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Innovations: The New Provider Partnership

PADSA Conference

Hershey, PA

4/26/18

Centene Overview



WHO WE ARE



St. Louis

based company founded in
Milwaukee in 1984

33,700 employees

#66

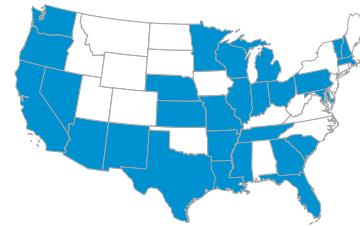
on the
Fortune 500 list

#19

on Fortune's
Change the World List

~300 Product / Market Solutions

WHAT WE DO



28 states

with government sponsored
healthcare programs

Medicaid
(24 states)

Marketplace
(13 States)

Medicare
(13 States)

Correctional
(8 States)



2 international markets

12.2 million participants

includes 2.8 million TRICARE eligibles

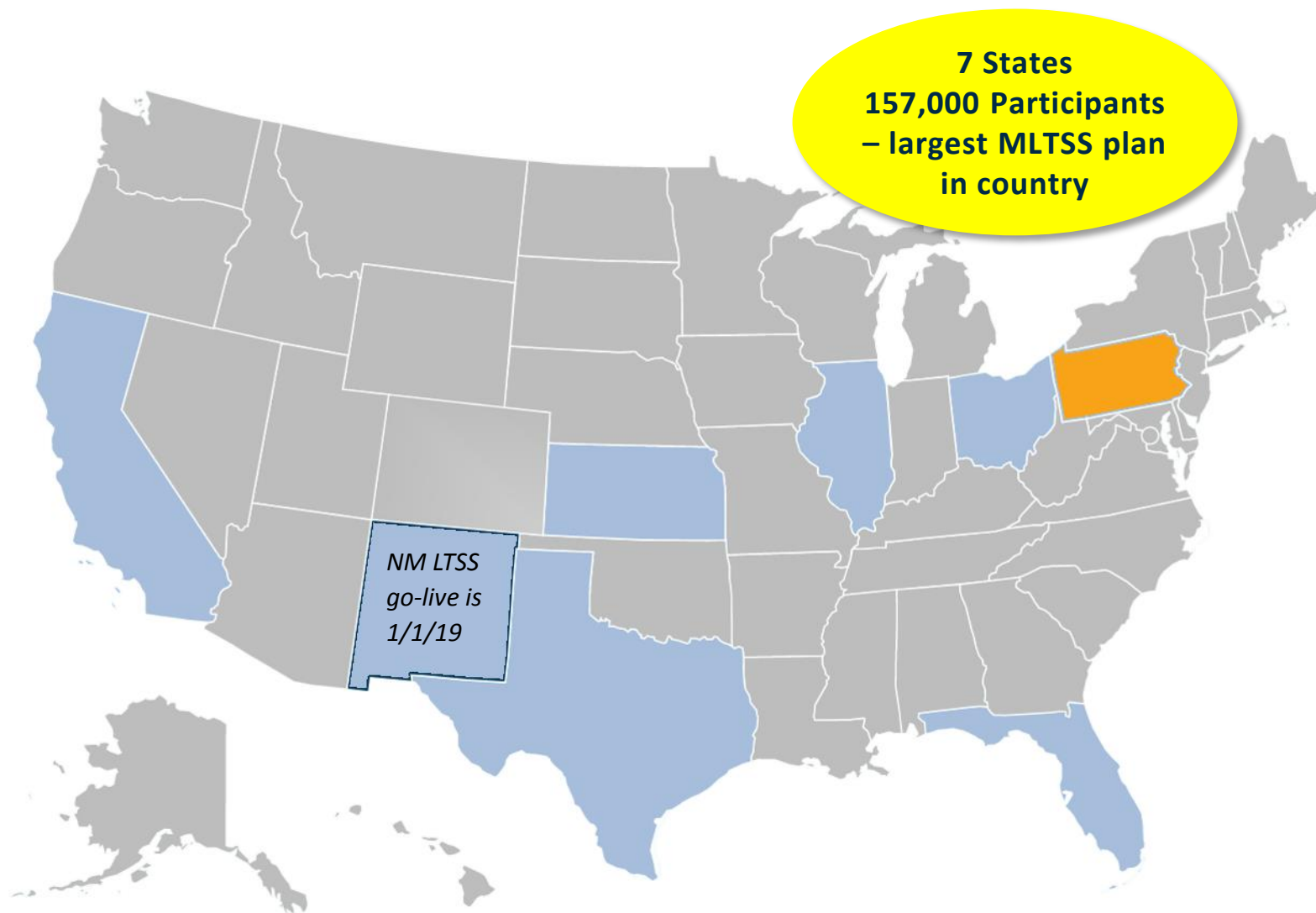
Centene Overview

Long-Term Services and Supports



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Centene's Purpose



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Transforming the health of the community one person at a time

OUR MISSION

Better health outcomes at lower costs

OUR BRAND PILLARS

Focus on individuals + Active Local Involvement + Whole Health

OUR BELIEFS

- We believe in treating the whole person, not just the physical body.
- We believe treating people with kindness, respect and dignity empowers healthy decisions.
- We believe we have a responsibility to remove barriers and make it simple to get well, stay well and be well.
- We believe local partnerships enables meaningful, accessible healthcare.
- We believe healthier individuals create more vibrant families and communities.

