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# Welcome to the 2021 ACO Engagement Summit

September 21, 2021

# Medica | By the Numbers

Headquartered in Minnesota

*Twin Cities*

Founded in

**1975**

Nearly 2,000 Team Members

serving almost **1 Million Members**

**NOT-FOR-PROFIT**

For Community focus and investments in the right areas

**\$5 Billion**

Expected 2020 revenue

**1.2 MILLION**

Claims processed per month

**1.8 MILLION**

Calls handled by our Call Center



**4.0 – 4.5**

Medicare Star Ratings

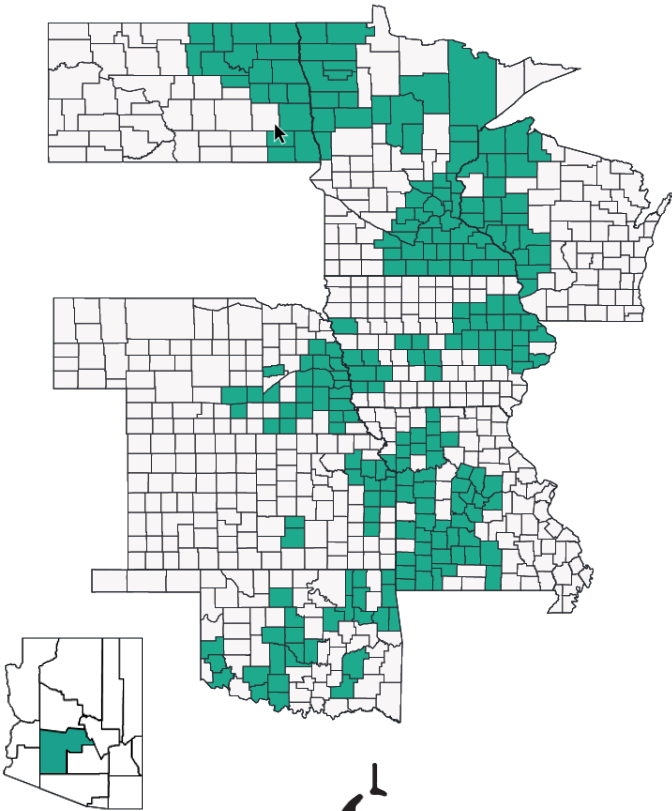
***Nearly \$2 MILLION***

In Medica Foundation grants each year



# PROVIDER Partnerships

## ACO Partnership Model



Over 200,000 Medica ACO Members



# The 2021 ACO Engagement Summit Planning Committees



## Clinical Committee

- Lori Skinner, Chair
- Amy Wallingford
- Penny Tatman
- Maria Amaya
- Leah Halverson



## Operations Committee

- Naira Polonsky, Chair
- Scott Myhre
- Maggie Johnson
- Shelley Alley
- Lukas Johnson
- Julie Willert
- Leah Halverson



## Steering Committee

- Christy Kriha, Chair
- Lori Skinner
- Naira Polonsky
- Leah Halverson
- Scott Myhre
- Maggie Johnson
- Lisa Spann
- Dr. John Piatkowski

# Medica Presenters, MCs, Moderators, Facilitators, & Scribes

2021 ACO Engagement Summit		2021 ACO Engagement Summit	
Day 1 September 21, 2021		Day 2 September 22, 2021	
12:30 – 12:45 pm	Welcome: ACO Engagement Summit Day 1	8:00 – 8:45 am	Networking / Facilitated Small Group Discussion <b>Topics</b> <ul style="list-style-type: none"> <li>Strategies to Improve Coding Accuracy</li> <li>Alternative Care Delivery Strategies</li> <li>Behavioral Health Strategies</li> </ul>
12:45 – 1:45 pm	<b>Keynote Speaker</b> Please join us for a presentation from Jennifer DeCubellis on how their health system addresses social determinants of a system based approach to improve the lives of the patient. <b>Facilitated Small Group Discussion: Social Determinants of Health</b>	9:00 – 9:10 am	Welcome: ACO Engagement Summit Day 2
1:45 – 2:05 pm	Break	9:10 – 10:10 am	<b>Roundtable Discussion: The Strategic Lens of Value Based Care</b> Join us for a dynamic discussion with Medica's ACO leaders as they discuss strategies their organizations are taking to improve value based care delivery. <b>Health System Speakers</b> <ul style="list-style-type: none"> <li>Daphne Bassom, MD, PhD, Vice President of Population Health, St. Luke's Health System</li> <li>Abraham Jacob, MD, MHA, Chief Quality Officer, M Health Fairview</li> <li>Mary D'Strasser, Vice President Payer Strategy Essentia Health</li> <li>Scott Placnik, President, CHI Health Partners</li> </ul> <b>Medica Facilitator</b> <ul style="list-style-type: none"> <li>John Mach, MD, Chief Medical Officer and Senior Vice President, Medica</li> </ul>
2:05 – 2:20 pm	Breakout Sessions (40 minute sessions with 10 minute transition break. Participants will learn how to use innovative strategies to close gaps in care and improve patient outcomes.)	10:10 – 10:30 am	Facilitated Small Group Discussion: Roundtable Debrief
2:20 – 3:50 pm	<b>Breakout Session #1: Revolving the Quality Calendar: Strategies to Improve Quality</b> During this breakout session attendees will learn how to use innovative strategies to close gaps in care and improve patient outcomes. <b>Health System Speakers</b> <ul style="list-style-type: none"> <li>Jeff Vignoni, MBA, Director of Population Health and Quality Improvement, Medica</li> <li>Mike Romano, MD, Chief Medical Officer, Nebraska Health</li> <li>Joni Cox, BSN, RN, Clinical Coordinator, Nebraska Health</li> </ul> <b>Breakout Session #2: Using Data to Communicate and Drive Change</b> This breakout session will focus on using data to drive population health improvement strategies. <b>Health System Speakers</b> <ul style="list-style-type: none"> <li>Jeff Vignoni, MBA, Director of Population Health and Quality Improvement, Medica</li> <li>Lukas Johnson, Lead Provider Measurement &amp; Analytics, Medica</li> </ul> <b>Breakout Session #3: Improving Member Primary Care Access</b> Attendees will learn from Ascension St. John on the primary care provider attribution using tactical strategies. <b>Health System Speakers</b> <ul style="list-style-type: none"> <li>Tony Capps, Director Value Based Programs/ACO Programs, Ascension St. John</li> <li>Kari Gross, Marketing and Communications Manager, Medica</li> </ul> <b>Breakout Session #4: Pharmacy Trends: Biologic Treatment</b> Medica's pharmacy team will be reviewing the latest trends in biologic treatment as well as any future considerations. <b>Health System Speakers</b> <ul style="list-style-type: none"> <li>Tasha Klesk, PharmD, MHA, Clinical Pharmacist, IFS</li> <li>Haley Holtan, PharmD, Clinical Pharmacist, Formulary, Medica</li> <li>Amy Wallingford, PharmD, Manager Clinical Pharmacy, Medica</li> </ul>	10:30 – 10:45 am	Break
3:50 – 4:00 pm	Wrap Up Day 1	10:45 – 11:45 am	Telehealth A Transformative Experience: Yesterday, Today, and Tomorrow <b>Health System Speakers</b> <ul style="list-style-type: none"> <li>Lisa Spahn, Senior Director, ACO Provider Relations &amp; Segment Support, Medica</li> <li>Megan Romine, DO, MHA, FACP, Medical Director, UnityPoint Accountable Care</li> <li>Michael VanScov, MD, Medical Director Essentia Health</li> <li>Kris Koppki, MD, Regional Medical Director, Park Nicollet Health Services</li> </ul> <b>Medica Facilitator</b> <ul style="list-style-type: none"> <li>Charlotte Hovet, MD, Senior Medical Director of Quality, Care and Utilization Management, Medica</li> </ul>
		11:45 – 12:00 pm	<b>2021 Summit Wrap-up</b> Please complete the 2021 ACO Engagement Summit Survey

- Lori Nelson
- John Naylor
- Amy Wallingford
- Haley Holtan
- Christy Kriha
- Tasha Klesk
- Shannon Martin
- Neil Wahlstrom
- Maria Amaya
- Brenda Weiss
- Penny Tatman
- Julie Willert
- Ray Creighton-Lewis
- Rachael Abrahamson
- Lukas Johnson
- Kari Gross
- Dr. Charlotte Hovet
- Dr. John Mach
- Hailee Buehler
- Alyssa Hodnik

# General Information and Housekeeping

- **2021 ACO Engagement Summit Webpage**
  - Agenda, speaker biographies, and contact information for all registered attendees
  - Contact information for Medica tech support and Summit organizers for troubleshooting
  - Link is in your invite and has just been put into the chat box
- **To ask a question during the keynote, roundtable, or telehealth panels:**
  - Enter your question in the monitored chat box
  - “Raise your hand” on the participants panel on the right hand side of your screen and you will be unmuted and introduced
- **Survey & CEUs**
  - A post-Summit survey and information for nursing CEUs will be sent out immediately after our closing remarks tomorrow afternoon.
- **Audio & Video for attendees**
  - Keynote, Roundtable, and Telehealth: All attendees muted without camera access
  - Break out sessions and small group discussions: Lines will be unmuted and video available. Please consider turning these on to allow for an interactive discussion.

