



Relationships As An Outcome in Managed Care Programs

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Welcome and Overview

- Relationships, Health, and Quality of Life
- Using Relationships to Build Effective Supports
- Promoting the Value of Relationships to Payers and Funders
- Share Your Perspective



Relationships, Health, and Quality of Life

Patricia Nobbie, Ph.D.

Director, Disability Policy Engagement

Anthem, Inc.

The Relationship of Relationships to Health!

- Renewed focus on “Social Determinants of Health” reveals extensive agreement across the literature on these influencers in improving the health of populations.
- Scientists examining the relative contributions of genetics, health care, and social, environmental and behavioral factors in promoting health concur that nonmedical factors play a substantially large role than medical factors in health.
- The CDC Healthy People 2020 initiative and the World Health Organization estimate that the impact of SDOH is 60 to 80% of an individual's health status

What are the Social Determinants of Health?

Healthy People 2020 outline 5 areas of social determinants:

- Economic Stability
- Neighborhood and Built Environment
- Health and Health Care
- Social and Community Context
- Education



Social and Community Context includes social cohesion, civic participation, social inclusion as well as social injustice, involvement with the justice system and discrimination

Importance of Relationships

- The social determinants of housing, education, employment, and built environment features such as lighting, green space, accessibility, make intuitive sense – and are more easily measurable.
- All of us know from our own experience the importance of relationships to our well-being. But how do we “provide” relationships to individuals we support? And how do we assess the impact of relationships on someone’s health?

What does research tell us about the relationship of relationships to health?

- “Social isolation with limited or no social support or social inclusion in the community contributes to adverse health conditions.” (Healthcare for the Homeless, 2016)
- “The size and quality of a person's social ties affect specific health measures such as abdominal obesity and hypertension at different points in their lives. And conversely, lack of social connections was associated with vastly elevated risk in specific life stages.*” (UNC Chapel Hill, Carolina Population Center)
- A wealth of research shows that loneliness as we age affects longevity and a robust social life contributes to overall health. But how?

What are the qualities of good social relationships?

BELONGING to circles of personal relationships

RESPECT

that comes from occupying valued social roles; worker, neighbor, friend

SHARING

the ordinary places and activities of a community's life

CONTRIBUTING

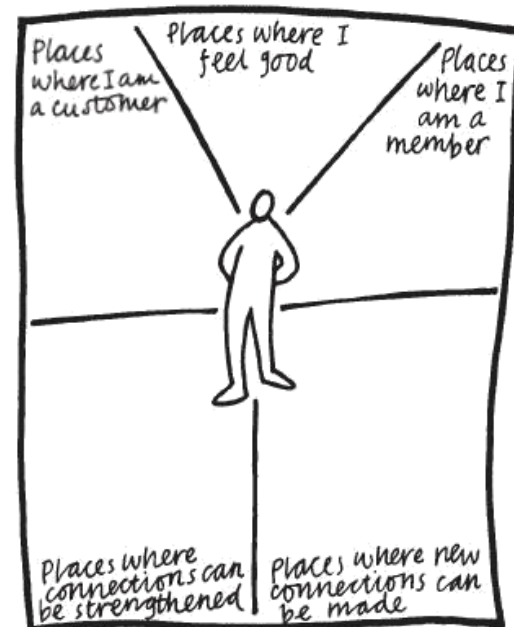
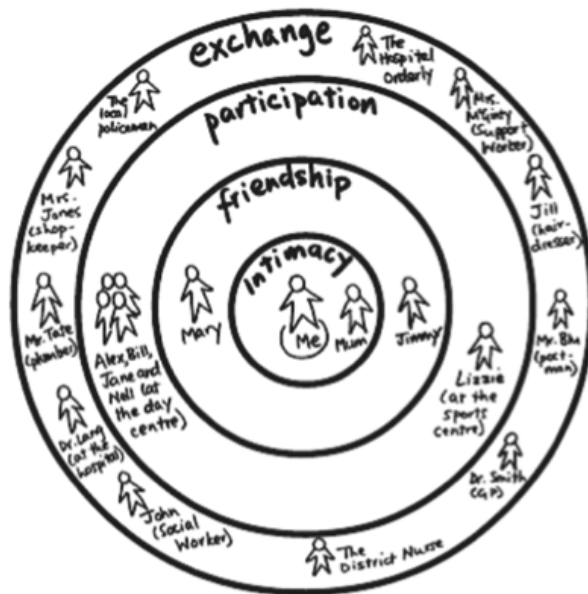
by developing and offering personal gifts and capacities in ways that make a difference to others

