

Building a Relationship to Positively Impact Patient Care

NAACOS Fall 2021 Conference | September 30, 2021

Tom Boggs, Bridges Health Partners
Dr. Greg Gadbois, naviHealth



Building a Relationship to Positively Impact Patient Care



Tom Boggs
President
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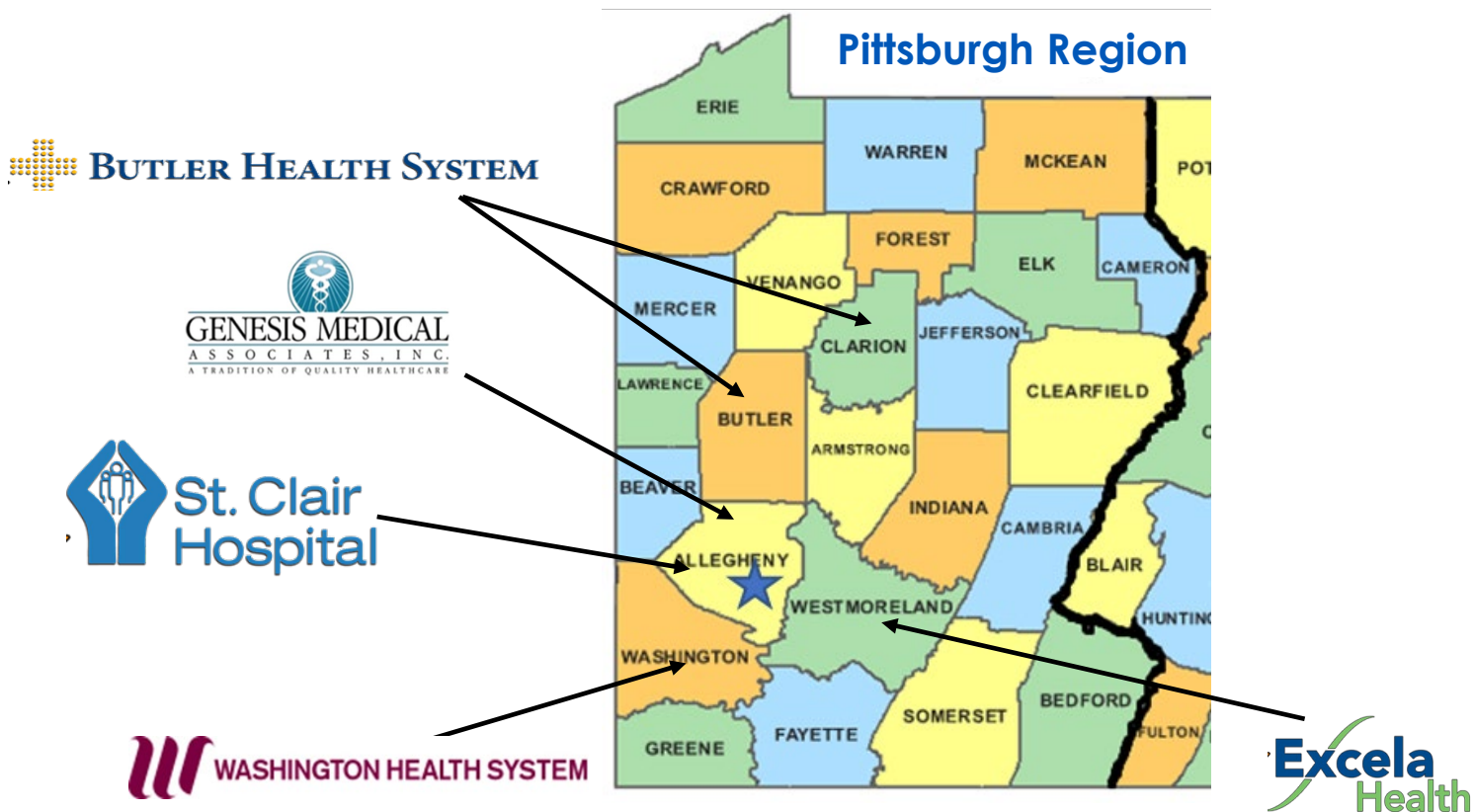


Dr. Greg Gadbois
Executive Medical Director
naviHealth

Organizational Overview: BRIDGES HEALTH PARTNERS

Best Together....

A strategic asset that provides enhanced market relevance & scale for population health and cost reduction opportunities.



