EQUALITY HEALTH®

TAVHealth

Uncovering the Hidden Outcomes of SDOH

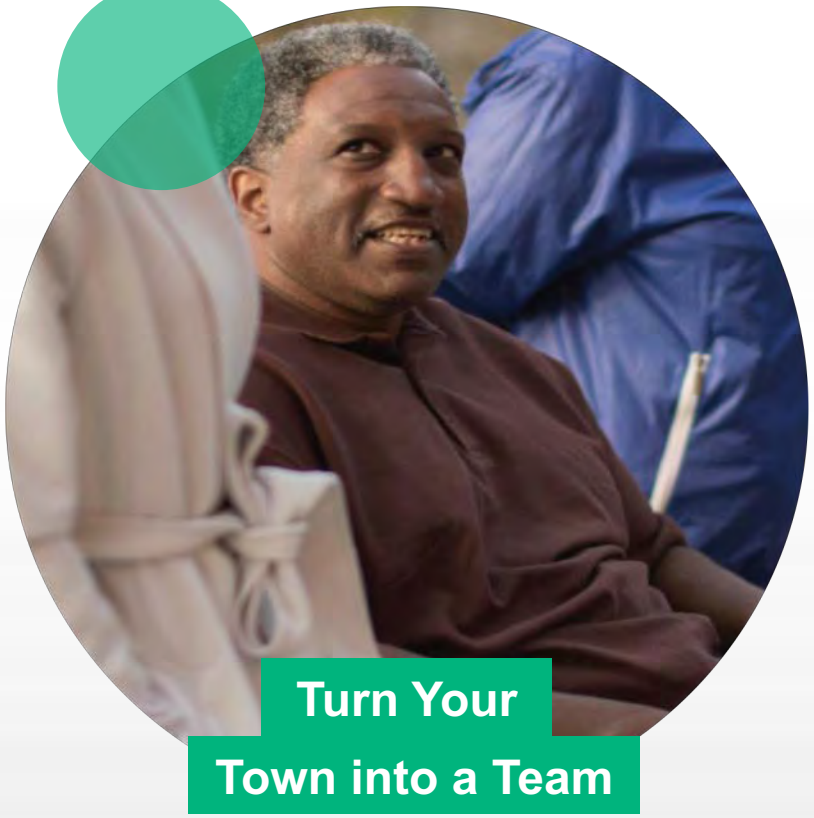
Anabell Castro Thompson, NP
Jamo Rubin, MD
Claire Zimmerman Nichols

March 29, 2019

Equality Health's Holistic Care Plan, Powered by Innovation

Cultural Care Model

TAVHealth



Turn Your Town into a Team

CareEmpower®

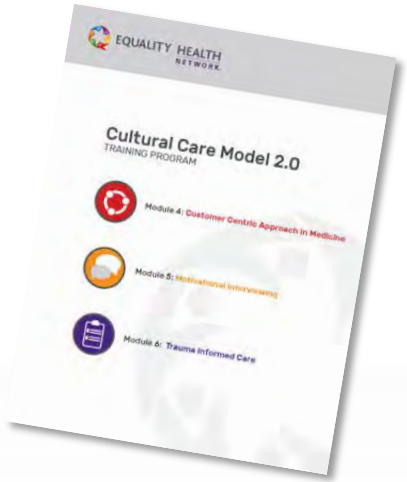
© 2019 EQUALITY HEALTH

Cultural Care Model

Tech-Enabled, Scalable, Replicable, and Adaptable

Cultural values & beliefs

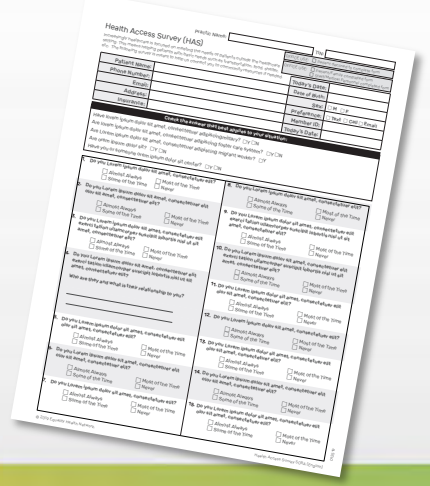
- Deploy Cultural Care Curricula and competencies in Motivational Interviewing and Trauma Informed Care to provider and CBO networks
- Cultural values are embedded into programs, tools and technology



Respeto | Confianza | Personalismo | Simpatia | Familismo | Espiritualidad

Where you live - SDOH Approach

- Proprietary Social and Cultural Risk Assessment (SCRA Tool): Assesses for SDOH, cultural values known to influence healthcare utilization, and behavioral health needs.