CHOOSING

expressing preferences and making decisions

(John O'Brien, Cogworld, 2015)

What does the impact of social relationships look like?



How can we measure outcomes from relationships?

Challenges:

- It's personal! Should we be measuring this? Is it too intrusive? Are relationships too much in the “eye of the beholder?”
- It's individual! Can we make assumptions about the effectiveness of a system of care based on individual responses? Can we make assumptions about relationships between an individual and their health based on systems data?
- It's subjective!
 - What is the metric?
 - Can we tell how much of health is due to their relationships?
 - Are there standards? Should there be standards?
 - Can we assign value to relationships? Should we?

Options for assessing relationships and well-being

NCI-AD: Domains: Community participation; Relationships; Choice and Decision-making; Respect; Healthcare and Well-being

- Are you as active in your community as you would like to be?
- Do you have friends or family who do not live with you who are involved in your life?
- Are you able to see or talk to your friends or family (who do not live with you) when you want to?
- How would you describe your overall health?

Options for assessing relationships and well-being

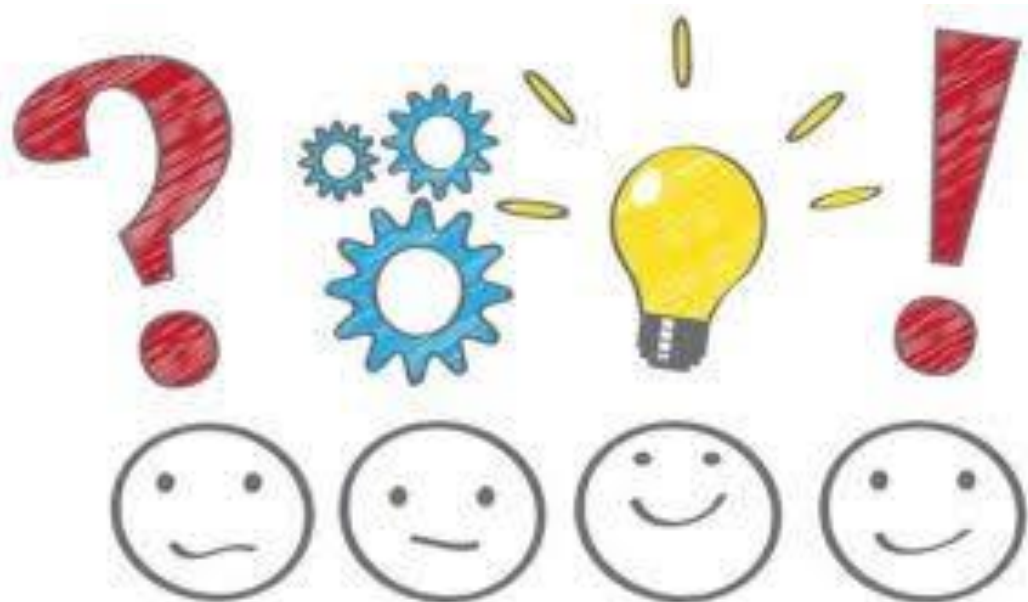
- NQF: Domains were identified to address measurement gaps in HCBS and measures that are in use and have established statistical robustness were drawn from existing instruments
- CQL: Domains: My Self, My World, My Dreams
 - People are connected to natural support networks
 - People have intimate relationships
 - People perform different social roles
 - People have friends

LifeCourse Model of Support

Exploration and Planning tool for Charting the LifeCourse – Individual and Family perspective – Domains include:

- Community Living
- Social Life and Spirituality
- Healthy Living
- Citizenship and Advocacy
- Supports for Family







