

Workforce Innovation to Transform Care Delivery: APM Medicaid

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AltaMed

WORK BOLDLY. LIVE BRILLIANTLY.

Primary Care – 25* sites

- Pediatrics
- Senior Care
- Complex Care
- Women's Health
- Family Medicine
- Health Education
- Laboratory
- Radiology Services
- Urgent Care

Dental Care – 11 sites

- Restorative Services
- Preventative Services
- Extractions
- Examinations and X-Rays
- 6 Oral Health Units (Satellite/Portable) – limited scope

Behavioral Health – 16 sites

- Individual Psychosocial Therapy

Mobile Health Clinics – 2 clinics

Youth Services – 1 site

Clinician Home Visit Program

- Four clinical teams serving more than 550 chronically ill patients at home

Pharmacy Services – 11 sites

- Online refills and text reminders
- Price matching
- Same day delivery

HIV Services – 5 sites

- Hepatitis C Treatment
- HIV Prevention and Testing
- Mental Health, Case Management



Onsite Specialty Care*

- *Pediatric:* Neurology, Urology, Dermatology, Gastroenterology, Orthopedics, Ophthalmology, Allergy/Immunology, Cardiology
- *Adult:* Psychiatry, Podiatry, Dermatology, Sports Medicine





\$1.2B budget across the AltaMed Family of Companies



500,000 patients served



Nearly **1 million** annual Primary Care visits in FQHC



34% of patients are uninsured or private pay



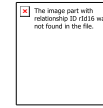
4,200+ employees



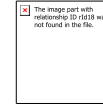
400+ employed providers



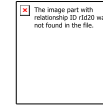
45 Medical Centers



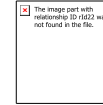
28 hospital contracts



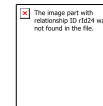
15 Health Plan contracts: All LOB



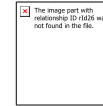
345,000 Managed Care lives



1,800 contracted specialists



200,000+ GLOBAL RISK Medi-Cal



2 COUNTIES: LA and OC

Alternative Payment Model for Medicaid 2024

Transitions from a fee-for service reimbursement to capitation to leverage the entirety of our health delivery system to meet quality and population health outcomes, further accelerating our value-based care transformation

HIGHLIGHTS:

- Value-Based Payment no longer volume based
- Monthly payment per member (PMPM) for Medi-Cal Managed Care Members
- Some visits converted to new modes of care (phone, email, group visits, and video encounters)
- **Care teams (including non-billable providers)**
- Quality payments are at risk
- Management of “Total cost of care “

BENEFITS:

Clinic
Partnership



Enhanced
People
Experience



Improved
Support



Understand
Patient
Perception



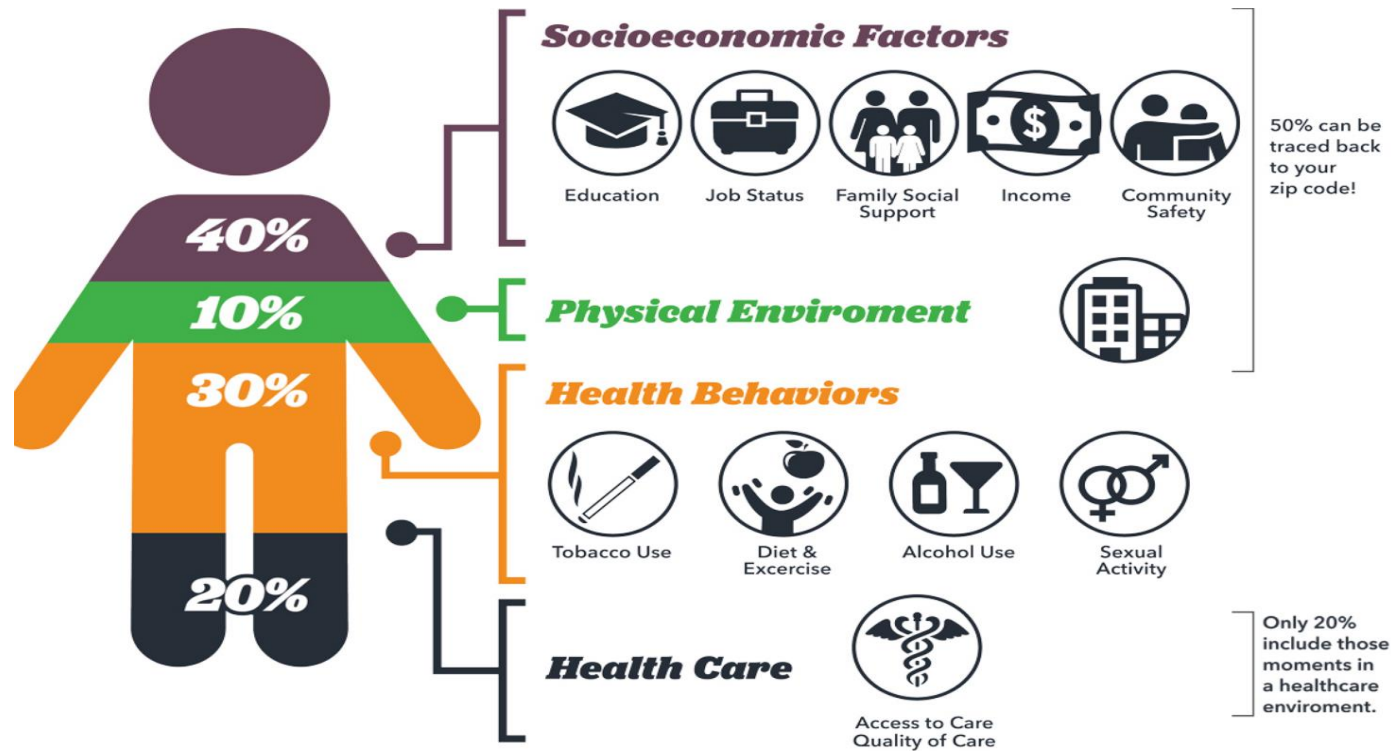
Cost Savings



Risk Factors outside our walls: SDOH

INCREASED TOTAL COST OF CARE:

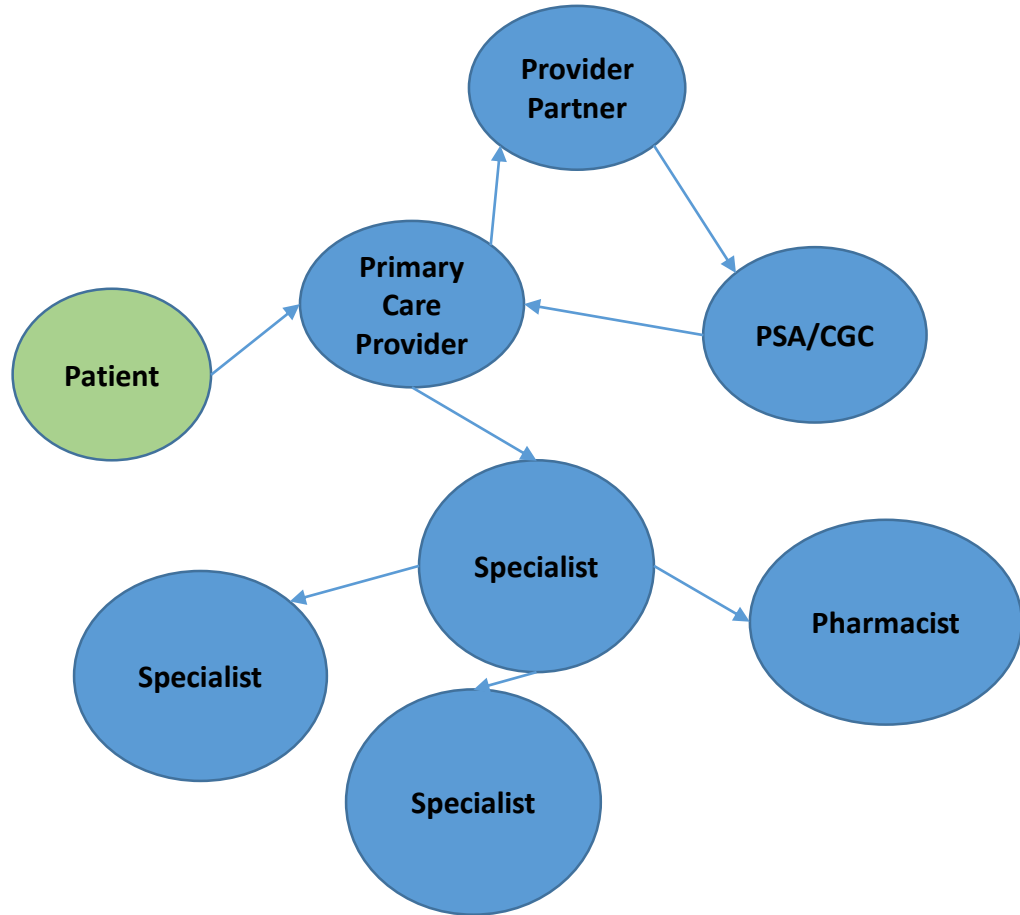
- INCREASED ED UTILIZATION
- INCREASED CHRONIC DISEASES;
 - 150% COPD
 - 120% Depression
 - 50% HTN
 - 50% DIABETES



Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

Old Model of Care:

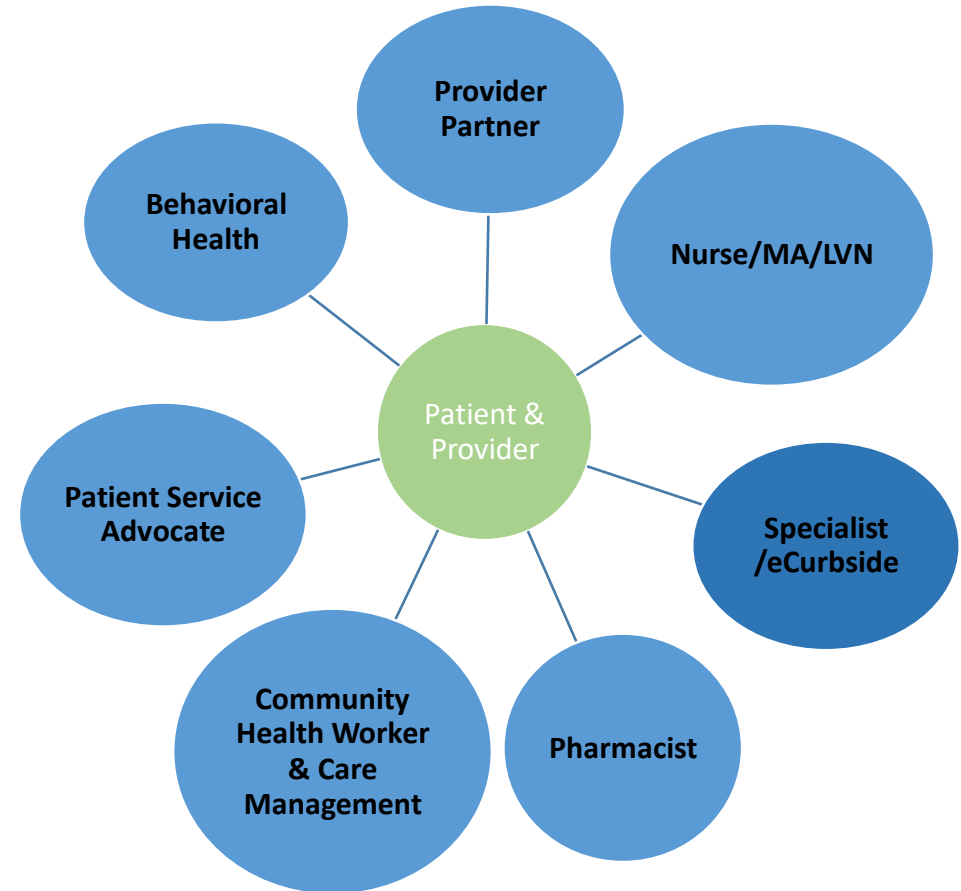
One Doc, One patient



Clinics and providers do things slightly differently which doesn't ensure patients have the best experience anywhere they go to seek care. Care is not coordinated among clinical staff.

