Improving Care for California’s Older Adults: The Role of Community Health Centers and Public Hospital Systems

Webinar
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Presenter and Panelists

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- Pat Curran, CEO, Health Plan of San Mateo
- Kevin Mattson, CEO, San Ysidro Health
- Erica Murray, President & CEO, California Association of Public Hospitals and Health Systems
- Christine Noguera, CEO, Community Medical Centers
IMPROVING CARE FOR CALIFORNIA’S OLDER ADULTS:

THE ROLE OF COMMUNITY HEALTH CENTERS AND PUBLIC HOSPITAL SYSTEMS

CALIFORNIA HEALTH CARE FOUNDATION

Prepared by Pacific Health Consulting Group
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California Context

- **A growing (and diversifying) California older adult population**
  - +2.2 million residents 65+ between 2020 and 2030
  - Older adult population majority people of color by 2035

- **Older adults growing as proportion of safety net patients**
  - +80% patient growth in patients 65+ at community FQHCs between 2014-19 (8.5% of all patients) - 6 in 10 dually eligible
  - 1 in 4 community FQHC patients aged 45-64
  - 60+ patient discharges increased from 21% to 28% at public hospitals between 2014-19
California Context

- Medi-Cal policy focus on integrated and whole person care for complex populations
  - CalAIM reforms
  - Home and Community-Based Services spending

- Safety-net provider comprehensive service model and experience with complex populations
  - Well positioned to care for older adults with low incomes

- Care for older adults an emerging issue for safety-net providers, but crowded out by immediate needs and pressures
Considering Older Adult Population Needs and Your Service Role

- Intention and population knowledge as keys
- Service needs along a continuum – where can we add value?
- Age and complexity can overlap
- Multiple dimensions of care and support...

Diagram:
- Care Model
- Clinical Services
- Support Services
- Service Setting
- Market Environment
Emerging Older Adult Service Models Among Safety-Net Providers

- **Older Adult Clinics** (50+ and complex patients)
  - Internal medicine, aligned specialty and enabling services

- **Care Coordination and Management**
  - Intensifies along the continuum of need

- **Medicare Enrollment Assistance**
  - From patient transition to new patient recruitment

- **Program of All-Inclusive Care for the Elderly (PACE)**
  - Full-risk capitated program of comprehensive services for older adults otherwise requiring institutional care

- **Other Services and Models**
  - Geriatric Clinics
  - Medication Reconciliation
  - Enhanced Technology
  - Primary Care at Home
  - Geriatric Emergency Rooms
New Strategic Business and Financial Considerations

- **Productivity**: Primary care staffing, productivity
- **Payment**: PPS and Medicare reimbursement
- **Coverage**: Varied Medicare coverage arrangements
- **Managed Care**: Unique local Medicare managed care environments
- **New Levers**: Leveraging risk, 340B, PACE, other
Providers at Different Places

- At the Starting Line
- Deliberate Movers
- Strategic Foresight
So, Where Can We Start?

- **Community Assessment** – What are the needs and trends?
- **Organizational Capacity** – How well equipped are we to respond?
- **Business Assessment** – What are the strategic business opportunities and considerations?
- **Phased Approach** – How can we expand our role in a meaningful but realistic way?