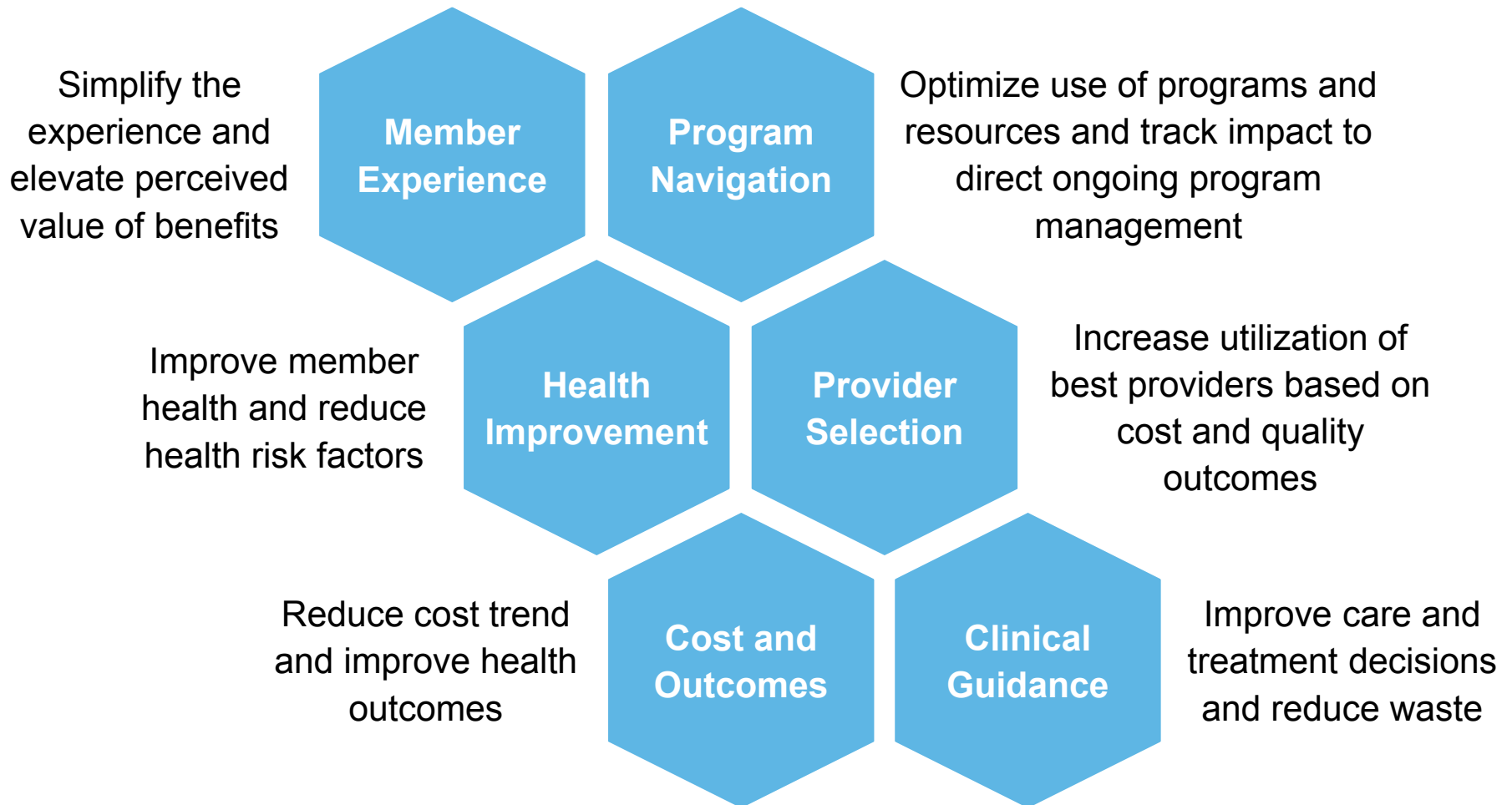
- Holistic care management and coordination
- Provided by the health plan or a third-party vendor
- Individually focused on holistic well-being based on the individuals needs

What is Population Health Management?