Community Platform Development

- Resources vetted for:
  - ✓ Linguistic Ability
  - ✓ Cultural Sensitivity
  - ✓ Community Perception -Trust

© 2019 EQUALITY HEALTH

Solving for Social Determinants of Health

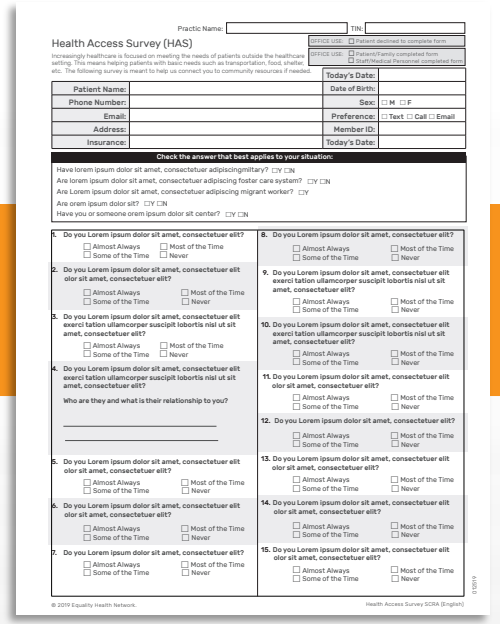
Risk stratified and intervention-based

SCRA available through **Provider, CM, CBO** and **Mobile App**

High provider adoption **48,235** submissions

Statistically significant for **3+ ER** visits per year

SCRA: Social and Cultural Risk Assessment



Health Access Survey (HAS)

Practic Name: TIN:

OFFICE USE: ☐ Patient declined to complete form

OFFICE USE: ☐ Patient/Family completed form ☐ Staff/Medical Personnel completed form

Increasingly healthcare is focused on meeting the needs of patients outside the healthcare setting. This means helping patients with basic needs such as transportation, food, shelter, etc. The following survey is meant to help us connect you to community resources if needed.

		Today's Date:	
Patient Name:		Date of Birth:	
Phone Number:		Sex:	☐ M ☐ F
Email:		Preference:	☐ Text ☐ Call ☐ Email
Address:		Member ID:	
Insurance:		Today's Date:	

Check the answer that best applies to your situation:

Have lorem ipsum dolor sit amet, consectetuer adipiscingmilitary? ☐Y ☐N

Are lorem ipsum dolor sit amet, consectetuer adipiscing foster care system? ☐Y ☐N

Are Lorem ipsum dolor sit amet, consectetuer adipiscing migrant worker? ☐Y

Are orem ipsum dolor sit? ☐Y ☐N

Have you or someone orem ipsum dolor sit center? ☐Y ☐N

1. Do you Lorem ipsum dolor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
2. Do you Lorem ipsum dolor sit amet, consectetuer elit olor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
3. Do you Lorem ipsum dolor sit amet, consectetuer elit exerci tation ullamcorper suscipit lobortis nisl ut sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
4. Do you Lorem ipsum dolor sit amet, consectetuer elit exerci tation ullamcorper suscipit lobortis nisl ut sit amet, consectetuer elit? Who are they and what is their relationship to you? _____ _____
5. Do you Lorem ipsum dolor sit amet, consectetuer elit olor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
6. Do you Lorem ipsum dolor sit amet, consectetuer elit olor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
7. Do you Lorem ipsum dolor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
8. Do you Lorem ipsum dolor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
9. Do you Lorem ipsum dolor sit amet, consectetuer elit exerci tation ullamcorper suscipit lobortis nisl ut sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
10. Do you Lorem ipsum dolor sit amet, consectetuer elit exerci tation ullamcorper suscipit lobortis nisl ut sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
11. Do you Lorem ipsum dolor sit amet, consectetuer elit olor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
12. Do you Lorem ipsum dolor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
13. Do you Lorem ipsum dolor sit amet, consectetuer elit olor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
14. Do you Lorem ipsum dolor sit amet, consectetuer elit olor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never
15. Do you Lorem ipsum dolor sit amet, consectetuer elit olor sit amet, consectetuer elit? ☐ Almost Always ☐ Most of the Time ☐ Some of the Time ☐ Never

© 2019 Equality Health Network.