## Lori Nelson, Senior Vice President, Provider Strategy and Network Management

Lori Nelson is currently serving as the SVP, Provider Strategy and Network Management. In this role, she oversees all Provider relationships, contracting, provider finance and provider operations.

In addition to her time at work, Lori is on the board of the Women's Health Leadership trust where she chairs the Leadership development committee.

Lori is a lifelong Minnesotan earning her BA at the University of Minnesota and her MBA from the University of St. Thomas.





# Today's Agenda

Time	Topic & Speaker
12:30 – 12:45 p.m.	Welcome: ACO Engagement Summit Day 1
12:45 – 1:45 p.m.	<b>Keynote Speaker</b> Please join us for a presentation from, <b>Jennifer DeCubellis, CEO, Hennepin Healthcare</b> , to learn how their health system addresses social determinants of health and health equity using a system based approach to improve the lives of the patients they serve.
1:45 – 2:05 p.m.	<b>Facilitated Small Group Discussion: Social Determinants of Health</b>
2:05 – 2:20 p.m.	<b>Break</b>
2:20 – 3:00 p.m.	<b>Breakout Sessions: Round 1</b> <ul style="list-style-type: none"><li>• Topics<ul style="list-style-type: none"><li>• Closing gaps in care</li><li>• Using data to develop population health strategies</li><li>• Improving primary care attribution</li><li>• Pharmacy biologic trends</li></ul></li></ul>
3:00 – 3:10 p.m.	<b>Break</b>
3:10 – 3:50 p.m.	<b>Breakout Sessions: Round 2</b> <ul style="list-style-type: none"><li>• Topics<ul style="list-style-type: none"><li>• Closing gaps in care</li><li>• Using data to develop population health strategies</li><li>• Improving primary care attribution</li><li>• Pharmacy biologic trends</li></ul></li></ul>
3:50 – 4:00 p.m.	<b>Day 1 Closing Remarks</b>

# John Naylor, President and CEO, Medica



John Naylor is Medica's President and CEO. He is also a member of the board of directors of Medica Holding Company, which oversees our family of businesses.

Naylor has more than 30 years of industry experience. He joined Medica in 2010. As Senior Vice President of Commercial Markets, he led the achievement of record membership growth and developed a number of innovations, including accountable care organization products in partnership with health care systems across our service area. He became President and CEO in 2017.

Prior to joining Medica, Naylor spent 21 years at Willis Towers Watson (formerly Towers Perrin). For more than a decade, he served as the market leader for the company's Minneapolis office and Managing Director for the U.S. Central Region, with responsibility for all aspects of sales and service to clients across the company's human resources consulting practice.

Naylor serves on the board of Greater MSP and is a member of the Minnesota Business Partnership and the Itasca Project. These organizations are committed to strengthening the regional economy through programs that promote economic development, equality, and vitality. He also serves on the board of the Minnesota Council of Health Plans.

Naylor is a passionate volunteer with several community organizations, including the YMCA of the North, where he serves on the board. He earned a B.S.B.A. in actuarial science and accounting from Drake University.

# Medica ACO Engagement Summit

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Welcome

# STRATEGIC FRAMEWORK

## MISSION

To be the trusted health plan of choice for customers, members, partners and our employees.



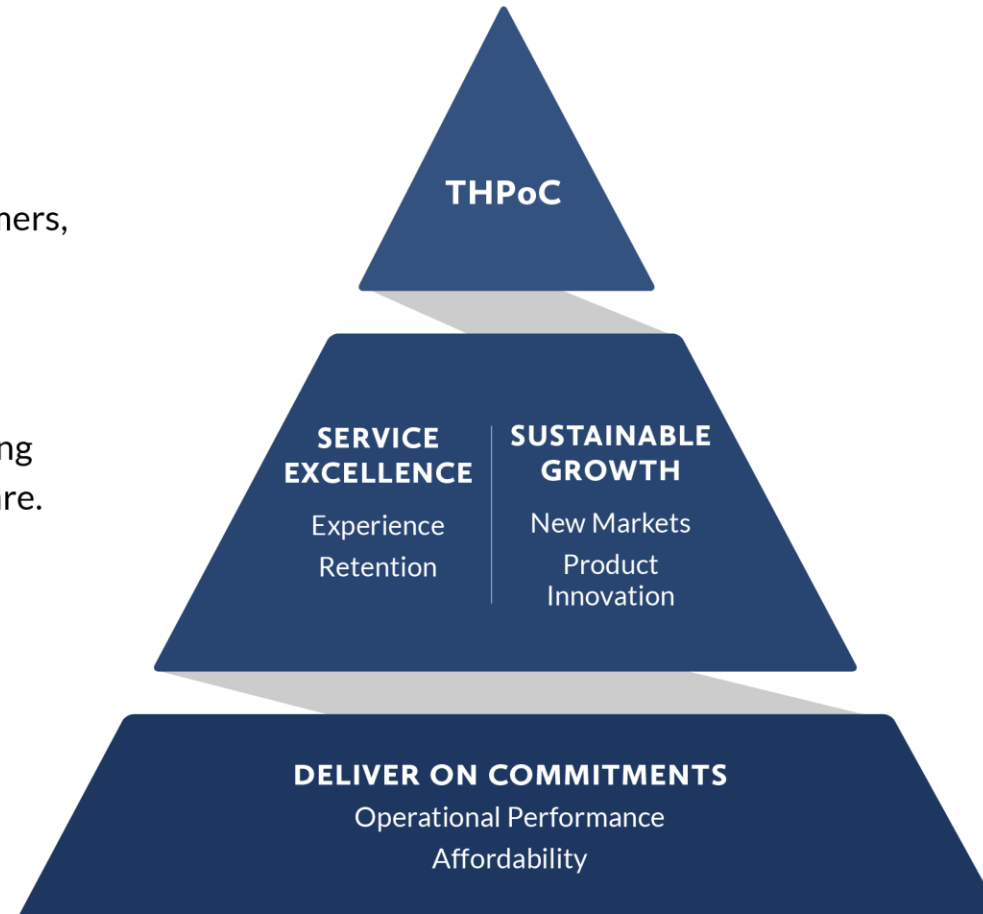
## VISION

To be trusted in the community for our unwavering commitment to high-quality, affordable health care.



## VALUES

Customer-Focused | Excellence | Stewardship  
Diversity | Integrity





# Medica and Our ACO Partners

## (Improving Lives Together Locally)

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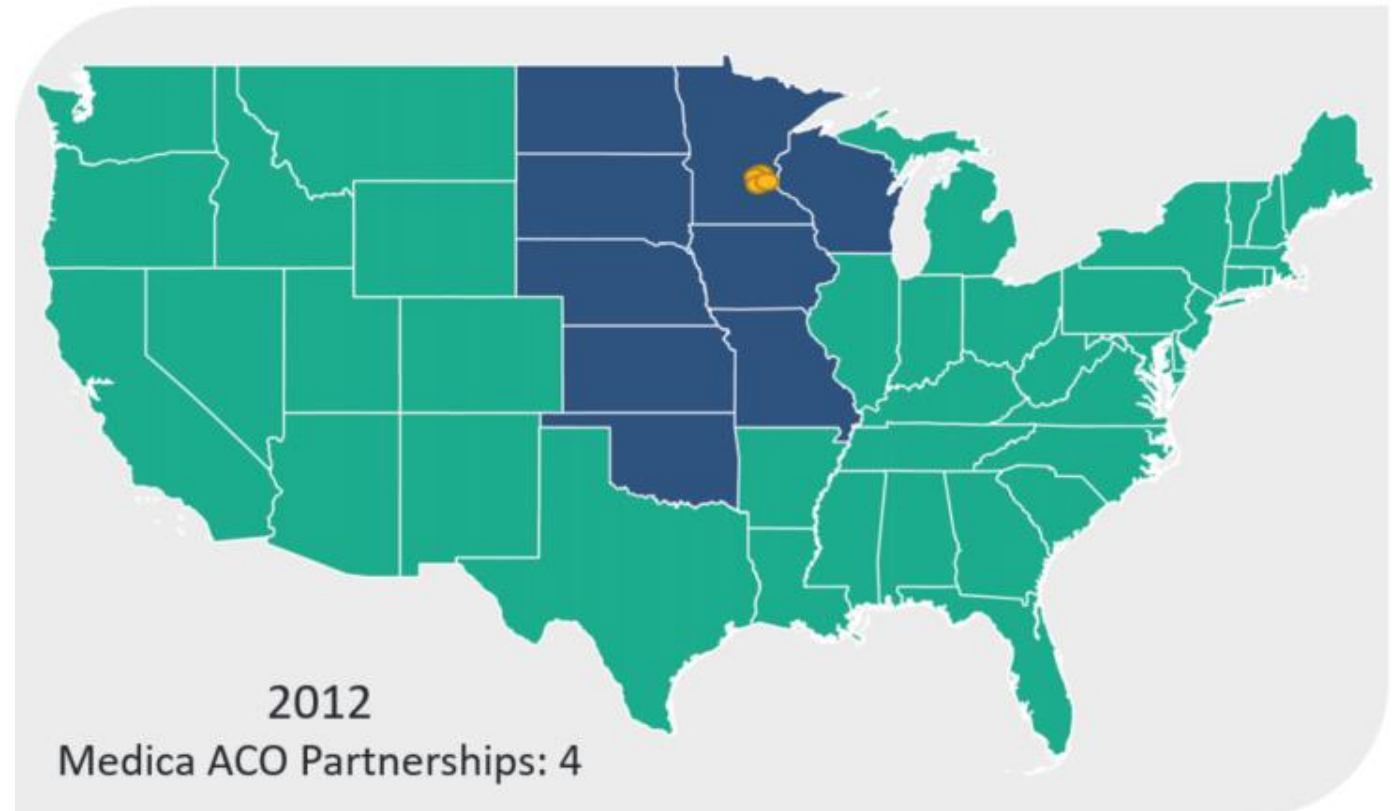
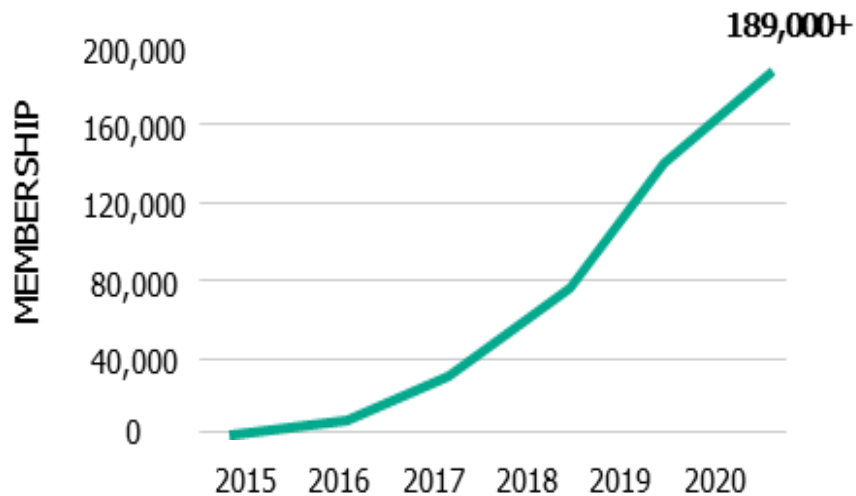
Build on Trust, Combine our Strengths, and Maximize Clinical Value  
Together, we can transform the health of our communities