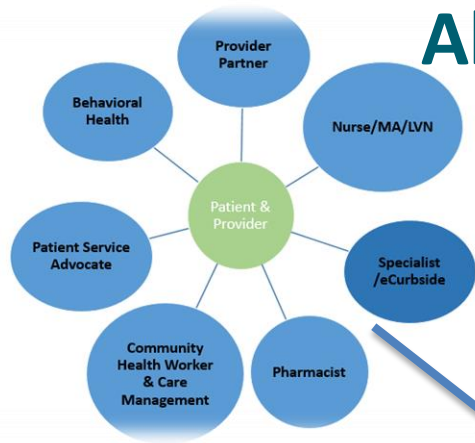
AltaMed Care Model:

Team-Based Care



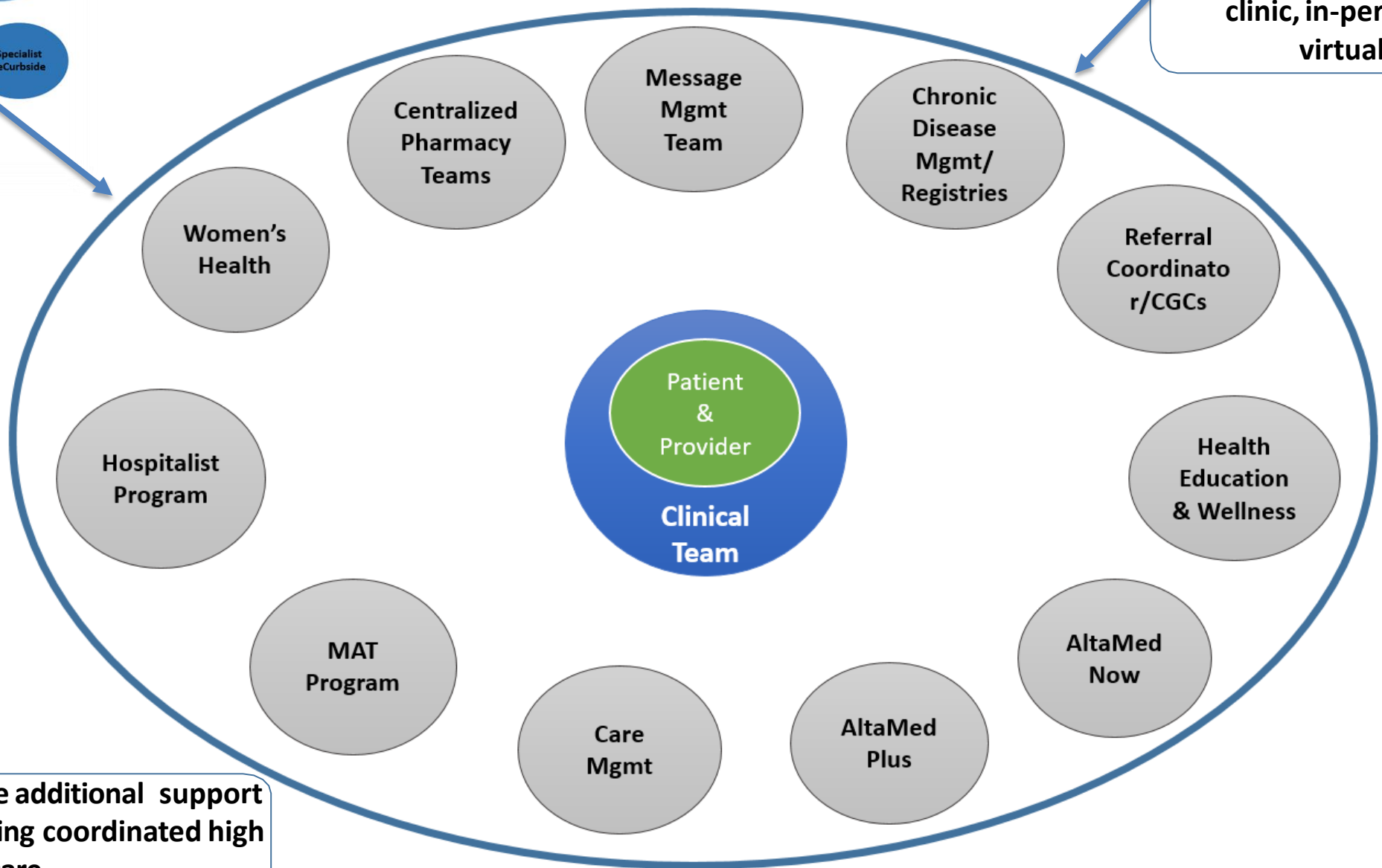
The entire care team works together to ensure the needs of the patient and family are the first priority and care is coordinated by the provider. Team based care is applied to all AltaMed services: adult care, pediatrics, women's health, senior care/PACE, HIV/DVL, Dental. Specific roles may change based on population served.

