

Monarch HealthCare ACO

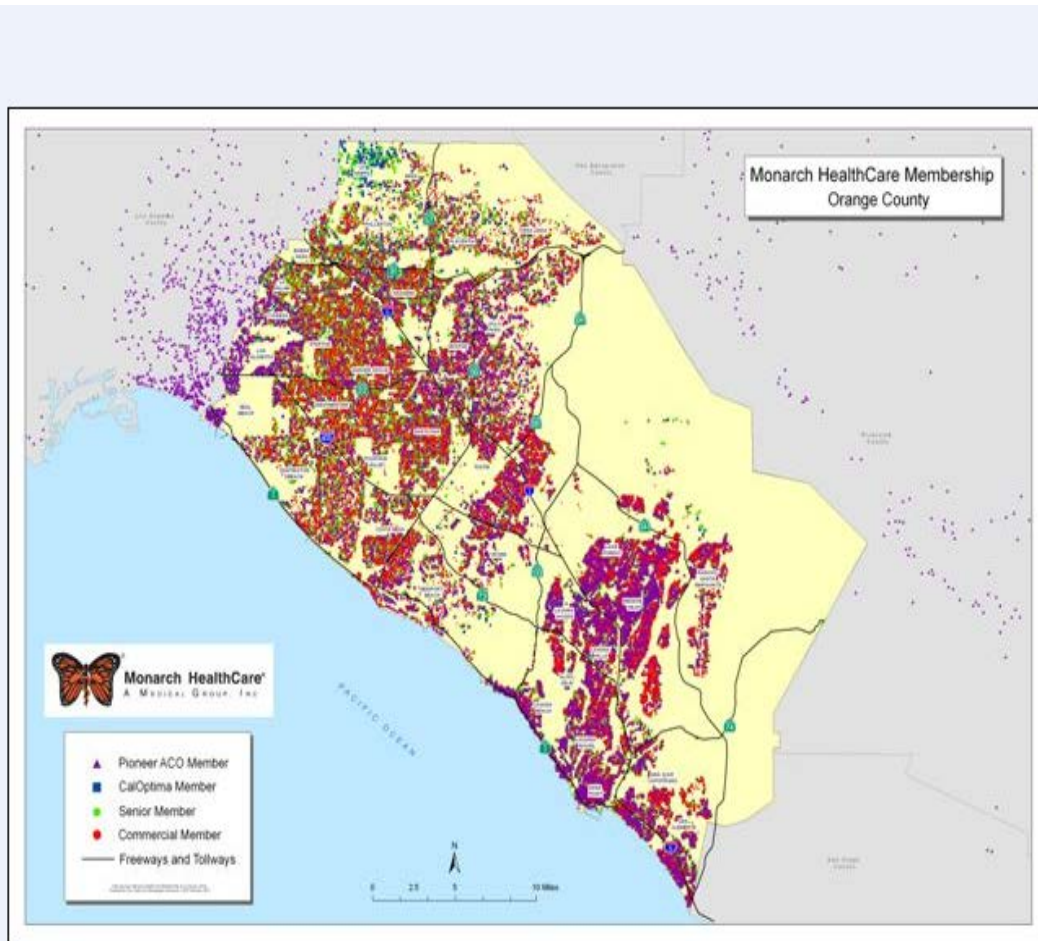


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Monarch HealthCare—Facts and Figures

“Helping Physician Partners Advance Medical Excellence in the Communities We Serve”



Orange County, CA

HMO Network

- 750 primary care physicians (PCPs)
- 1,600 specialists
- 180,000 HMO patients
- 18 contracted hospitals

Pioneer ACO Network

- 300 PCPs
- 50 specialists
- 17,300 Medicare beneficiaries

Aim & Primary Drivers

- ▶ Enhance health care experience and outcomes for patients, while lowering cost trend, through improved communication, care coordination and advanced technology
 - Furnish advanced care coordination and patient support services
 - Achieve quality outcome targets in preventive and chronic care measures
 - Increase patient acceptance and engagement through patient-centered care initiatives
 - Lower per capita costs through improved efficiencies and the appropriate use of care



What We're Proud of!

- ▶ **Collaborative stakeholder relationships**
 - Physician, hospital, and payer
- ▶ **Advanced systems for coordination of care and seamless care transitions**
 - Home visit teams providing individualized care for high risk patients
 - Employed and aligned hospitalists and skilled nursing facility physicians
 - On-site case management
 - Outpatient palliative medicine program
 - Community collaboration for vulnerable populations
 - “Care Navigator”
- ▶ **Leadership and Quality**
 - Experience as one of the nation’s five Brookings–Dartmouth ACO Pilot sites
 - CAPG Standards of Excellence – “Elite” status since category’s inception
 - IHA Pay–for–Performance (P4P) top performing physician group
- ▶ **Robust HIT to support clinical and administrative need**



What Keeps Us Up at Night?

- ▶ Addressing fears and motivations of:
 - Patients
 - Physicians
 - Non-ACO healthcare providers and facilities
- ▶ Payment models out of alignment with care model
- ▶ Real time communication and identification of patients at the time of service
- ▶ Accelerated HIT deployment