# Value of partnerships



- Medica established the first commercial ACOs in 2012, adding markets and segments ever since
- Through demonstrated clinical value we are invited into more communities
- More than 90 percent of members renew with their ACO plan, demonstrating high levels of personal and employer satisfaction

### Medica's Total ACO Membership

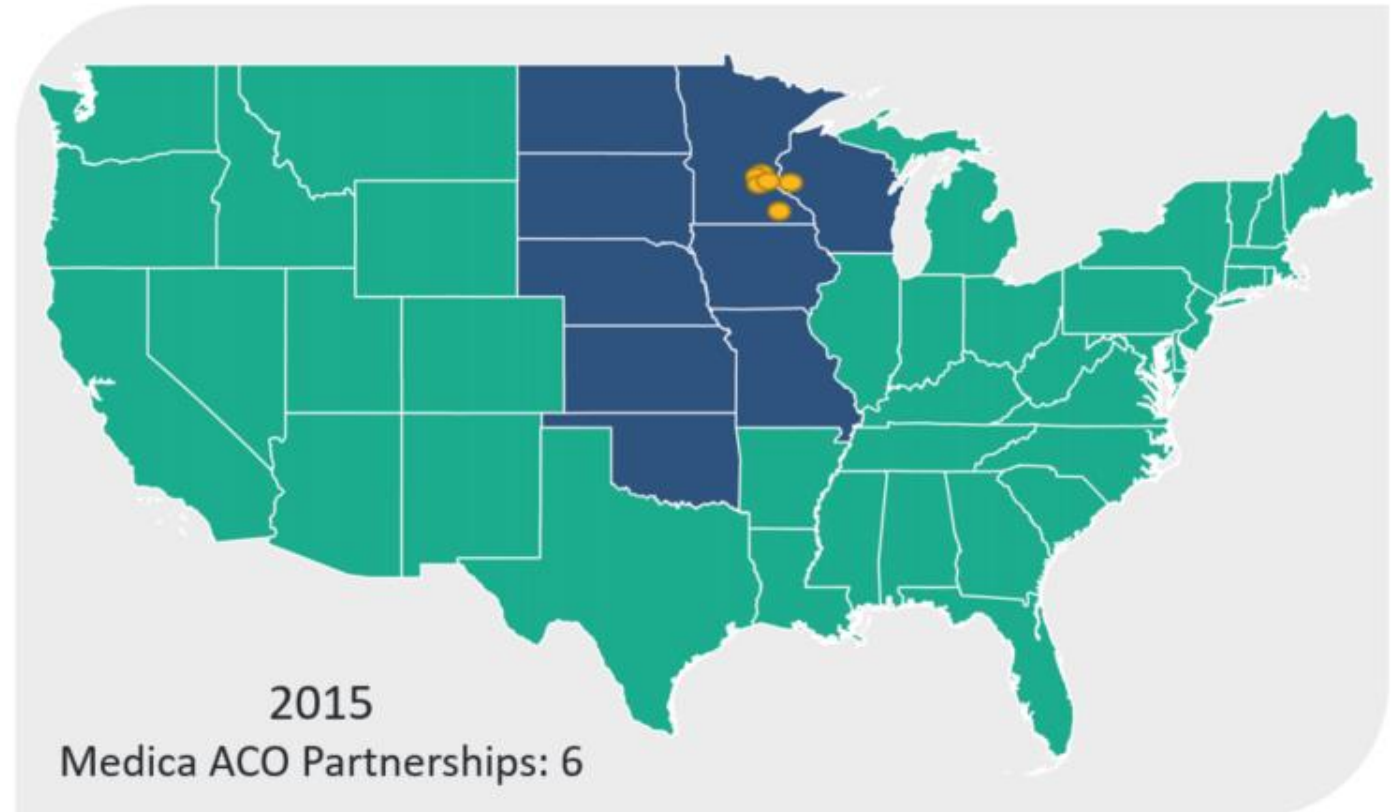
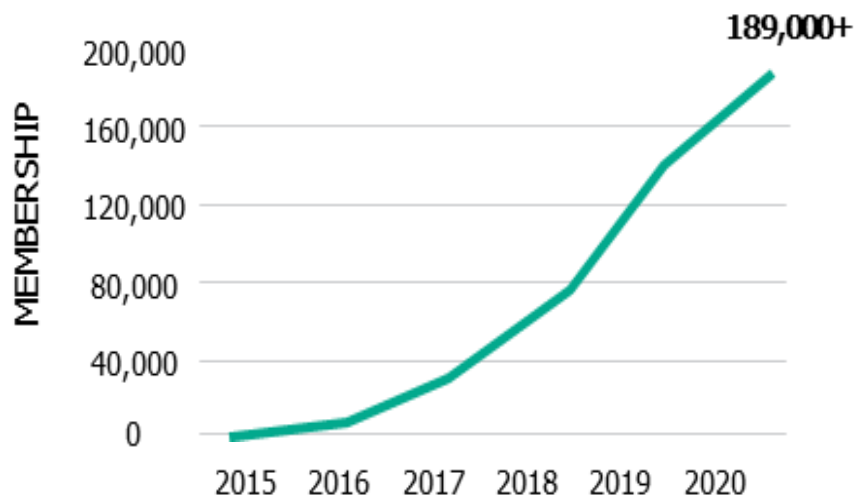