- Population Health Management means:
 - Proactive application of strategies and interventions...
 - To defined cohorts of individuals...
 - Across the continuum of health care delivery...
 - In an effort to maintain and/or improve the health of the individuals within the cohort...
 - At the lowest necessary cost

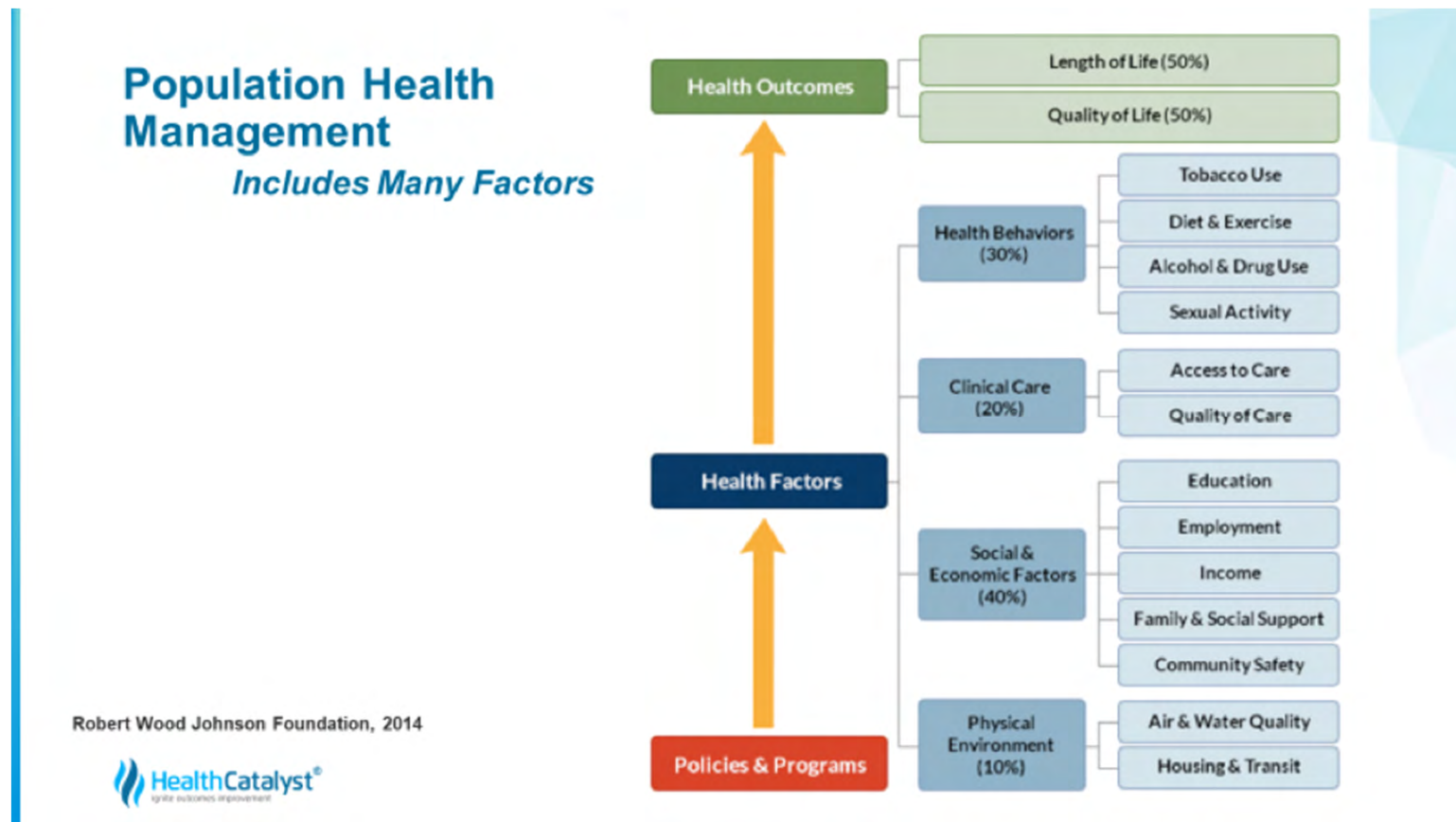
*Care coordination and management is
key to the success of a full spectrum
Population Health Management program.*

What are the Goals of Care Coordination and Management?