Health Access Survey SCRA (English)

Care Coordination Outreach

CareEmpower

CM PCP CBO PLAN

TAVHealth

TAVHealth

TAVHealth Improves Outcomes by Solving Social Determinants of Health

© 2019 EQUALITY HEALTH

About TAVHealth: What We Do

Identify, recruit, credential, and train your **curated and accountable network** of community and health partners

Establish **privacy infrastructure** that goes beyond HIPAA - incorporating all state and federal laws for safe and compliant information sharing

Build **longitudinal social records** that provide a timeline of all assessments, needs, referrals, and services documented over time for each managed member

Track **accountability and performance** across all network partners with outcomes-proven Pathways that drive predetermined goals

Solve SDoH upstream and **measure their impact on health, quality, and financial outcomes**, the necessary ingredients of any successful SDoH solution

© 2019 EQUALITY HEALTH

TAVHealth Platform and Services

TAVConnect Platform

A secure, cloud-based collaboration platform that connects a network of community-based organizations, payers and providers to work together to solve SDOH at scale.

Services

Network
Develop, Contract, Maintain and Grow Community Network

Privacy
Safe Sharing for Covered and Non-Covered Entities

Design
Process, Design and Best Practices for Pathways

Library
250+ Outcomes-based Pathways

Community
Local Community Resource Guide

Insights
Real-time, Non-Claim Analytics to Always Improve Outcomes

© 2019 EQUALITY HEALTH

Social Care Management is Outside the Clinical Environment

Within
Clinical Walls

EHR

Care Management

Claims

Outside
Clinical Walls

Longitudinal Social Record

© 2019 EQUALITY HEALTH

Value to Payers

Profit and Loss Statement	
Topline Revenue	
Premiums	25,000
Pay for Performance	1,000
Net Revenue	26,000
Expenses	
Medical Expenses	21,250
Overhead	8,750
Total Expenses	30,000

→ ▲ Redetermination

→ ▲ Quality Measures ▲ Star Ratings

→ ▼ ED Utilization ▼ Readmissions

→ ▲ Care Coordination Efficiency

TAVHealth Delivers Value Across the Entire P&L Statement

© 2019 EQUALITY HEALTH

TAVHealth Improves Outcomes by Solving SDOH

Published, meaningful outcomes tied directly to health, quality, and financial performance