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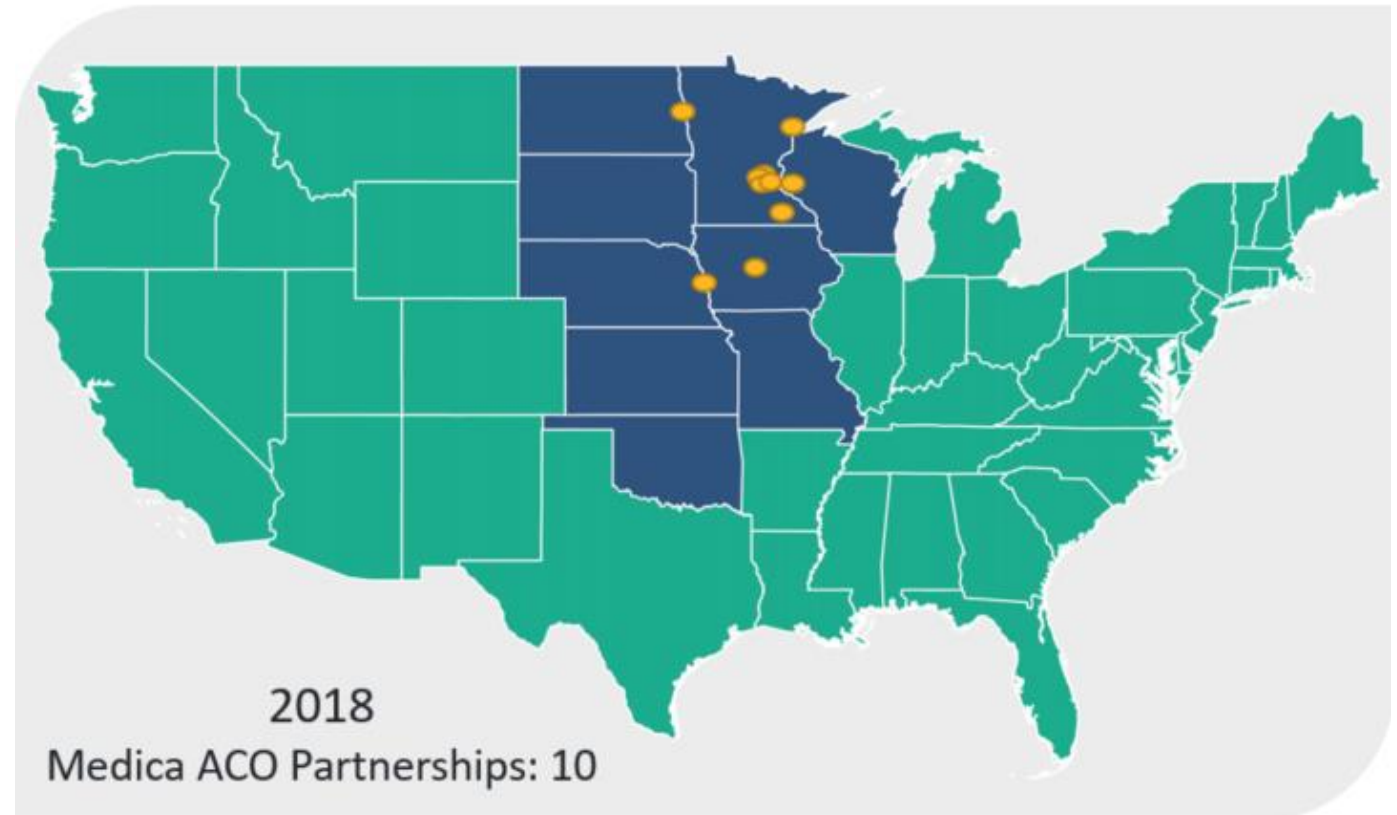
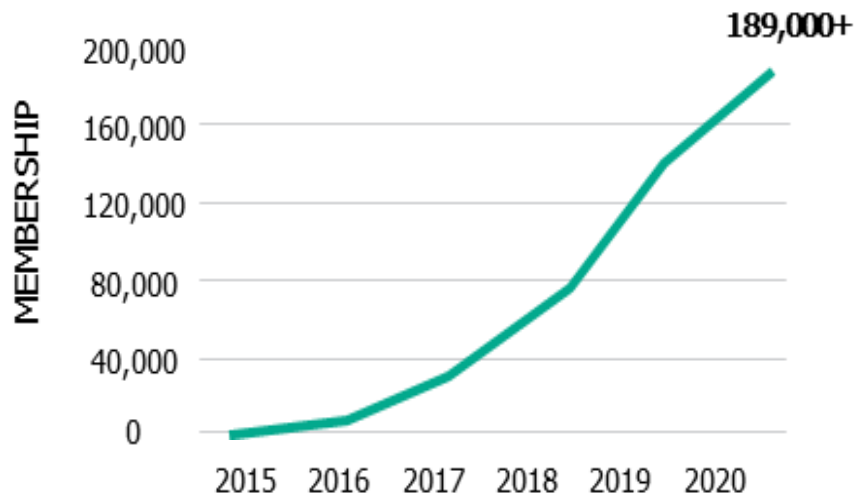


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### Medica's Total ACO Membership



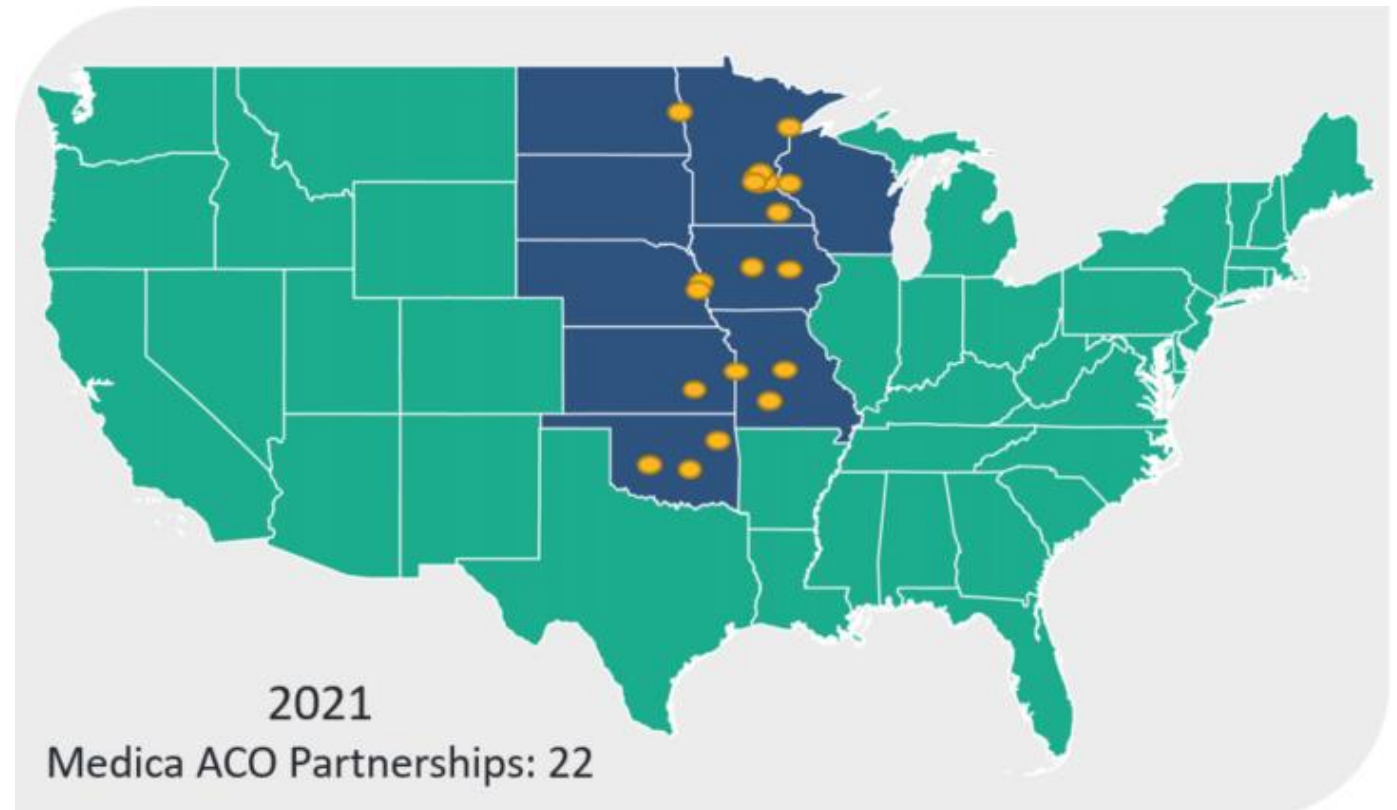
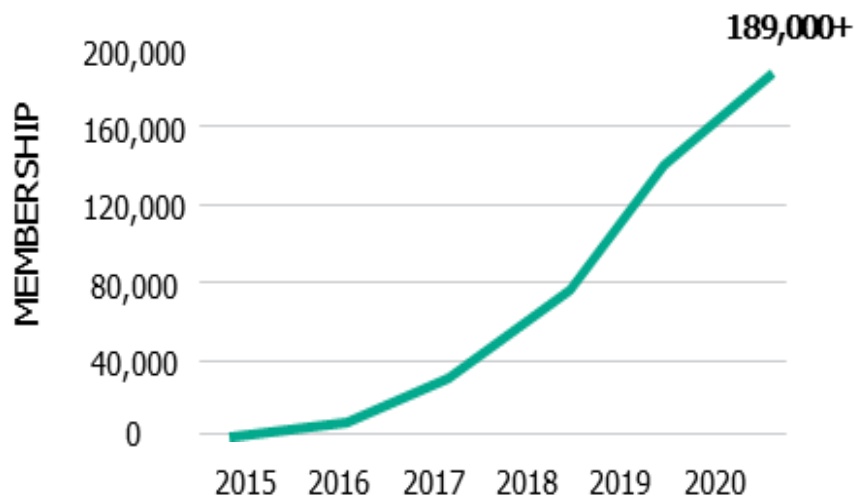


# Value of partnerships



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### Medica's Total ACO Membership



# Future of Value Based Care at Medica



## Deepening Partnerships Mutual Growth

Market Share Initiatives  
Product Expansion  
Geographic Expansion



## Improved Value-Based Collaborations

Unique Product Designs  
Data/Analytics Collaboration  
Aligned Quality Metric Designs



## Together Supporting our Patients, Members and Communities

Complex Care Models  
Medica Foundation  
HPIR, Triple Tree, Town Hall

## **MISSION**

To be the trusted health plan of choice for customers, members, partners and our employees.

