Achieving Accountability for Health and Health Care

Getting to Value Conference: Building Consensus on Shared Accountability and Population Health in Ohio

December 2014

Presentation by

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President & CEO, ICSI
Objectives

• Compare and contrast health and health care, and population medicine and population health
• Discuss the Triple Aim and the case for health as the business of health care.
• Demonstrate *Going Beyond Clinical Walls*
• Illustrate components of trust
Clinical Story

85-year-old male with a history of chronic heart failure, diabetes, depression, early stage dementia, hypertension, and COPD, who has been hospitalized three times earlier in the year....
What is health?

What is health care?
## Mirror Mirror on the Wall, 2014 Update:
How the US Health Care System Compares Internationally — Commonwealth Report

### Exhibit ES-1. Overall Ranking

<table>
<thead>
<tr>
<th>Country</th>
<th>AUS</th>
<th>CAN</th>
<th>FRA</th>
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<th>NETH</th>
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<th>SWE</th>
<th>SWI</th>
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<td>Health Expenditures/Capita, 2011**</td>
<td>$3,800</td>
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Notes: *Includes ties. **Expenditures shown in $US PPP (purchasing power parity); Australian $ data are from 2010. Source: Calculated by The Commonwealth Fund based on 2011 International Health Policy Survey of Sicker Adults; 2012 International Health Policy Survey of Primary Care Physicians; 2013 International Health Policy Survey; Commonwealth Fund National Scorecard 2011; World Health Organization; and Organization for Economic Cooperation and Development, OECD Health Data, 2013 (Paris: OECD, Nov. 2013).
Trends in Minnesota Health Care Spending and Rate of Growth

Source: MDH Health Economics Program
Targeting the Triple Aim*

• Improve population health

• Improve patient experience care, including quality

• Improve affordability by decreasing per capita costs

# Population Medicine & Population Health

## Population Medicine
- Patients in a clinic/hospital OR “attributed patients”
- Focused on problem solving and care
- May or may not use resources outside the clinical walls
- Influenced by place and the social determinants of health

## Population Health
- People in a geographic area OR an “attributed” group
- Focused on well-being and functionality, includes care
- Uses resources outside clinical walls
- Influenced by place and the social determinants of health
What Makes Us Healthy

Population Health

Physical Environment
Environmental quality
Built environment

Socio-Economic Factors
Education
Employment
Income
Family/social support
Community safety

Health Care
Access to care
Quality of care

Health Behaviors
Tobacco use
Diet & exercise
Alcohol use
Unsafe sex

Source: Authors’ analysis and adaptation from the University of Wisconsin
Death Spiral
New Imperative

Perspective

What Business Are We In? The Emergence of Health as the Business of Health Care

David A. Asch, M.D., M.B.A., and Kevin G. Volpp, M.D., Ph.D.
Building Accountable Health Communities for Accountable Care

Community Reinforcing Loop

ACO: Accountable Care Organization

Portion of shared savings and/or other dollars

ACO with improved health outcomes at lower costs

AHCo for improved population health

Investments in determinants of health

AHCo: Accountable Health Community

Going Beyond Clinical Walls

Sponsored by funding from the Robert Wood Johnson Foundation;
www.icsi.org/beyondclinicalwalls
Going Beyond Clinical Walls: 
Hats Matter
Clinical Story

85-year-old male with a history of chronic heart failure, diabetes, depression, early stage dementia, hypertension, and COPD, who has been hospitalized three times earlier in the year....

• MN Day Services center two days per week
  ➢ Health monitoring, socializes and eats a nutritious meal
  ➢ Exercises twice a week at the YMCA.
• No subsequent hospitalizations.
• Increased strength and balance - -put his cane away - -new lease on life.
Trust
Trust is Essential

• What is trust?
• What does it look like to you?
Adapted from Faith Ralston and *Play Your Best Hand*, 2009
5 Trust Factors

1. Caring: Do I trust this person or group to actively care about my well-being and look out for my needs?

2. Commitment: Do I trust this person or group to do what they say and keep their commitments?

3. Communication: Do I trust this person or group to communicate in a timely and accurate manner?

4. Competence: Do I trust this person or group to have the essential knowledge and skills required for success.

5. Conflict Resolution: Do I trust this person or group to address concerns and resolve them in a mutually respectful way?
Trust is Essential

• Where is one place that if you built greater trust, it would radically improve performance and experience?
Leadership for the Triple Aim

- See the big picture
- Communicate WHY change is needed
- Create tables for diverse stakeholders with shared language and measurement
- Build trust
- Align systems & incentives
- Hold new conversations