Using Relationships to Build Effective Supports

Donna Elbrecht

CEO and President

Easter Seals Arc of North East Indiana

Easterseals-Anthem Partnership

- Easterseals care coordinators **help Anthem members in program connect** with autism resources, care and support
- Care coordinator helps **build relationships among care providers**
- Care coordinator also helps families **build relationships for natural peer support**

Easterseals Arc Outreach

Building relationships with community resources

- Autism Awareness Walk
- School Choice Fairs
- School Transition Fairs
- Special Education
Director Meetings
- Meridian Health
- Early Childhood Alliance
- Riley Hospital
- Easterseals Arc Board of
Directors
- Parkview Hospital
- IN*SOURCE
- Kool Kids Great Smiles –
dental

Operational Data

35
families

Average of
2
Referrals per
month

4
Family
contacts/month

4
Anthem
contacts/month

1
Face-to-face
contact/month

2
Care Coordinator
meetings/month

All families receive an assessment and care plan

Services

90% of families had no services in place when referred to Easterseals Arc.

Service types now in place:

Case conference
and IEP
development
support

ABA

Speech, OT, PT

Family Therapy

Individual
Therapy

Music Therapy

Parents Taking
Action Group

Play Therapy

Adaptive
Equipment

Orthopedics

Clothing, Food,
and Housing
Support

Christmas Family

Medication and
Supplement
Assistance

Services

Care coordination plan **goals developed with member and family**

- 78% of all individual goals have been met

10% of families referred had services in place;
Service types in place:

- Individual therapy
- OT, PT, speech

Of the 10%, one of the families referred was over-medicated

- Support at psychiatrist appointment to decrease medications
- Support to change physician

Working Alliance Family Outcome

Successful care coordination requires family engagement in process and outcomes

- **85% of families are engaged** in care plan and are working collaboratively with Easterseals Arc care coordinator.

Families are building support networks

- Parents Taking Action (peer mentoring program)
- Sibshops (sibling workshops)
- Youth and adult support groups

Functional Outcomes

100%
of children
participating in
school

100%
of parents
attending ABA
parent meetings

78%
of families have an
active and
meaningful
treatment plan in
place

81%
of families are able
to have positive
community
experiences

Health Measures

100%

of children are
up to date on
immunizations

94%

medication
adherence

0

emergency
room visits

Experience of Care

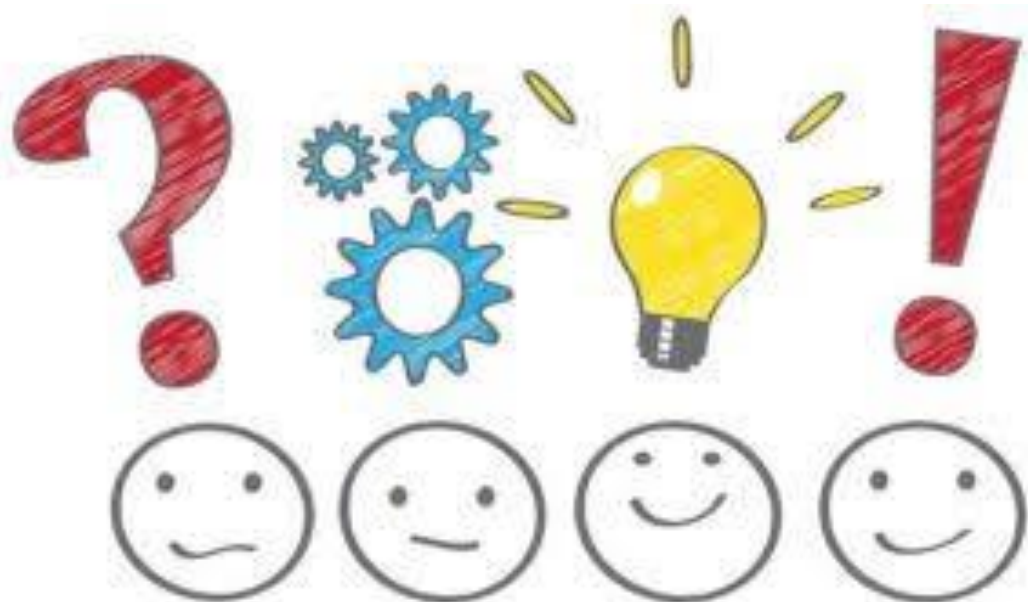
100% of care coordination surveys rated Strongly Agree they had a good experience.