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## **VISION**

To be trusted in the community for our unwavering commitment to high-quality, affordable health care.

---

## **VALUES**

Customer-Focused • Excellence • Stewardship • Diversity • Integrity

# Jennifer DeCubellis, Chief Executive Officer, Hennepin Healthcare



Jennifer DeCubellis was named CEO in February 2020. She was the Hennepin County Deputy Administrator responsible for the health and human services divisions of the county, where she was a leader in developing Hennepin Health, the nationally recognized partnership between the county and the healthcare system that integrates medical and behavioral care with social services for patients on Medicaid.

DeCubellis has served as an Assistant Commissioner for the Minnesota Department of Human Services and Assistant County Administrator and Area Director for Hennepin County. She worked at the federal level as an Innovation Advisor for the Center for Medicare and Medicaid Innovation, where she created and tested system changes designed to improve quality and slow the escalation of costs. She also led Mental Health Authority Services in Harris County, Texas.

DeCubellis has an M.A. from the Illinois School of Professional Psychology and a B.A. from the University of Wisconsin-Madison.

Here for our community...



**Jennifer DeCubellis**  
CEO, Hennepin Healthcare System (HHS)

# Mission driven integrated healthcare system



- Hospital, trauma center, EMS
- Primary care clinics
- Home care and hospice
- Academic medical center- teaching the future workforce
- Hennepin Healthcare Research Institute
- Hennepin Healthcare Foundation
- Community partnerships
- >7,000 employees strong
- >2500 people/day in care
- >600,000 clinic visits
- >400 staffed hospital beds
- ~70% public program members
- ~60% people of color
- ~20% prefer a language