AltaMed Team Based Population Care Model



Teams in grey assist patients and clinic teams in providing care inside and outside of the clinic, in-person and virtually.

- Enabling Services
- Quality & Pop Health
- Patient Access
- HIMs
- Strategic Analytics
- Business Ops
- Patient Safety
- Medical Staff



Enabling services provide additional support for clinic teams in delivering coordinated high quality care.

Care Model Comparison: Workforce Additions

Old Care Model	<i>New</i> Care Model
✓ Provider	✓ Provider
✓ Provider Partner	✓ Provider Partner
✓ Patient Service Advocate	✓ Patient Service Advocate
✓ Radiology Tech	✓ Radiology Tech
✓ Behavioral Health	✓ Behavioral Health
✓ Pharmacy	✓ Pharmacy
✓ Health Education & Wellness	✓ Health Education & Wellness
✓ Care Gap Coordinator	✓ Care Gap Coordinator
<ul style="list-style-type: none"> ❖ RISK STRATIFICATION ❖ CARE MANAGEMENT ❖ DISEASE MANGEMENT ❖ MEDICATION MANAGEMENT ❖ HELP WITH: FOOD ; TRANSPORT: HOUSING; INITIMATE PARTNER VIOLENCE ❖ ABNORMAL TEST MANAGEMENT ❖ REFERRALS And SPECIALITY CARE ❖ TRANSITIONS OF CARE 	<i>All of the above services plus the following:</i>
	✓ <i>Clinical Pharmacy</i>
	✓ <i>Community Health Workers</i>
	✓ <i>Nursing Care Management</i>
	✓ <i>Referral Coordinators</i>
	✓ <i>Specialty Care/Services (OB/GYN, Cardiology, Psychiatry, Sports Medicine)</i>
	✓ <i>Complex Care Teams (Transitions of Care)</i>
	✓ <i>Clinical Registries</i>
	✓ <i>Nursing Visits for Telehealth follow-up</i>
	<ul style="list-style-type: none"> ✓ <i>RN Clinic</i> ✓ <i>Social Work</i>

- **CHLA Pediatric Residency Program:** Residents spend three years with CHLA, and gains experience in a community health setting with the AltaMed General Pediatrics Clinic. CHLA currently has 106 residents through this program.
- **Family Medicine Residency Program:** Launched in partnership with White Memorial Hospital in 2020. Each cohort of six residents sees up to 2,500 patients per year in a community health care setting.
- **Primary Care Leadership Program:** Every summer, AltaMed hosts medical students and graduate-level nursing and physician assistant students for six weeks, to study our patients' biggest barriers to health and offer solutions to unmet needs.
- **AltaMed Nurse Practitioner Fellowship** program provides one year of postgraduate training in managing patient panels to three newly graduated family nurse practitioners at our Huntington Park clinic.
- **AltaMed Clinical Experience Program:** An elective rotation opportunity for primary care resident physicians, in partnership with the White Memorial Family Medicine Residency Program. Residents focus on chronic disease management, HIV prevention services, PACE, medical-dental integration, and the social determinants of health.
- **AltaMed Health Careers Opportunity Program:** Launched in 2019, in partnership with the Charles R. Drew University of Medicine and Science. Each summer, the six-week CDU-AltaMed HCOP Academy helps up to 25 high school and undergraduate students prepare for careers in health care professions.
- **AltaMed Health Fellowship:** Since 2016, we have provided college-level students and recent graduates with experience in supporting health care industry roles, in areas like Communications, Government Relations, and Health Education.
- **AltaMed MA to LVN to RN to BSN Program**

HOPE...

JA 64 y Hispanic Male / Medi-Cal Managed Care



Reason for visit: Uncontrolled Diabetes
“I cannot see “!

Meds: Pills and Insulin (4 Shots a day)

Labs : HbA1c: 14 (goal <8)

Preventive Care:

Declined Immunizations

Cannot do Colorectal Cancer Screening- Vision

**CARE TEAM: REFERRAL COORDINATOR, CHW &
CLINICAL PHARMACIST**

AltaMed

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