▼ **30%** **Hospital readmissions** for safety net population

▼ **46%** **Post-acute care spend** for high-utilizers over 38 months

▲ **12x** **Post-acute PCP visit** within 7 days

▲ **90%** **SDOH resolution** for community-wide autism network

© 2019 EQUALITY HEALTH

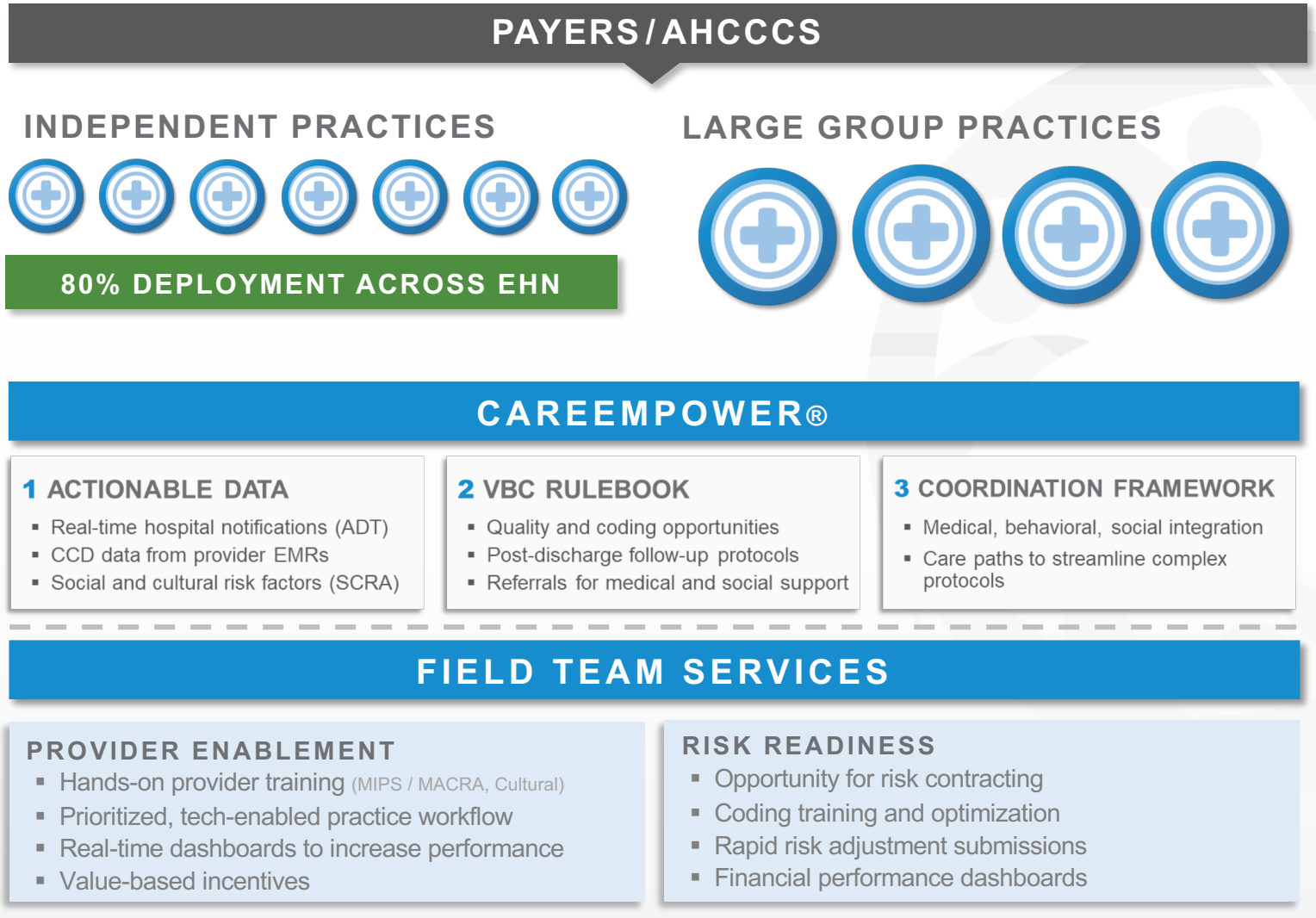
Technology Enablement for Value-Based Care Communities

© 2019 EQUALITY HEALTH

The CareEmpower® Value Proposition

CareEmpower® creates a frame-work to enable value-based care across the fragmented multitude of medical, behavioral, and social support resources in our community

- Share actionable claims, clinical and SDoH data with providers and care team participants in real time.
- Standardize VBC protocols across payers and the care team.
- Identify and engage super-utilizers (in a clinical setting, or in the community) in near real-time
- Proactively measure outcomes and performance to VBC goals



© 2019 EQUALITY HEALTH

Medical, Behavioral, and Social Care Coordination

Claims | EHR Data | HealthCurrent | Lab Results | Rx History | SDoH Activity

CareEmpower®

1 SHARE DATA

- Historical utilization from claims (authorizations, etc.)
- Real-time clinical documentation (from provider EHRs, HealthCurrent
- Community activity to address social determinants of health
- Preventive care and coding gaps

