

ResolutionCare

Telemedicine: The Future of People Caring for People

The National Academies of
Sciences • Engineering • Medicine
Roundtable on Quality Care for People with Serious Illness
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ResolutionCare is a

people powered,

technology enabled,

home based palliative care initiative,

in a rural Northern California community,

growing as a network.

Our Mission

To bring
capable,
compassionate
care to
everyone,
everywhere in
the face of
serious
illness.



Our Model: Staffing

ResolutionCare recognizes that there isn't any fundamental difference between the people we care for and the clinical and operational people providing that care.

We're not patient-centered, but people-centered.

- Interdisciplinary team consisting of: physicians, registered nurses, social workers, spiritual support, community health workers
- Team is nimble, empowered, and non-hierarchical.
- Value-based payment (VBP) compensates the full team to provide the right level of care at the right time
- Community health worker as a trusted, empowered team member

Our Model: Patient Types

Rural and beyond

Full spectrum socioeconomically, leans towards
low income

Across the acuity spectrum

Our Model: Reimbursement Models

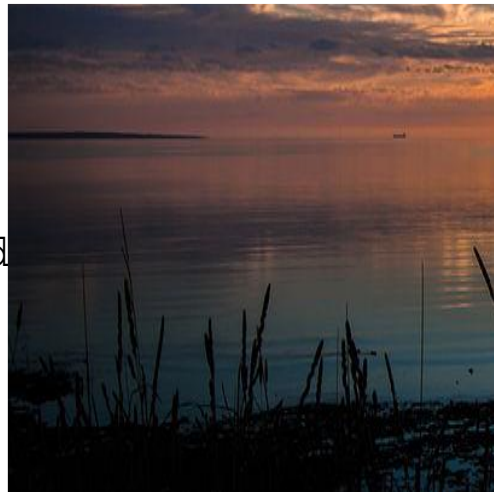
Value-Based Payment (VBP)

- Medicaid-MediCal Managed Care
 - California SB 1004
 - Defined Eligibility & Care Delivery Standards emerging from California Advanced Illness Collaborative (CAIC)
 - Pilots testing different care delivery and payment models
 - High intensity due to social determinants
- Commercial Insurers
 - Blue Shield of California is a catalytic leader

- The future of Medicare utilizing value-based payment for CRDC is unpredictable

Our Model: Settings of Care

- Home is where we see people (88%)
 - In the Community - coffee shops, grocery stores, neighborhoods
- Nursing Homes (8%)
- Hospital, when admitted



Our Model: Telemedicine

Telemedicine 1.0, 2.0, 3.0, 4.0

- 20% of people we care for are utilizing telemedicine from their home or a non-clinical outpatient setting
- Barriers to use
- Opportunities to increase use
- VBP makes the model agnostic to medium/channel/setting and allows for innovation

Evidence of Impact on Quality and Cost: ResolutionCare Telemedicine Patient Survey Data

*Results from
internal
survey March
2017

- 88% like using telemedicine.

"Video conferencing takes the delay out of my care."

*"I don't have to leave my home for check-ins and minor
issues."*

*"I was surprised how there was no delay. It was quicker
because there was no driving to the doctor's office, no
extra wait time
to get my mom's meds."*

- 81% had no concerns with the majority of
their care being provided via

Evidence of Impact on Quality and Cost: Partnership Healthplan of California *Partners in Palliative Care Pilot Data*

Findings:

- 95% of participants reported they received the best possible care from their Palliative Care team and would recommend the team to others.
- Cost of care for the three months before and after starting palliative care services was 33-50% less for pilot participants.
- Pilot patients were admitted to the hospital in the last 30 days of life nearly 40% less than non-pilot patients.
- The program showed approximately \$3 in hospital cost savings for every \$1 spent on the palliative care program.

Developing:

- Networks of Care

Partnering with:

- Payers
- Hospitals and Health Systems
- Hospices
- Communities
- Foundations
- Community Economic Development Agencies

Supporting:

- Physician peers with consultation and education
- Under-served CBPC programs
- Hospice and CBPC development
- Specialty populations

Our
Opportunities
For Scale
and
Spread

Our Challenges For Scale and Spread

- Developing and sustaining culture in remote workforces
- Recruiting experienced and inspired palliative care providers for teams
- Referral development
- Creating an integrated palliative care technology platform
- Caring for people in need regardless of payer source

Our Policy Wishes

Medicare mandated national VBP benefit for CBPC at home

Telemedicine parity for home care of the seriously ill

National licensure

THANK YOU

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