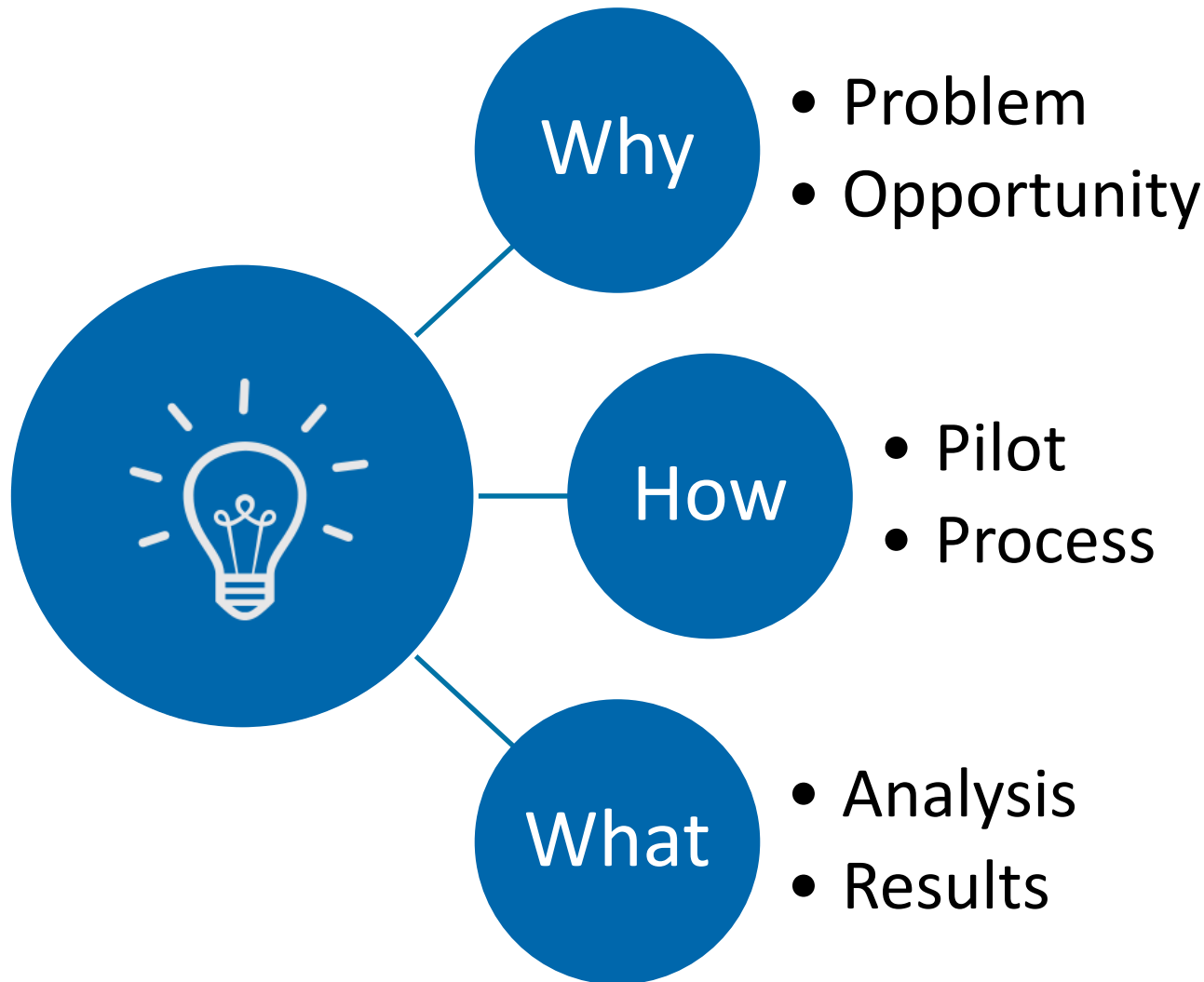
Innovation Primer

Introduction



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Current Innovations

Palliative Care Pilot



- Just over 1/3 of Americans have advance directives
- 7 out of 10 Americans say they would prefer to die at home

Identify Those in Need



- Course of visits from palliative RN's



- Provide participant supports



Hypothesis:

- Improved Quality of Life
- Lower emergency department utilization
- Lower hospitalization

Current Innovations

Medication Adherence



- Historically, people with cardiovascular disease have poor medication adherence
- Diabetes medication adherence is a quality withhold measure in dual demonstration programs in other states



- Pre-packages all pills for set times of day
- Eliminates need for pre-pour visit
- Sends alerts to participant and service coordinator
- Focus on Congestive Heart Failure, Hypertension, Diabetes, Hyperlipidemia

Hypothesis

- Lower emergency department utilization / hospitalization
- Lower costs on pre-pours

Current Innovations

Passive Sensors



- Most people prefer to stay in their own home
- CMS and States incentivizing rebalancing



- Sensors track daily activities (bathroom, kitchen, bedroom use)
- Develops an individualized baseline of normal



- Service coordinator alerted to changes from baseline
- Intervenes to keep participant in home setting

Hypothesis:

- Fewer hospitalizations
- Lower institutionalization

Areas of Interest

Alzheimer's



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- Today, 5.7 million Americans are living with Alzheimer's; projected at 14 million by 2050
- People with Alzheimer's or other dementias make up a large proportion of all older adults who receive adult day services and nursing home care

Areas of Interest

Caregiver Supports



- Informal caregivers taking care of participants with functional or cognitive limitations lack support
- Caregiver burnout may impact the participants' ability to remain living at home, within their community
- Caregiver burnout may decrease the participants' quality of life

Areas of Interest

Fall Prevention



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- 1 in 4 of all older adults aged 65+ fall every year
- Falls are the leading cause of fatal and non-fatal injury for older adults
- 2.8 million injuries treated in emergency department
 - 800,000 hospitalizations
 - 27,000 deaths