2 DRIVE ACTION

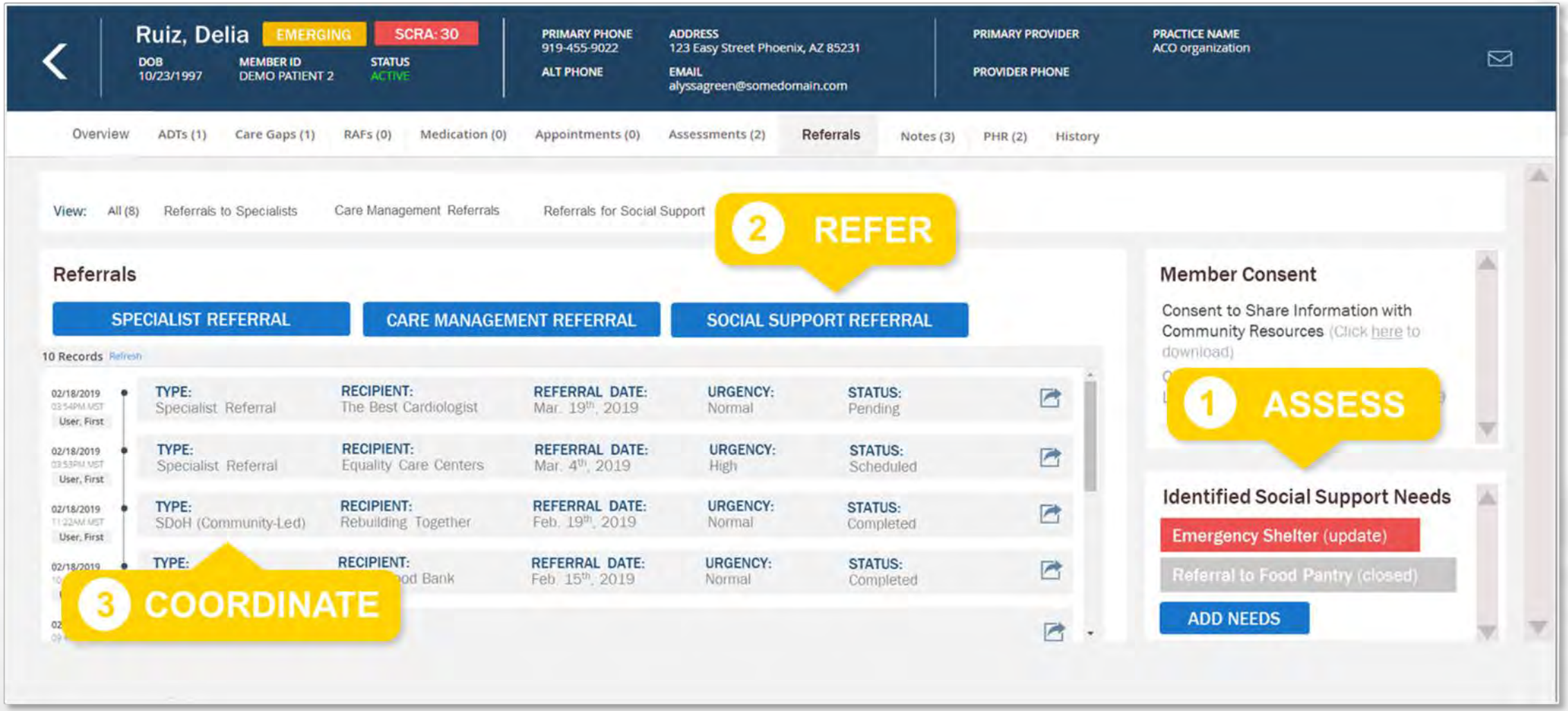
- Screen for social and cultural determinants of health
- Coordinate care (provider, payer, community) according to defined protocols
- Close preventive and coding gaps
- Manage chronic conditions

3 MEASURE RESULTS

- Improved preventive care engagement for members with social and cultural risk factors
- Improved post-discharge follow-up and reduced readmissions
- Improved quality and VBC performance, lower costs of care