# Partner-don't go it alone!



Human Services  
Public Health  
Public Safety



Partnering to Create a Healthier Community



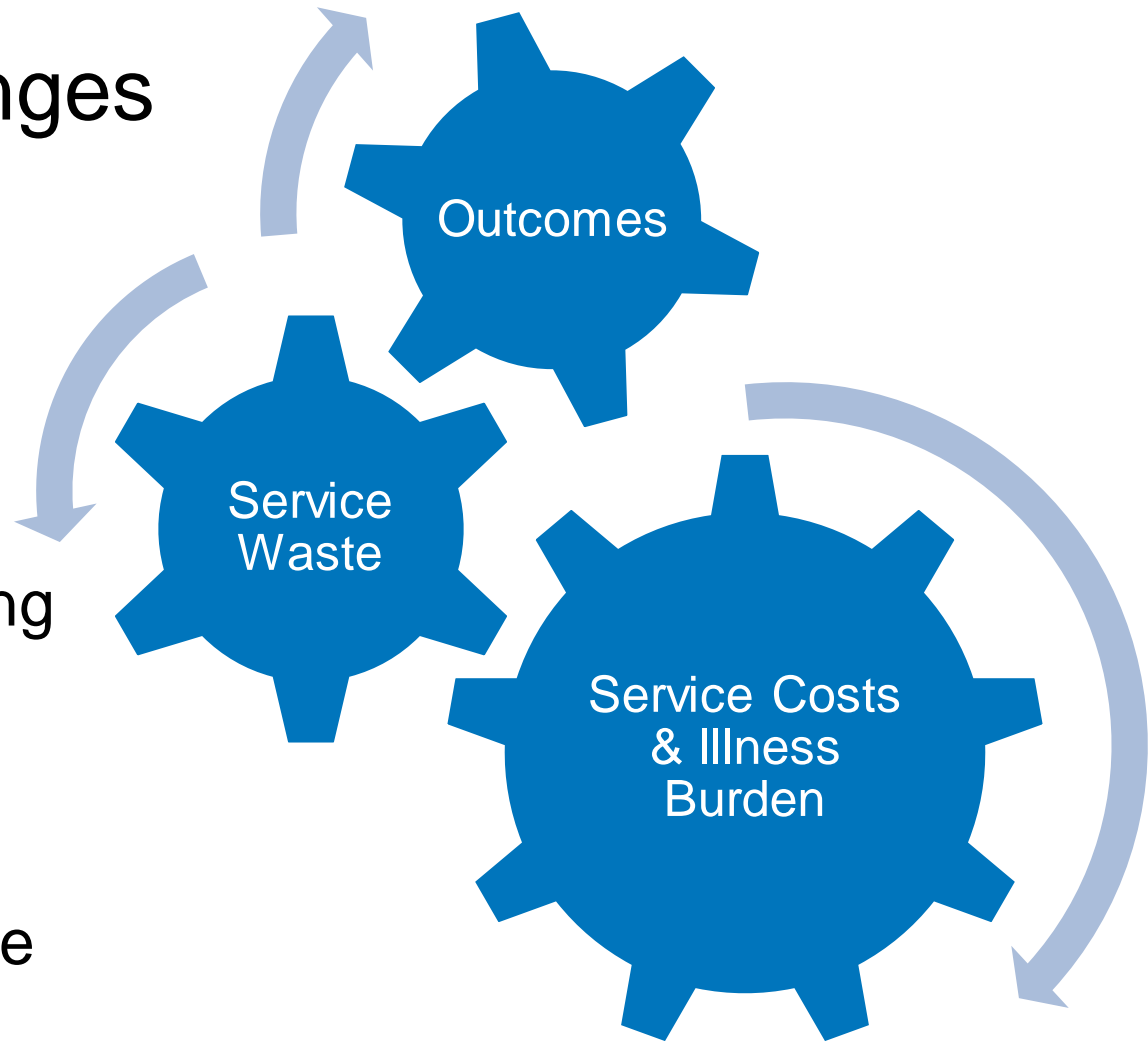
# Healthcare Challenges

## Funding

- Healthcare funding is unsustainable

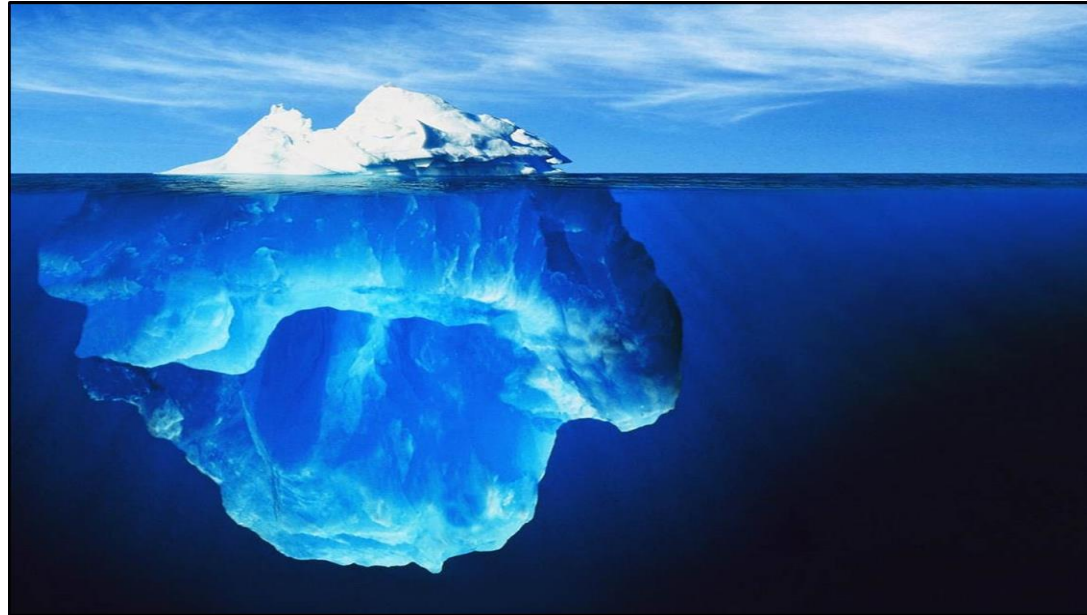
## Outcomes

- MN top healthcare state...for some





Dive deep into system drivers using data to get to system solutions



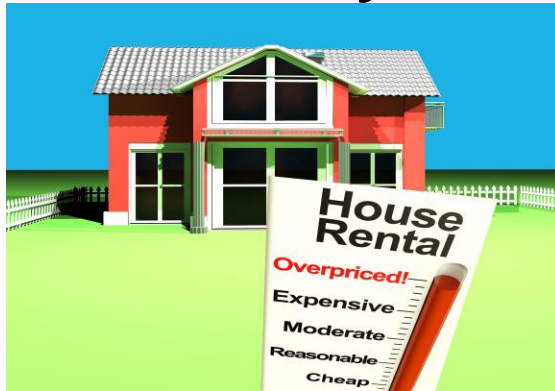
## Mental Health



## Addiction



## Poverty

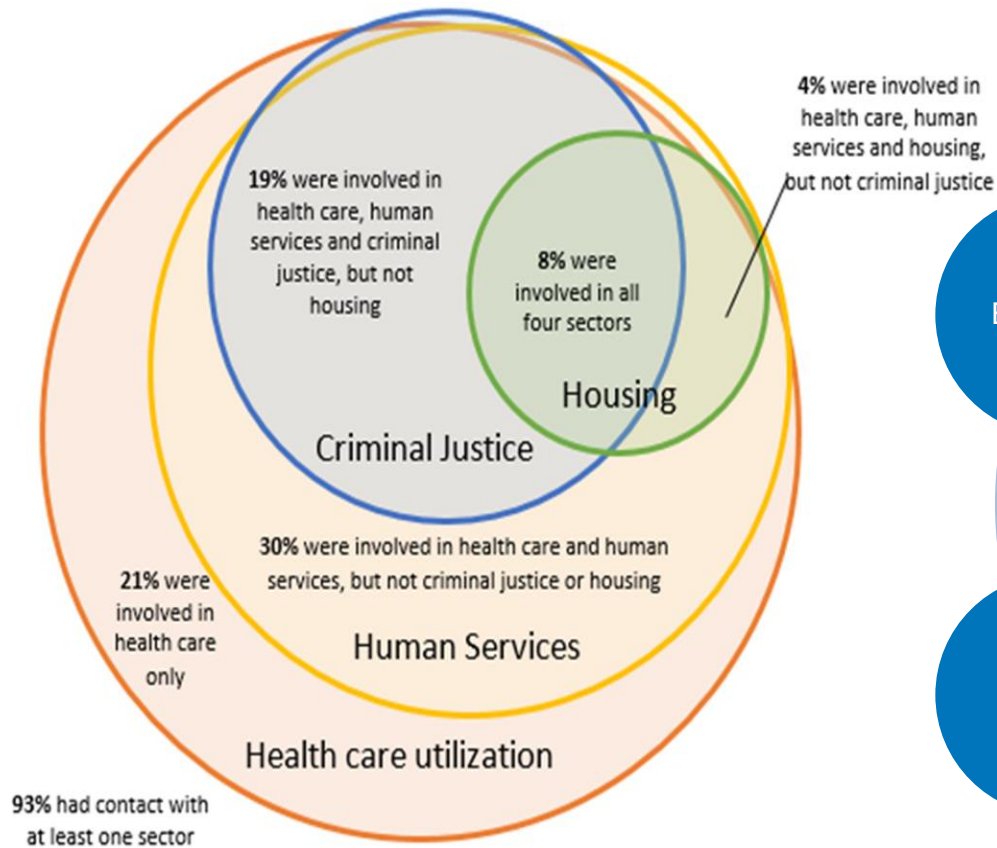


## Homelessness

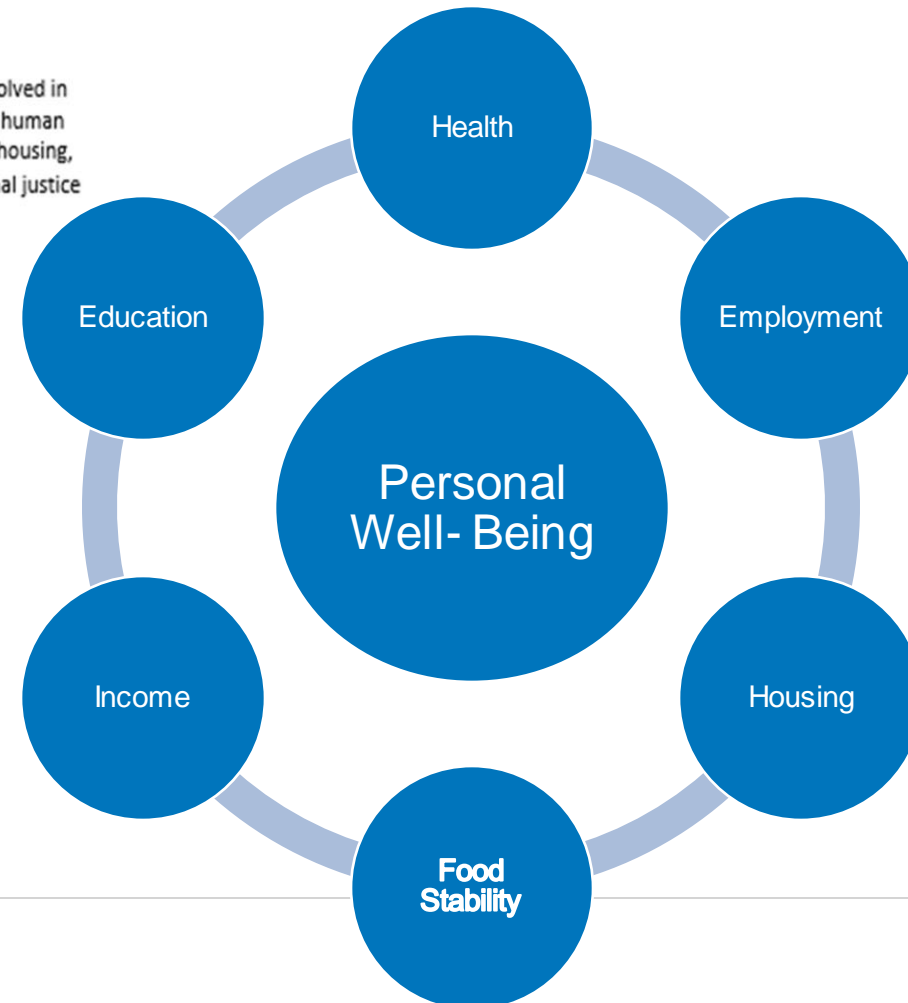


# Identify the problem....BE the Solution!!

## Systems we have



## Ecosystem we need



# Build the Business Case



Identify the problem

Who are the stakeholders  
Healthcare, Human Services,  
Payers, Community Partners