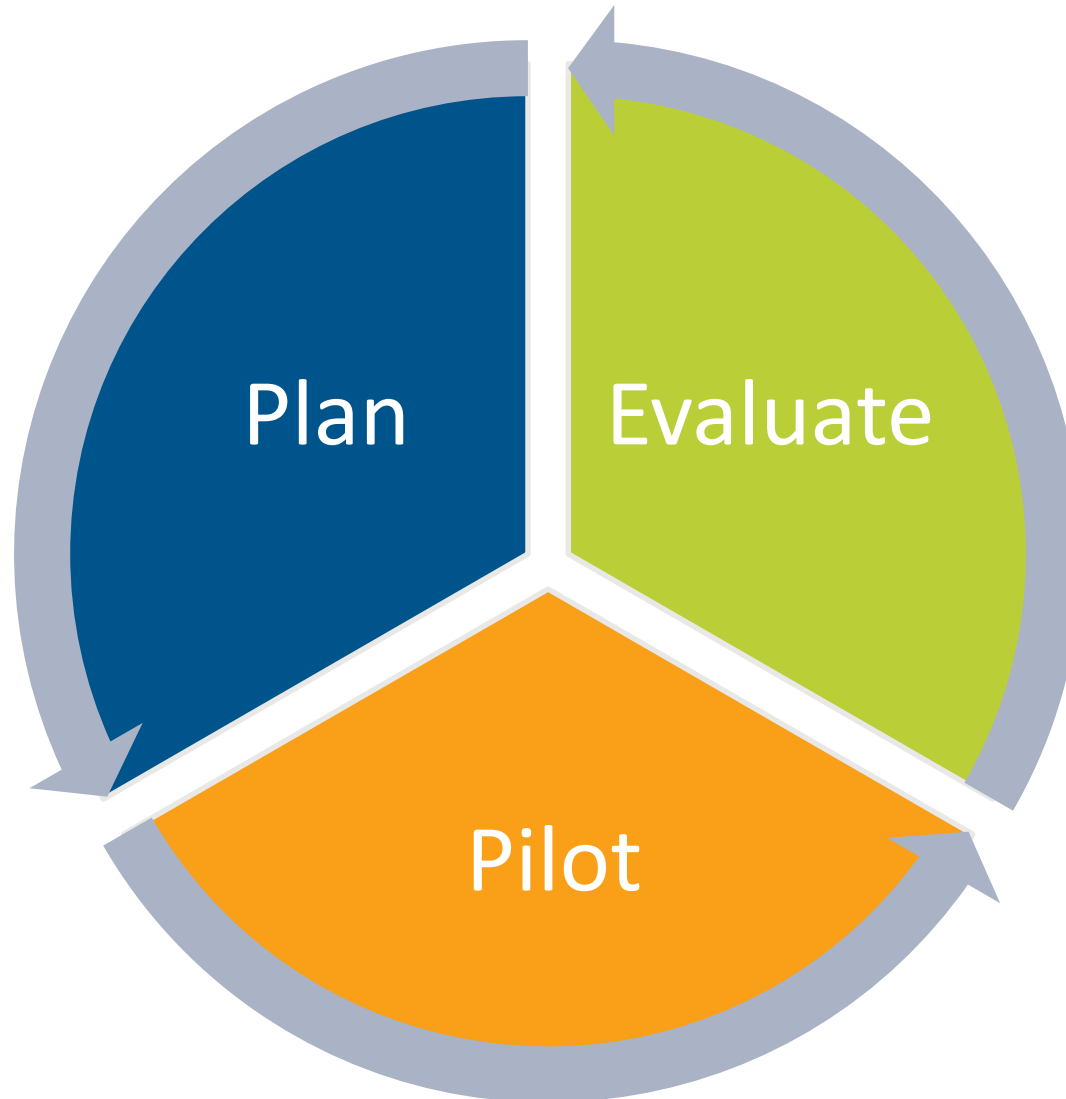
Innovation Process

Overview



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Innovation Process

Plan



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Research

- Business Case

Objectives

- Project Scope

Project Charter

Approach

- Pilot Description

Success Criteria

- Define Metrics

Innovation Process

Metric Types



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Types of Metrics and Data

Outcome Measure

Overall Performance

- Clinical Outcomes
- Financial Outcomes

Process Measure

Part / Step Performance

- Time to complete tasks

Balance Measure

Outcomes Across Enterprise

- Impact on other areas

Quantitative Data

Measurable and expressed numerically

- Conclusive and objective
- Statistical and structured

Qualitative Data

Based on attributes and properties

- Exploratory and subjective
- Non-statistical and unstructured

Innovation Process

Metric Framework



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OUTCOME	INDICATOR	DATA SOURCE	DATA COLLECTION METHOD
What is your desired outcome?	How will you indicate whether or not the desired outcome was achieved?	What is your data source for all variables in the indicator bucket?	How will you obtain this data?

