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Informing Care Coordination Strategies

Interim findings from the MN care coordination effectiveness study

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Disclosure

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Agenda



What is
MNCARES?



What are we
learning about care
coordination?



What do patients
say about care
coordination?



What do care
coordinators say?



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What is MNCARES?

Minnesota care coordination effectiveness study

About care coordination

- About 400 of 700 primary clinics are certified as Health Care Homes
- Care coordination for complex high-cost patients is 1 of 5 required standards
- Systematic reviews of care coordination studies show benefits for some patients, but we don't really know:
 - Which coordination strategies are best?
 - For whom?
- Two approaches to care coordination

5 Health Care Homes Standards



Collaborating partners

Certified Health Care Home Clinics



HealthPartners® Institute



MN Community
MEASUREMENT

Payor Organizations

Blue Cross Blue Shield of MN

Medica

MN Dept. Human Services

UCare

HealthPartners

Patients

Multiple national expert consultants



Study aims

1

To compare patient outcomes for two models of care coordination:
medical/nursing
vs.
medical/social

2

To identify the key components of both models that are associated with better outcomes

3

To explore how organizational, community, care process, and patient factors explain differences in outcomes

Comparators: medical/nursing vs. medical/social

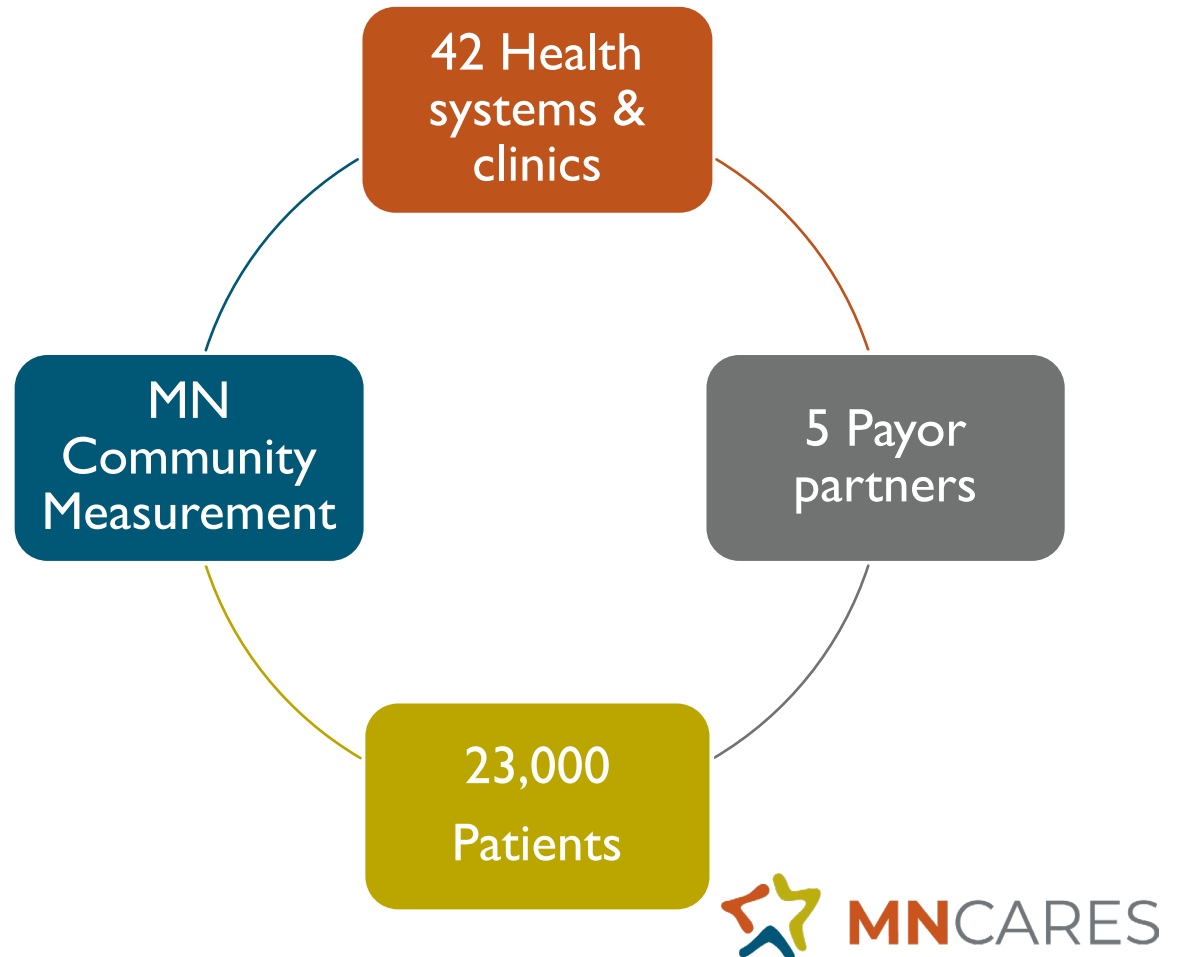
The 3 criteria for the **Medical/Social** model are:

1. At least one social worker (licensed or not) is part of the care team at the clinic, and
2. The social worker is responsible for assessing and coordinating social services for care coordination patients at the clinic, and
3. The social worker routinely interacts with care coordinated patients as well as their clinicians

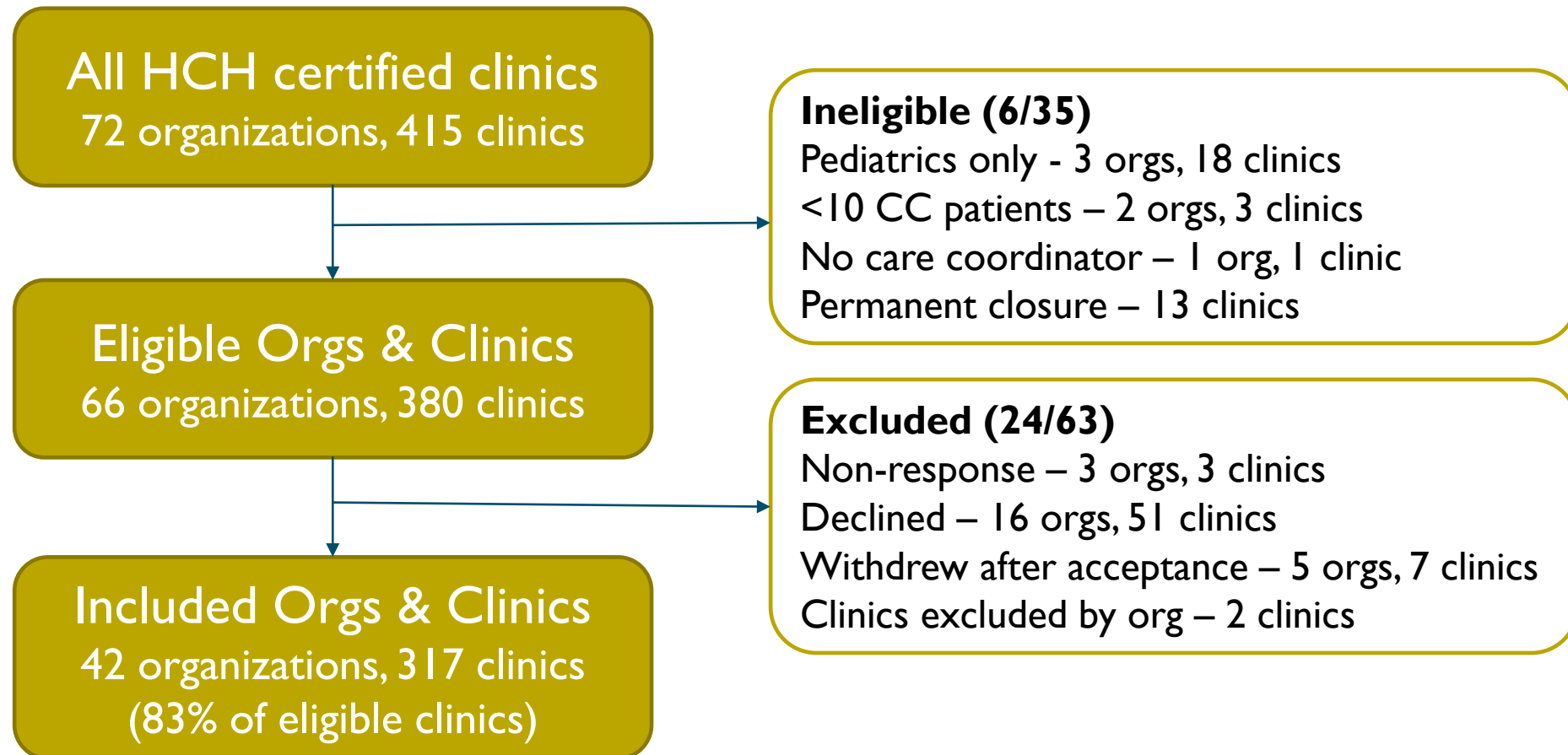
Clinics that do not satisfy every part of this definition are considered to be using the **Medical/Nursing** model.

Study outcomes and data sources

- Patient EHR data (Clinics)
- Care Quality (MNCM)
- Health Care Utilization (Payors)
- Patient-Reported Outcomes (Patient Surveys)



Care system/clinic recruitment (fall 2020)



By the end
of the study,
we hope to be
able to tell you

Which approach to care coordination improves care quality, utilization, and patient-reported outcomes the most?

What components of the care coordination models make the most difference in outcomes?

What types of patients benefit the most from care coordination?


How were care coordination patients affected by the COVID-19 care disruption, and were there disparities in services or impacts?



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What are we learning about care coordination?

12 Key findings thus far




The following content will be available upon publication of data. Please reach out to us at mncares@healthpartners.com if you would like more information.



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What do patients say about care coordination?

Findings from interviews of 19 care coordination patients




The following content will be available upon publication of data. Please reach out to us at mncares@healthpartners.com if you would like more information.



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What do care coordinators say about their work?



The following content will be available upon publication of data. Please reach out to us at mncares@healthpartners.com if you would like more information.



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Thank you!

We welcome any questions:
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