Regional Footprint

4 Health System Founding Members located in Pittsburgh Region
(1,000+ Physicians)

- **100+** Primary Care Access Points
- **≈100,000** Contracted Lives
- **≈\$650M** Medical Spend Managed
- CMS Track 1+ ACO* Participation since **2018**

Bridges has earned shared savings in the MSSP ACO Program in all 3 years of participation (2018 – 2020).

*Downside Risk; Qualifies as Advanced Alternative Payment Model (A-APM)

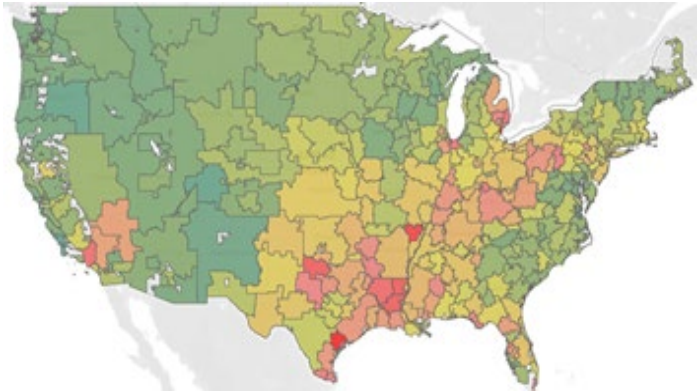
Creating a Sense of Urgency

Prior to entry into Track 1+ ACO Program in 2018, Bridges identified post-acute care (SNF) value as a critical success factor.

- 1 **CMS Track 1+ ACO**
Downside Risk Exposure >\$3M



- 2 **Overbedded;** overuse of skilled nursing facility resources in the Pittsburgh Region



Dartmouth Atlas Project*
Pittsburgh Hospital Referral Region (HRR) identified as **top decile nationally for SNF Use** (circa 2017)

Bridges Journey with naviHealth

After extensive build-buy assessment and due diligence, Bridges executed a partnership with naviHealth in early 2018...



Initial Goals

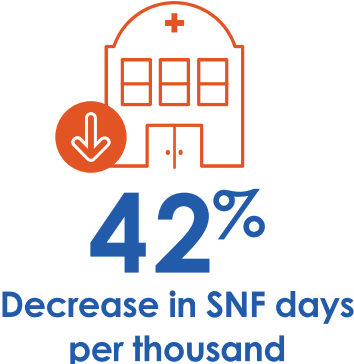
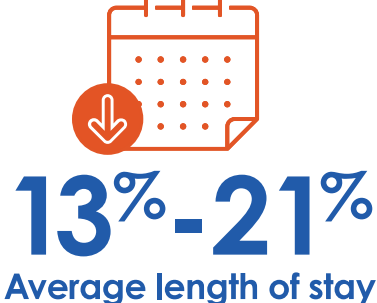
- Improve Post-Acute Care Value (Outcomes)
- Develop High-Performing SNF Network
- Right care, Right Place, Right Time
- Socialize Model and Build Relationships
- Mitigate Loss Potential in at-risk scenario

Why naviHealth?

- Proven Track Record
- Care Delivery Model
- Superior Technology
- Existing Market Relationships
- Willingness to Put "Skin in the Game"

Key Outcomes for Bridges ACO Population

Thoughtful operationalization along with continuous improvement are keys to sustained success.



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Guiding the Way®



PAC Management: naviHealth's integrated clinical delivery model

naviHealth's "Smart-Touch, Smart-Tech" model drives the key success factors required to optimize the use of PAC services

1

In-Market Care Coordinators



2

Proprietary Technology



3

Integration with Existing Care Resources



naviHealth “Smart-Touch”


Inpatient Care Coordinators (ICCs)



- In acute facilities, working “upstream”
- Develops relationship/trust with acute staff
- Help with finding most appropriate 1st PAC setting
- Also help with LOS – “Setting the stage” for the patient’s expectations



Subacute Inpatient Care Coordinators (SICCs)



- Leverages the Predict tool to optimize patient’s success
- Very involved in weekly IDT meetings
- Identifies high risk patients and refers them to ACO CM team

Continuity of Care Form (COC)

Care Transition Success

- Thorough summary of the SNF stay
- Identifies potential post-discharge risks
- Work with ACO to determine distribution list
- Who gets a COC done?
 - SICC – 100% of patients in SNF
 - ICC – 30-50% of patients in acute

Key Takeaways

- 1 PAC can be a significant source of quality improvement and savings for ACOs
- 2 Identify opportunities and align goals with prospective partner
- 3 Know your organization's capabilities and risk tolerance



Questions?

Thank You.

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