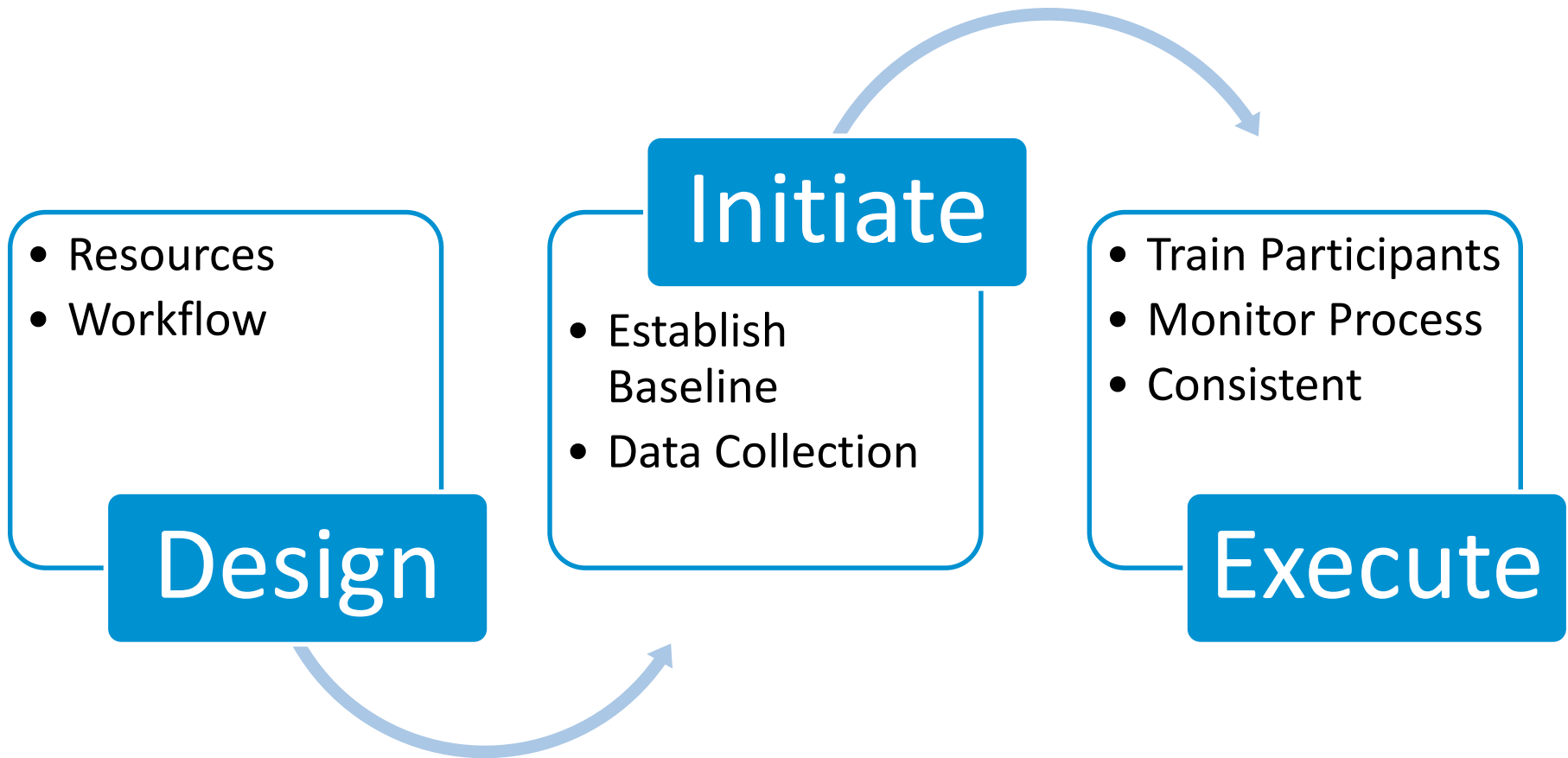
Innovation Process

Pilot



