

Morris Hospital Successfully Transitions to Value-based Care with Caravan Health

INITIAL SITUATION

Morris Hospital and Health Care Centers (Morris Hospital) serve a rural community in Morris, Illinois. The mission of Morris Hospital is to improve the health for its area residents and for years, staff and providers have worked closely with the local health department to identify the health needs of the community. Mental health support and resources have consistently been identified in the top three needs of the community and during the COVID-19 pandemic Public Health Emergency, mental health needs rose to number one.

The 89-bed hospital has been part of a Caravan Health ACO since 2015 and has first-hand experience successfully transitioning from fee-for-service to preventive, value-based care. Not only did Morris Hospital have to get patient buy-in, but they also had to pivot to delivering health care with a population health approach. The team, led by Jennifer Wallenberg, Nurse Coordinator, developed a strategic plan to cultivate relationships, and help educate staff and providers to the merits of value-based care coordination.

CHALLENGE

When Morris Hospital joined a Caravan Health ACO the concept of accountable care and population health was unfamiliar to most staff and providers. Educating everyone was essential to taking the first collective step toward implementing new value-based practices. The value-based care model emphasizes the Annual Wellness Visit (AWV) which is founded in the principles of preventive care.

One of the biggest challenges Morris Hospital had to overcome was educating staff, providers, and patients to the merits of preventive care with an emphasis on the AWV. The rural

community was not accustomed to seeing their providers unless they were sick or injured. To many patients, the notion of making an appointment for a wellness visit was antithetical to their beliefs and understanding about health care.

SOLUTION

From the onset, Morris Hospital worked with value-based care experts at Caravan Health to educate and engage staff and providers to population health methodologies and workflows. Once the medical professionals were committed to the new workflows, they began to educate and inform their patients.

One early success was the new opportunity in behavioral health resources. Many of Morris Hospital's primary care physicians serve rural communities where there is a lack of mental health providers and patients are often underinsured. Morris Hospital implemented an integrated behavioral health program that has been successful in not only helping patients but also in demonstrating to providers the efficacy of value-based care. As the behavioral health initiative experienced more success, patient's behavioral health illnesses were more controlled and adopting a more proactive, preventive care approach became easier.

As Morris Hospital increased their rates of AWVs, staff and providers were able to successfully screen patients and identify those who would benefit from chronic care management. Caravan Health helped Morris Hospital staff gather and review data and review the majority of the patient population which has led to a successful transitional care management program.

Today, Morris Hospital staff and providers are fully committed to value-based care workflows and their patients

have grown increasingly engaged with preventive care. Patients are comfortable with AWVs and accustomed to routinely hearing from their health care team via phone. Population health staff rely on Caravan Coach technology which has improved efficiencies and helped to further identify gaps in care. Hierarchical condition category (HCC) face sheets are used to ensure coding is accurate and that nothing slips through the cracks.

Morris Hospital recently received a Five-Star Quality Rating from CMS which gives consumers, their families, and caregivers the ability to compare facilities more easily and help to identify the nation's quality organizations.

“Due to CMS’s requirement of 5,000 attributed patients for ACO success, we would not have been able to participate in an ACO without Caravan Health. For an organization our size to get our hands around this type of preventive care and have the resources and support – it would have been a daunting task. Today we’re thriving in accountable care.”

JOHN ROUNDTREE

Manager, Strategic Planning
Morris Hospital and Health
Care Centers