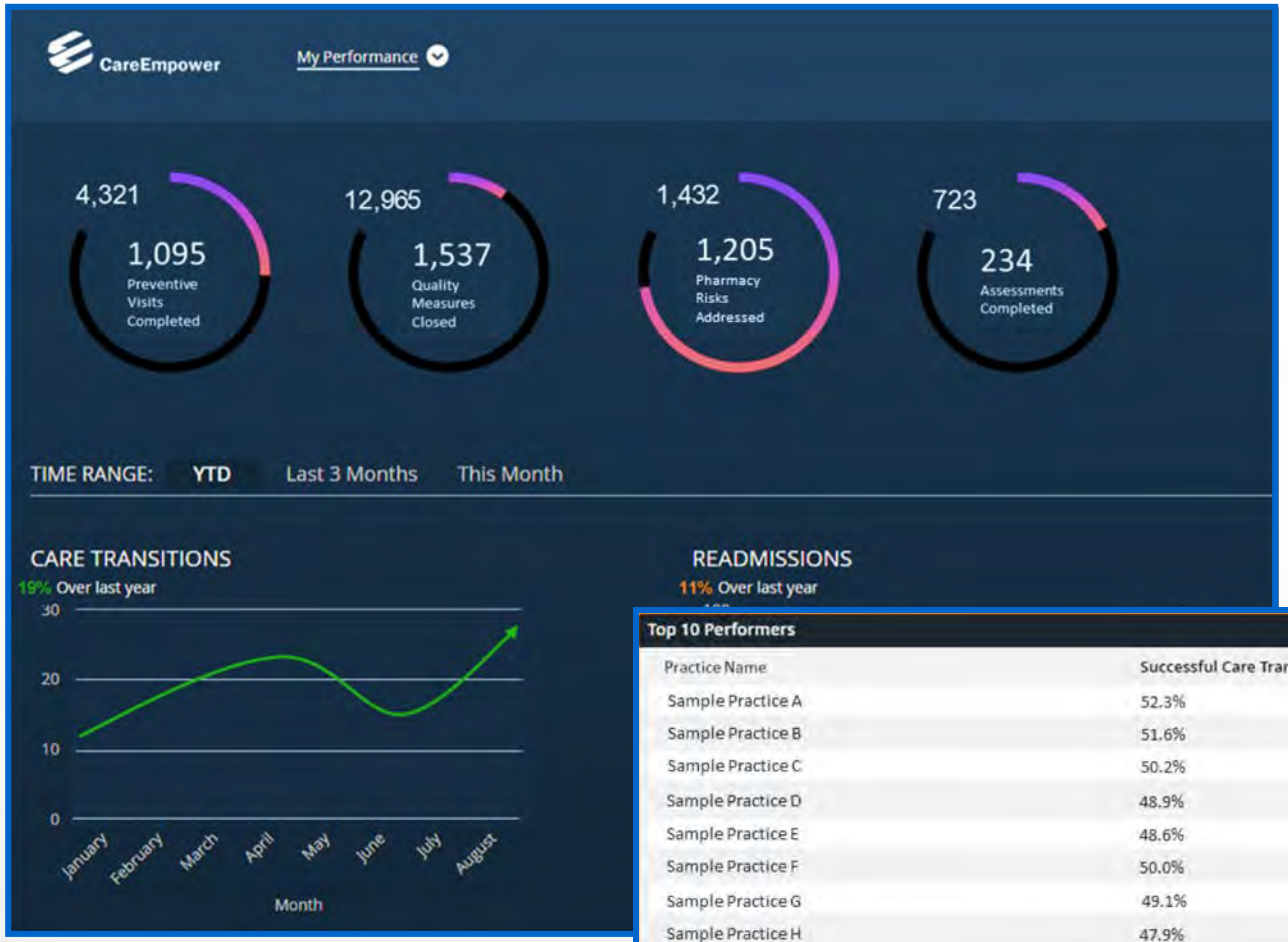
© 2019 EQUALITY HEALTH

Enabling Whole-Person Care Delivery



© 2019 EQUALITY HEALTH

Enabling Whole-Person Care Delivery



Top 10 Performers

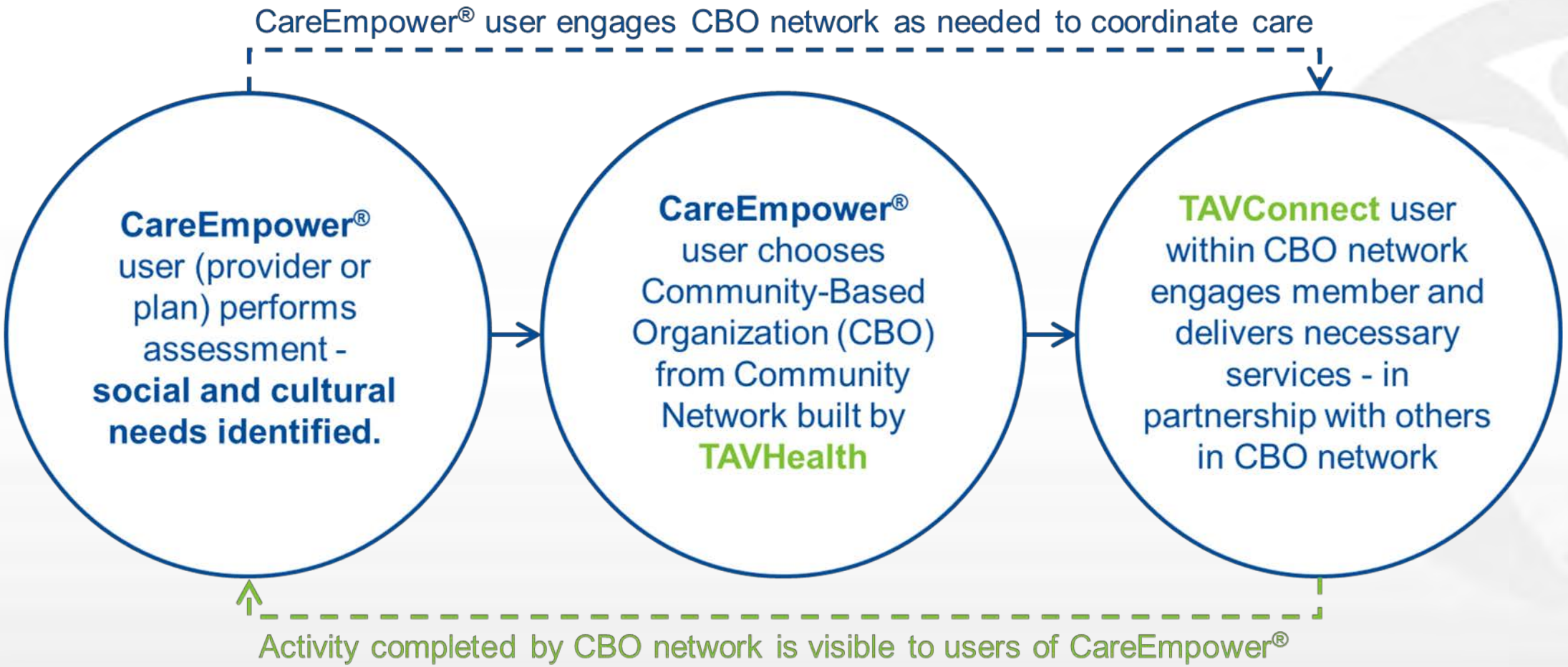
Practice Name	Successful Care Transitions %	Gap Closures %	Rx Opportunities %
Sample Practice A	52.3%	63.9%	23.6%
Sample Practice B	51.6%	64.2%	19.1%
Sample Practice C	50.2%	58.6%	14.6%
Sample Practice D	48.9%	56.9%	18.6%
Sample Practice E	48.6%	54.2%	18.1%
Sample Practice F	50.0%	65.6%	17.6%
Sample Practice G	49.1%	54.1%	17.1%
Sample Practice H	47.9%	46.9%	16.6%
Sample Practice I	46.8%	44.2%	16.1%

4 MEASURE

Customizable, role-based dashboards enable real-time monitoring of process and outcomes.

© 2019 EQUALITY HEALTH

Our Partnership with TAVHealth



© 2019 EQUALITY HEALTH

A Person-Centered Approach to Value-Based Performance

Together, Equality Health and TAVHealth enable a whole-person approach to value-based care across Arizona.

- Social and cultural competency
- Proprietary provider training and assessment tools
- Shared technology to support the integration of clinical, social and cultural care delivery
- Real-time performance measurement and shared accountability for outcomes
- Positioned for broad provider and community adoption in 2019

© 2019 EQUALITY HEALTH