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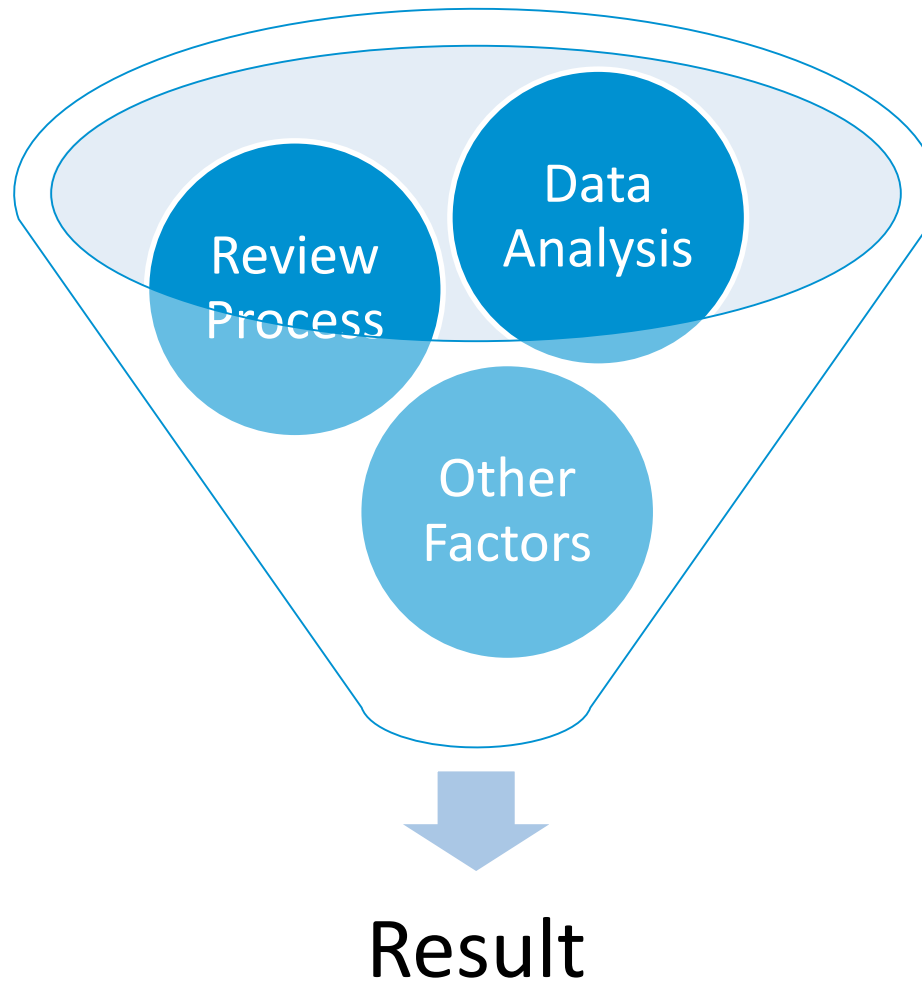