I like the support. I have gotten a lot of help from them.

Family comments

I like that it's hands on and they travel to me, and they have lots of information and I would highly recommend to others. At this time there is nothing that can be done differently.

I like everything Easterseals has provided for my grandson and myself. God answered my prayers when he sent Easterseals to us. There is nothing I can think of at this time that they can do differently. Easterseals is AWESOME.



Share Your Perspective

- What experiences have you had that demonstrate the positive impact of relationships on health?
- Have you measured the positive impact of relationships in the supports you provide? If so, how?



Promoting the Value of Relationships to Payers & Funders

Kim Opsahl

Director of State Partnerships & Special Projects
American Network of Community Options &
Resources (ANCOR)



Prepare

- Conducting an environmental scan
- Reviewing and refining your vision & mission
- Identifying and developing champions
- Engaging stakeholders

Resources to Get Started

Building Your Knowledge of Integrated Care

- Business Acumen 101: Modernizing Your Community Based Business in a Changing Environment (Webinar)
- Are We Saying the Same Thing? The Language of Long Term Services and Supports and Managed Care (Webinar)
- Are They Buying What You're Selling? An Inside Look at What Health Plans Need from Community Based Organizations (Webinar)
- From Mission to Fruition: Developing your Relationships with Payers (Webinar)



Resources to Get Started

Building Your Understanding of Your Readiness

- Complete the [Online Readiness Assessment](#) to Understand Your “Readiness” Relative to:
 - ✓ Change
 - ✓ Strategic Direction
 - ✓ Operational
 - ✓ Management
 - ✓ Leadership
 - ✓ External Market
 - ✓ Partnership Development
- Check Out the [MLTSS Assessment Toolkit](#) (Article and Tools)

Plan

- Preparing your CBO for successful organizational change
- Articulating your business case
- Understanding and maximizing your financial position

Resources to Get Started

Building Your Understanding of How to Get Started

- Personal Stories—Moving into a Business Market Approach (Webinar - <https://www.acl.gov/node/571>)
- [The Making of a Successful CBO](#) (Article)
- [A matter of mindset: CBOs must master “outside-in” thinking to partner up and deliver quality, cost-efficient care](#) (Article)



Resources to Get Started

Develop and Implement a Strategic Business Plan

- Planning to Plan? Tools to Use to Help You Better Understand your Current Business Environment (Webinar)
- Information to Action: Strategic Planning and Change Management (Webinar)
- Expand Your Vision and Grow Your Mission! Driving Culture Change in Aging and Disability CBOs Looking to Work with Health Care Partners
- Leadership and Change Management for Community Based Organizations



Webinars located at <http://www.hcbsbusinessacumen.org/webinar-archive.html>

Other Resources locate at <http://www.hcbsbusinessacumen.org/successful-organizational-change.html>

Execute

- Developing and sustaining relationships and partnerships
 - Expanding on fee-for-services offerings
- Negotiating and contracting
- Continuous champion and stakeholder engagement

Implementation and Scaling Up

- Continuous quality improvement based on outcomes measures and management
- Compliance – meeting contract expectations
- Modifying approaches
- Continued engagement
- Utilizing the contract

Other Resources

In addition to visiting, **HCBSBusinessAcumen.org**
Check out the following additional resources

- ACL Learning Collaborative Tools:
<https://www.acl.gov/node/571>
- Aging and Disability Business Institute:
<http://www.aginganddisabilitybusinessinstitute.org/>
- National Council on Aging:
<https://www.ncoa.org/center-for-healthy-aging/roadmap/>
- SCAN Foundation:
<http://www.thescanfoundation.org/linkage-lch-initiative>



Thank You!