Best Practice Care Coordination and Management Programs

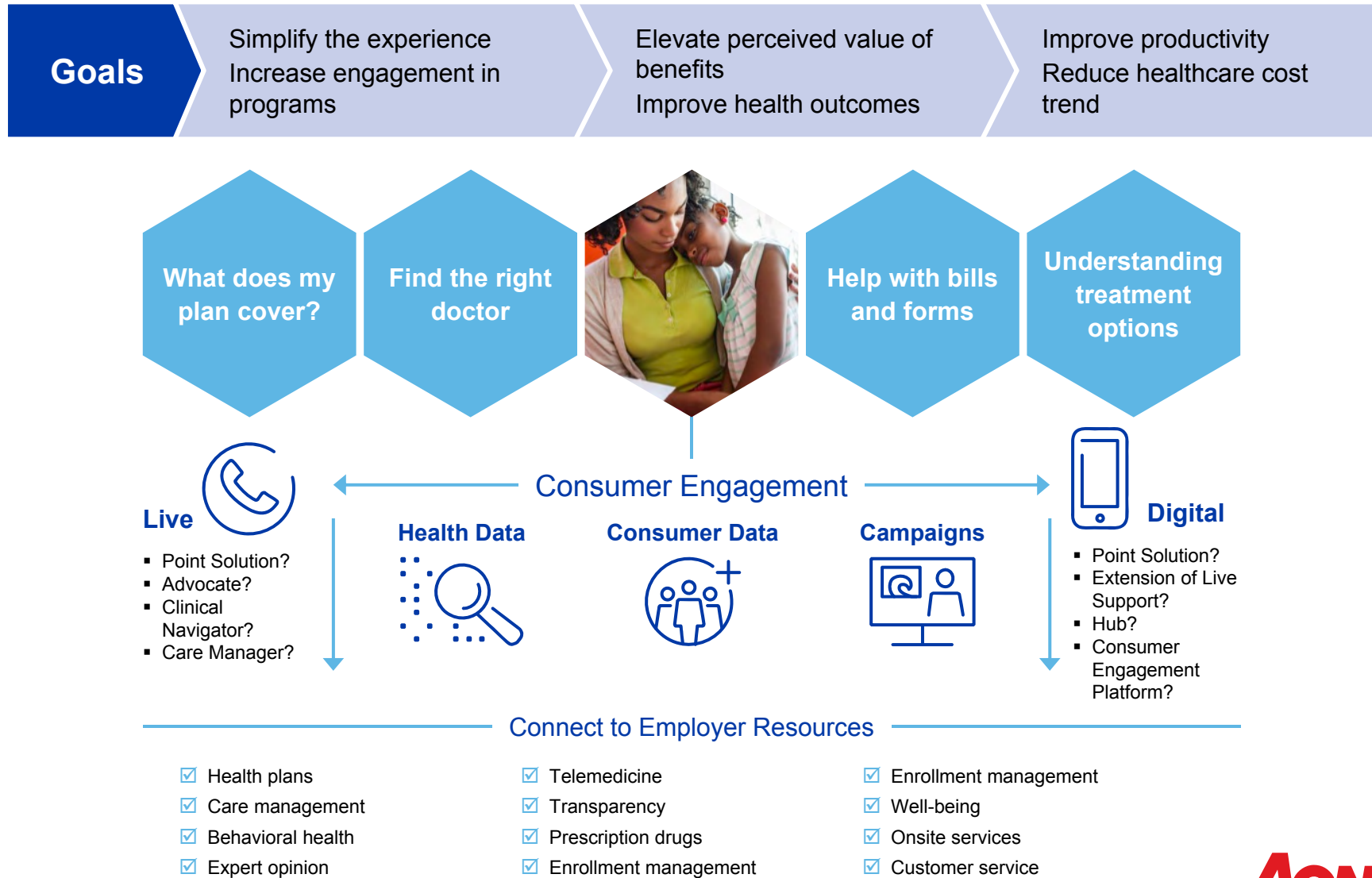
- The ultimate goal of a successful population health management program is to support members in living longer, better lives