What are your pressure points

What does the data tell you

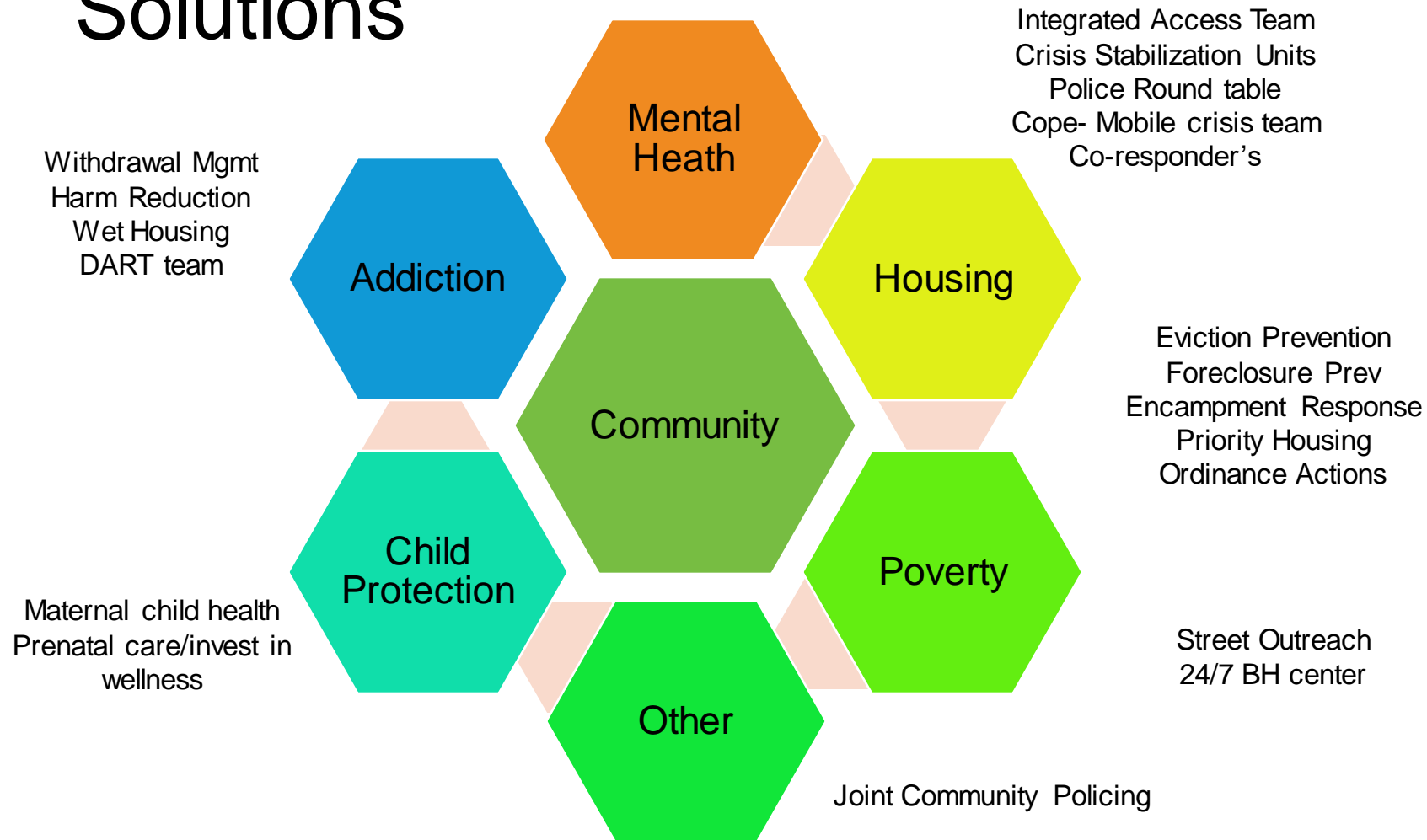
Define a feasible solution

Build a sustainable funding stream

Track the outcomes/ROI

Move the money/policy/scale

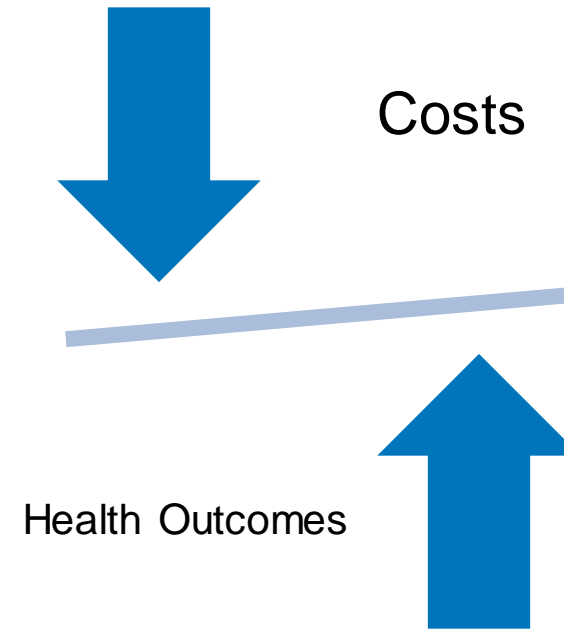
# Develop System Solutions



# Health Care Outcomes

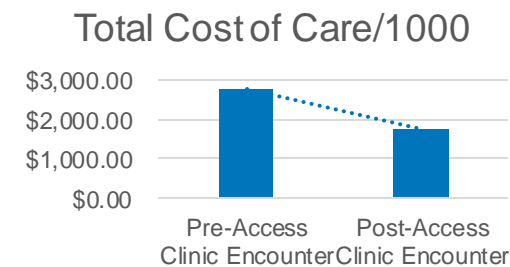
## Sample Outcomes

- Emergency Room Diversion -9%, -45%
- Housing Initiative -55% ER, -72% Inpt
- Employment Initiative -60%
- Access Clinic Initiative -32%
- Chronic Inebriates, Diversion Team- -50%
- Withdrawal Management – >-60%

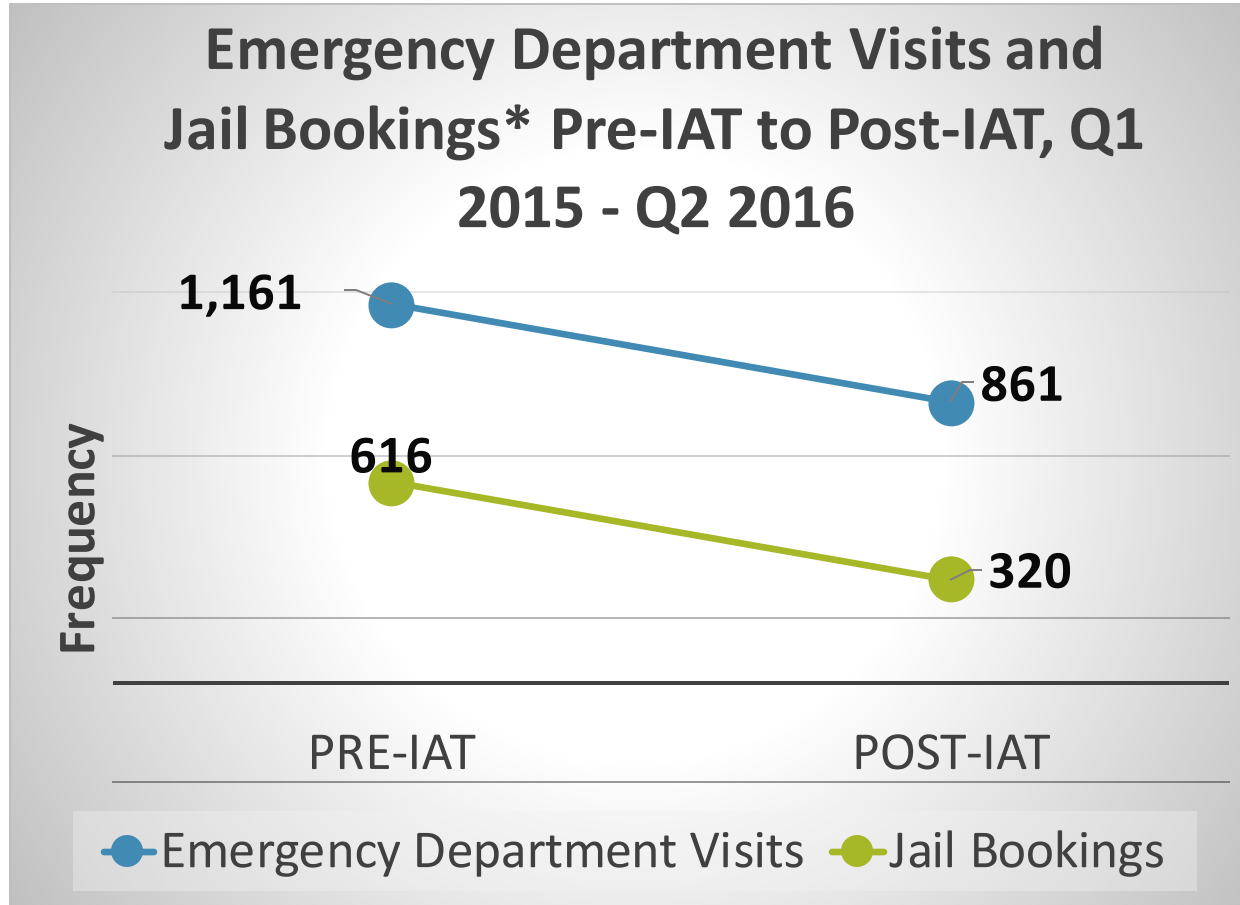


# Our Work Together: Redesigning Primary Care Clinics

- Multi-disciplinary team-based care
- Access Clinic and other intensive interventions for most complex
- Co-located medical, behavioral health, dental and social services
- Flexible access
- Extensions into the community



# Integrated Access Team



26% fewer ED visits

48% fewer jail bookings

MAT

Policy changes

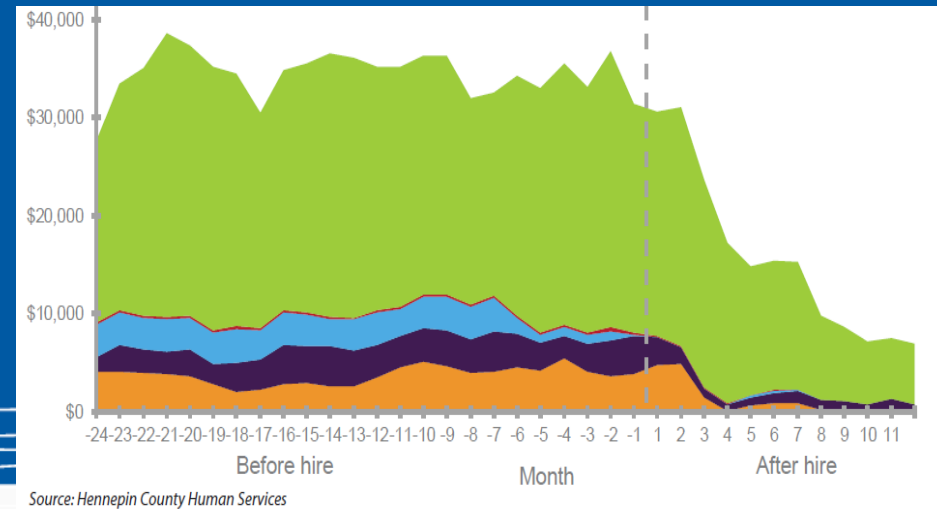


# Employment Programs

## Well-Being

Enhance the well-being of individuals, children and families served through Human Services and Hennepin County

...for generations!



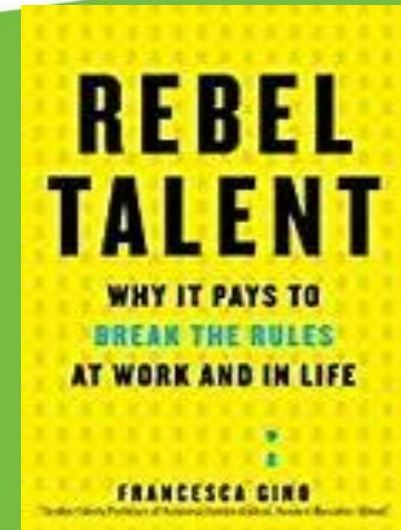
## Keys to Success:

Create an ecosystem of care

Leverage data

Innovate to solutions for outcomes and ROI

Identify the problem, be the solution  
and put the “care” in healthcare



# Keynote Presentation

## Small Group Discussions

- The WebEx platform will automatically assign you to one of six groups for an informal conversation on today's keynote.
- Each will have a Medica facilitator and scribe.
- You will be able to turn on your camera and microphone in these sessions.
- At the end of the 20 minutes, you'll receive instructions via a message on your screen on how to exit the small group and return to the main WebEx meeting room.
- We will then take a break from 2:05 – 2:20 p.m.