Innovation Process

Evaluate



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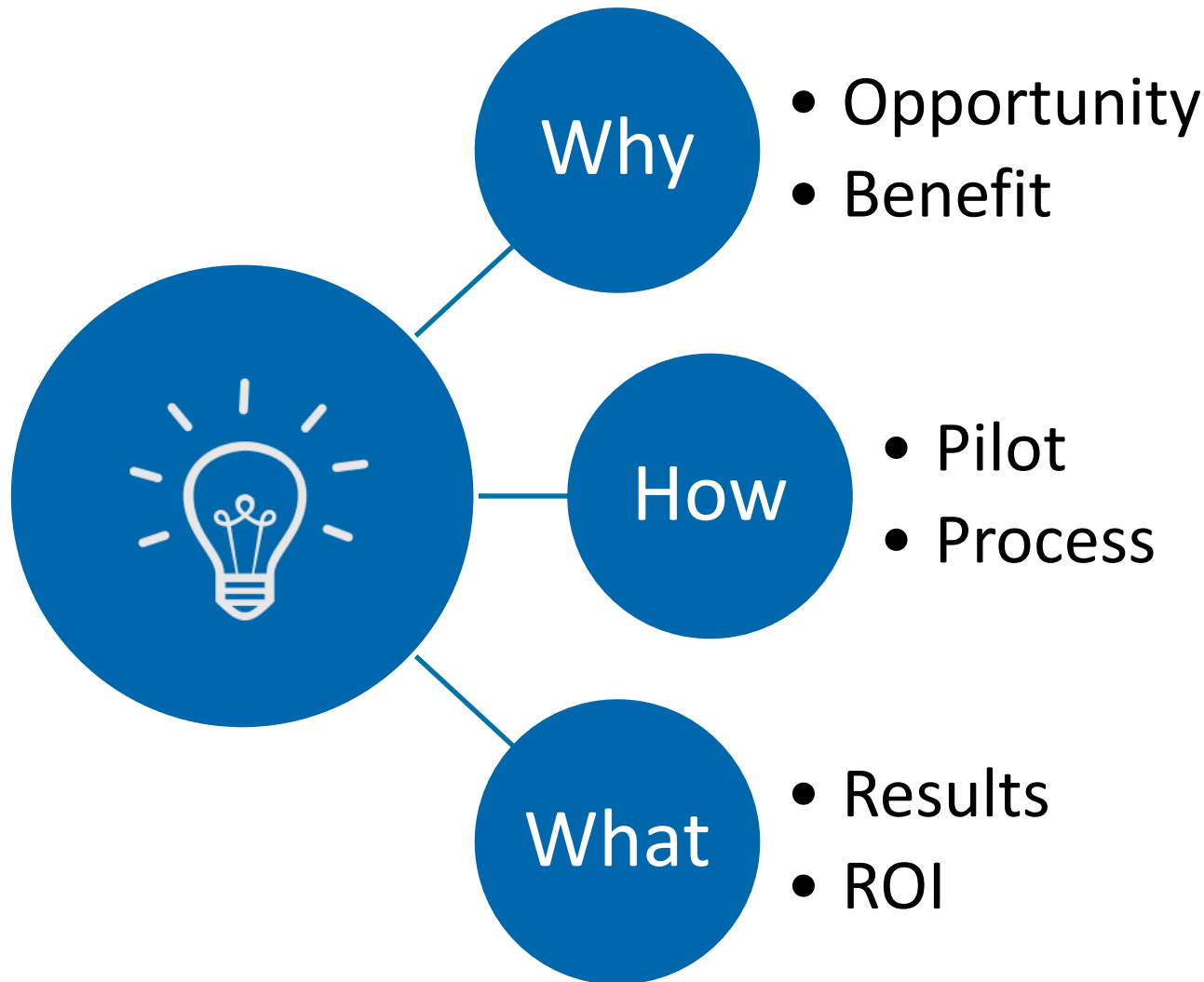
Innovation Process

The Pitch



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Conclusions



- Use rigorous processes when piloting ideas
- Create success metrics
 - Outcome Measures
 - Process Measures
 - Balance Measures
- Get creative when searching for resources
- Let your ideas and results shine
- **Don't give up!**

Questions?



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