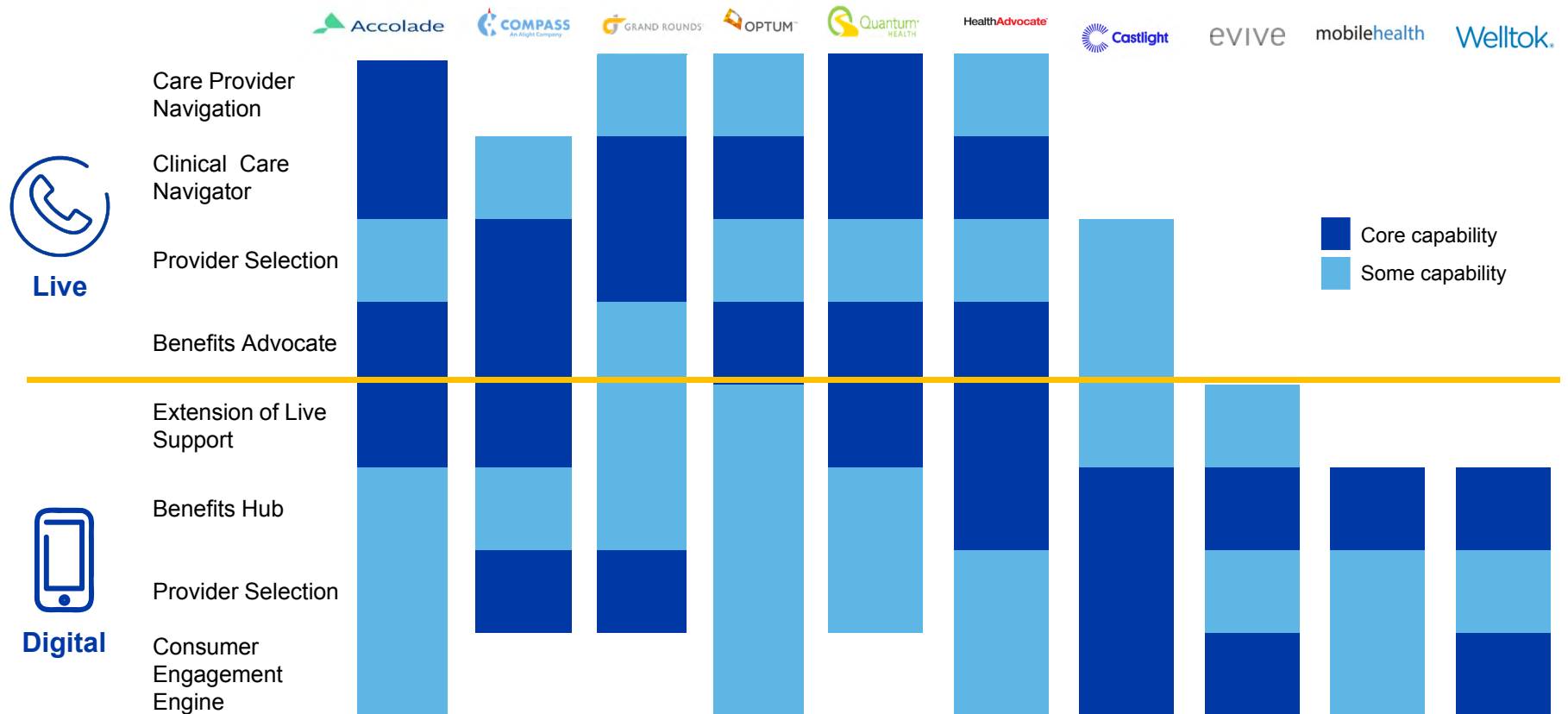
Source: <https://www.healthcatalyst.com/insights/4-population-health-strategies-drive-improvement>

The Continuum:

Live and Digital Care Coordination and Management

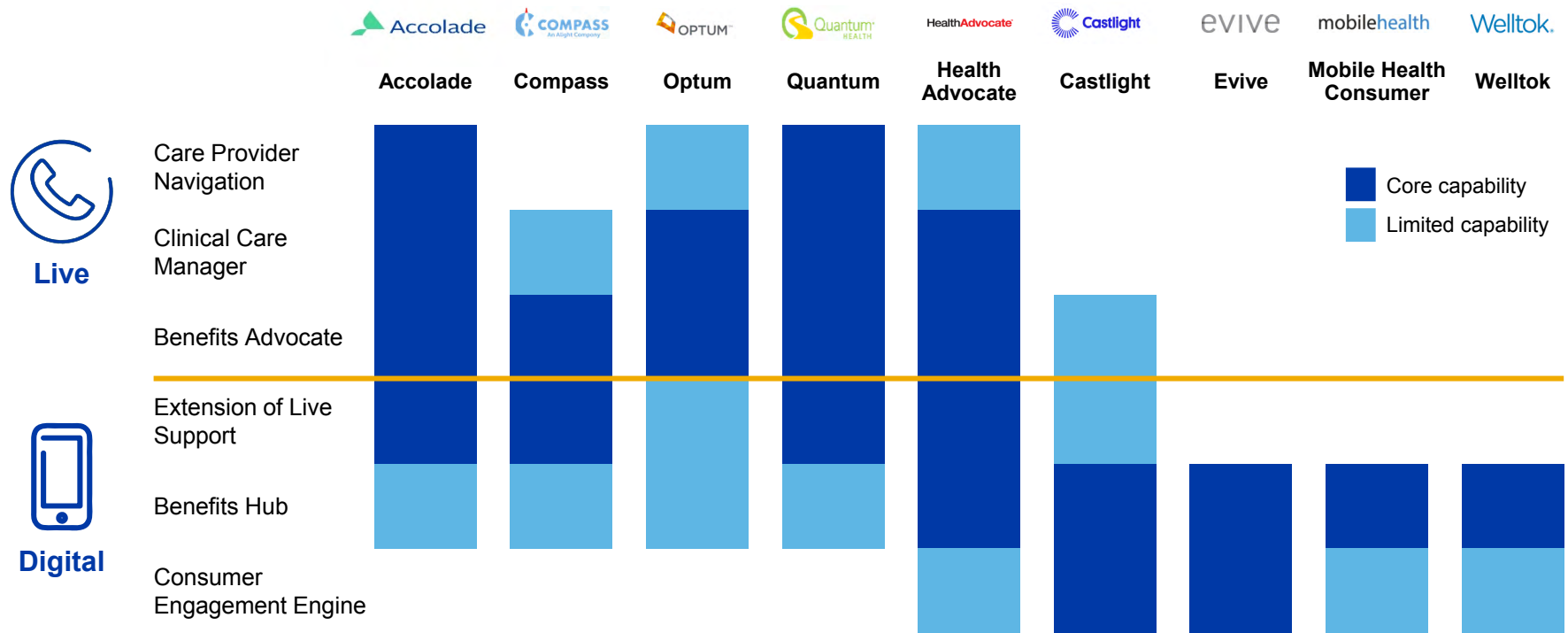


Differentiators Among Care Coordination and Management Vendors



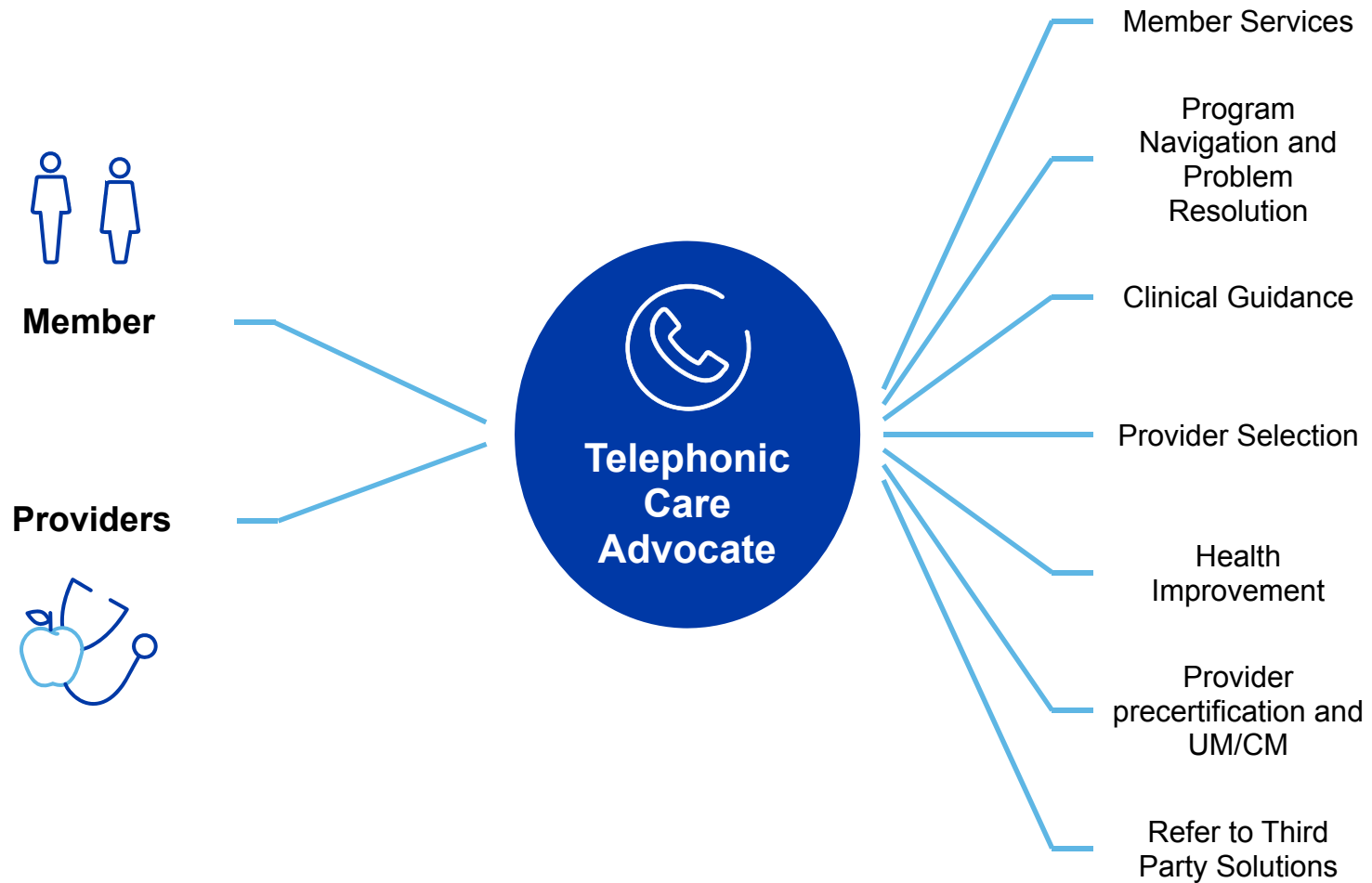
Health plans offer multiple care coordination and management models which vary across the spectrum of live and digital modalities above

Differentiators Among Care Coordination and Management Vendors



Health plans offer multiple care coordination and management models which vary across the spectrum of live and digital modalities above

Care Coordination and Management Example



Employer Framework for Enhancing Care Management

STRATEGIC FRAMEWORK FOR CHANGE

Approach #1

Enhanced Care Management

Health plan driven.
Member focused.
Continue member services.

Approach #2

Facilitated Care Management

Partial carve-out, vendor driven, member / physician focus.
Interface with health plan member services, parts of UM management and vendor ecosystem.

Approach #3

Guided Care Management

Carve-out, vendor driven, member / physician focus.
Replace health plan member services, DM/CM, measuring the outcomes based on specific impactable condition care.
Interface with vendor ecosystem.

Consider various approaches as SFHSS develops the 2022 Request for Proposal.