# Small Group Discussions

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Small Group Discussions are currently in progress. You will be assigned to a small group shortly.

# Break

## Upcoming at 2:20 p.m. - Breakout Sessions Round One

### Breakout Session #1:

#### Revisiting the Quality Calendar: Strategies to Closing Gaps in Care

During this breakout session attendees will learn how the Nebraska Health Network used innovative strategies to close gaps in care and improve quality of care.

- Mike Romano, MD Chief Medical Officer, Nebraska Health Network
- Joni Cox, BSN, RN, Clinical Coordinator, Nebraska Health Network

### Breakout Session #3:

#### Improving Member Primary Care Attribution through Innovative Outreach Strategies

Attendees will learn from Ascension St. John on their successful journey to improve primary care provider attribution using tactical strategies.

- Troy Cupps, Director Value Based Programs/ACO Operations, Ascension St. John
- Kathy Elli, VP Marketing Strategy Communications, Medica

### Breakout Session #2:

#### Using Data to Communicate and Develop Population Health Strategies

This breakout session will focus on using data to develop, implement, and track population health improvement strategies.

- Jeff Vipond, MBA, Director of Population Health Analytics, CHI Health Partners
- Lukas Johnson, Lead Provider Measurement & Analytics Analyst, Medica

### Breakout Session #4:

#### Pharmacy Trends: Biologic Treatments and Trends

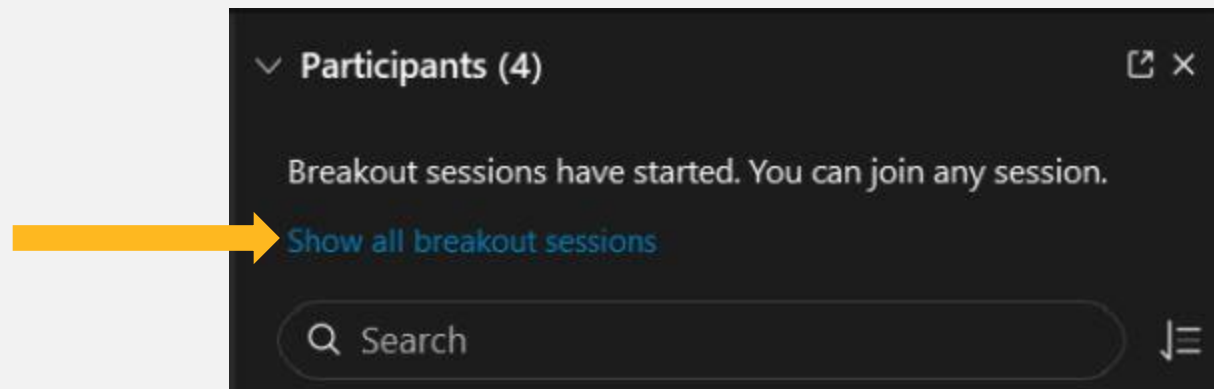
Medica's pharmacy team will be reviewing the latest biologic treatment and trends as well as any future considerations.

- Tasha Klesk, PharmD, MHA, Clinical Pharmacist, IFB and Regulatory Specialist, Medica
- Haley Holtan, PharmD, Clinical Pharmacist, Formulary and Operations Specialist, Medica
- Amy Wallingford, PharmD, Manager Clinical Pharmacy, Medica

# Breakout Sessions

## Instructions

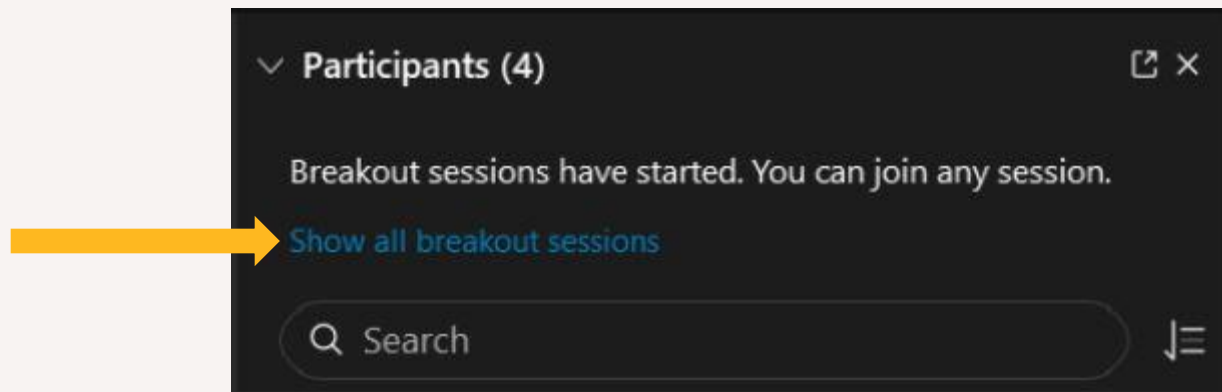
1. Locate the Participants Panel on the right side of your WebEx screen
2. If the Participants Panel is not open, locate the Participants icon at the bottom right of your WebEx screen to open the panel
3. Once open, you will see a message: **“Breakout sessions have started. You can join any session”**
4. Click **“Show all breakout sessions”** below to show all sessions then select which session you would like to join.
5. Click join!



# Break Out Sessions

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Break Out Sessions are currently in progress. Please choose a session to attend.



# Break

## Upcoming at 3:10 p.m. - Breakout Sessions Round Two

### Breakout Session #1:

#### Revisiting the Quality Calendar: Strategies to Closing Gaps in Care

During this breakout session attendees will learn how the Nebraska Health Network used innovative strategies to close gaps in care and improve quality of care.

- Mike Romano, MD Chief Medical Officer, Nebraska Health Network
- Joni Cox, BSN, RN, Clinical Coordinator, Nebraska Health Network

### Breakout Session #3:

#### Improving Member Primary Care Attribution through Innovative Outreach Strategies

Attendees will learn from Ascension St. John on their successful journey to improve primary care provider attribution using tactical strategies.

- Troy Cupps, Director Value Based Programs/ACO Operations, Ascension St. John
- Kathy Elli, VP Marketing Strategy Communications, Medica

### Breakout Session #2:

#### Using Data to Communicate and Develop Population Health Strategies

This breakout session will focus on using data to develop, implement, and track population health improvement strategies.

- Jeff Vipond, MBA, Director of Population Health Analytics, CHI Health Partners
- Lukas Johnson, Lead Provider Measurement & Analytics Analyst, Medica

### Breakout Session #4:

#### Pharmacy Trends: Biologic Treatments and Trends

Medica's pharmacy team will be reviewing the latest biologic treatment and trends as well as any future considerations.

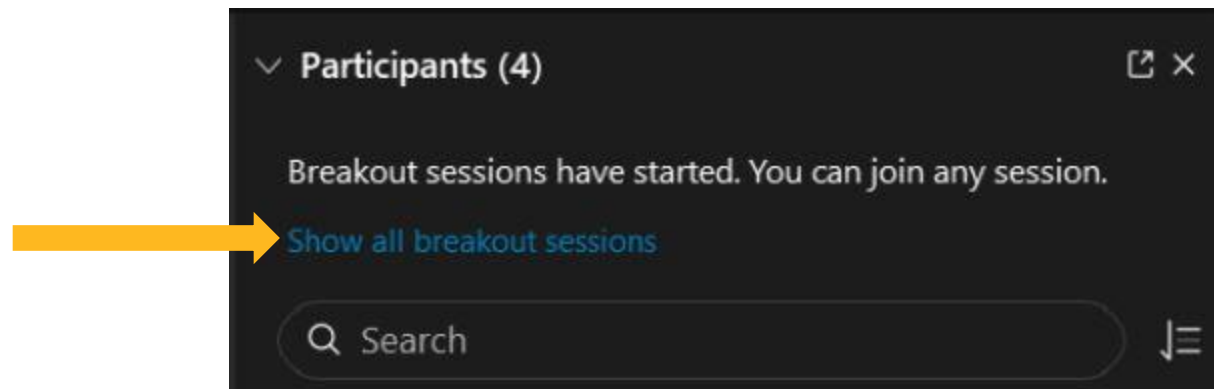
- Tasha Klesk, PharmD, MHA, Clinical Pharmacist, IFB and Regulatory Specialist, Medica
- Haley Holtan, PharmD, Clinical Pharmacist, Formulary and Operations Specialist, Medica
- Amy Wallingford, PharmD, Manager Clinical Pharmacy, Medica



# Breakout Sessions

## Instructions

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# Break Out Sessions

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Break Out Sessions are currently in progress. Please choose a session to attend.

