

# Transforming Community Based Organizations in the New Health Care Environment

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# INTERNAL ASSESSMENT

- Analyze all functions in *current* service delivery system to understand effectiveness, efficiency, redundancy, Cost-Benefit, and ROI
- Conduct Gap Analysis and solidify core competencies
  - Do not assume we are the only ones that do something really well
- Investing in Evidence Based Practices, Fidelity, Data Collection and Analysis
- Laser-focus to improve services

# FORMING THE RELATIONSHIP

- Make meaningful relationships with potential new payers
- Align with other providers of similar services or who serve similar populations to assess whether streamlining services and natural referral maintenance networks can occur
- Find out what is important to the payers:
  - Geography
  - ‘One-Stop Shopping’
  - Price

# TO DO LIST

- Do not get caught in the 'day to day' – spend time on external relationship building with the payers
- Be prepared to negotiate – both monetary and non-monetary issues are important
- In many cases, it is worth taking on a small project/pilot that is not net positive but does allow for getting a 'foot in the door'

## CONTACT INFO

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# The SCAN Foundation

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How do community based providers fit in the new health care delivery system?

# Where do you begin?



# Institute on Aging Strategy

1. Acceptance - current operating reality is not sustainable
2. Traditional approach must change
3. Identify Core Organizational Strengths
4. Identify opportunities
5. Clear strategy to engage
6. Solid value proposition
7. Embrace the challenge – David and Goliath
8. Recognition- there is no one right approach



# Many ways to reach the goal



# Institute on Aging – Success to date

1. Clear focus on core business - what we do best!
2. Dialog with multiple health plans
3. Challenge – lack of objective outcome data
4. Dialog (dance) with health plans – over 12 months
5. First contract established – compromise
6. Financial terms – long horizon perspective
7. Demonstrate objective value – quality/financial
8. Others health plan contracts in process

# Team or Business Partner?



# Questions