



New Care Models



Supporting
primary and
acute care
systems
(PACs)

The new care models agenda is designed to **drive integration, alignment, and accountability** for care delivery to provider organisations.

Internationally, there is increasing evidence that the transfer of accountability from commissioners to providers improves clinical quality, safety, financial sustainability, and patient experience outcomes. Accountability also carries additional risks and rewards for provider groups, and requires new capabilities to manage risk and deliver outcomes.

What sets us apart



People
Unmatched healthcare expertise



Technology
Comprehensive solutions



Data
Insights that drive decisions



Action
Scale to mobilise and achieve results

How Optum can help

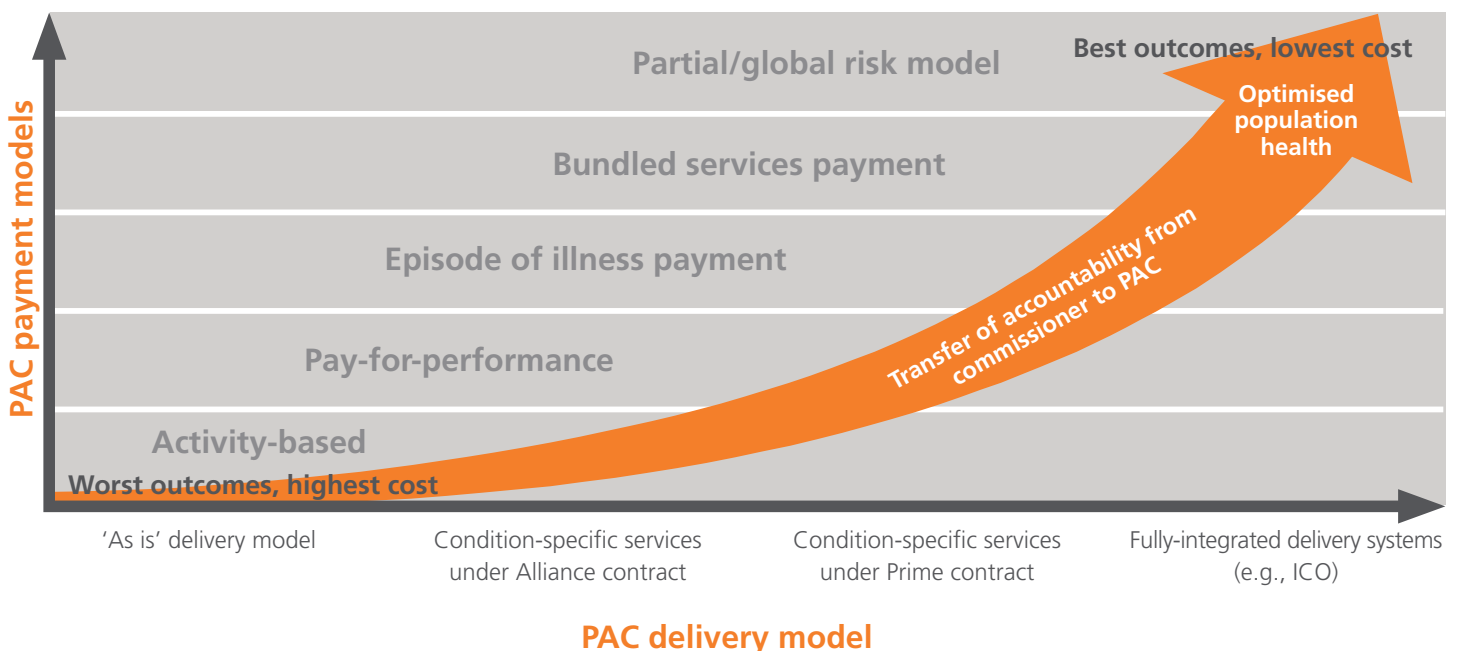
In our experience, there is no single primary and acute care (PAC) model. There are various ways to achieve better integration, and optimal arrangements will vary based on local populations, providers and clinicians, all of which carry different risks and rewards. For PACs aspiring to develop fully integrated care organisations (ICOs), there are a range of possible risk arrangements, which provide different layers of protection as you build confidence and develop new capabilities.

Irrespective of structure, the success and sustainability of PACs will require a population health approach. Resources should be allocated appropriately to manage clinical risk, ensuring patients requiring the most support receive the help they need at the appropriate time and place, from the right professionals. In the short term, PACs will need to identify immediate saving opportunities, which can be reinvested in the development of primary care and community capacity and care management over time. This will require strong relationships across primary, community, mental health and social care, underpinned by new contracting and reimbursement arrangements that support collaboration.

Whether you are looking to redesign current operating models, develop community and primary care capability and capacity, assume greater accountability for the delivery of care pathways or take on delegated risk for your registered population, Optum® can help.

We have practical, hands-on experience supporting provider groups to deliver new care models. We are one of the few companies in the world that provide fully integrated solutions to meet PAC requirements, from back-office transactional support to front-line clinical delivery. We specialise in building and scaling population health models, focused on **early identification, care management and delivery of services closer to home**. Globally, we support providers to manage clinical risk, strengthened by leading population health analytics and data tools.

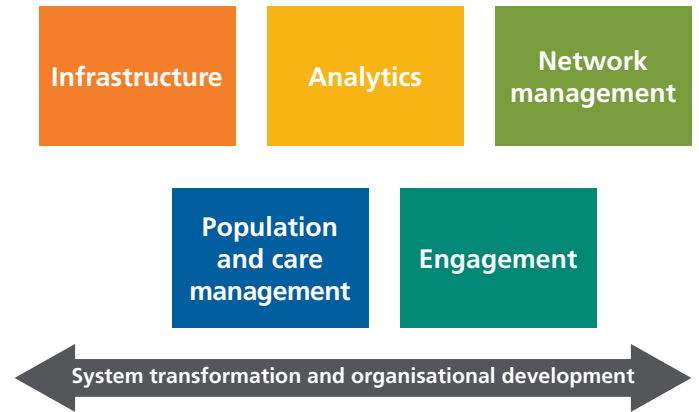
There are a range of PAC models, which carry different risks and rewards and will require new capabilities to deliver value.



Optum solutions

The transfer of accountability from commissioners to PACs will require new provider capabilities to minimise risk and maximise positive patient outcomes. Based on our experience, we have identified five key development work streams for PACs. We work flexibly with PACs depending on where you are in your development journey and your individual model requirements. We can provide a range of support — from initial consultancy to the direct provision of products and services in the longer term.

Five PAC development work streams



PAC requirement	Optum infrastructure solutions
<ul style="list-style-type: none"> Individual linked data sets; aggregated data across pathways 	<p>Data normalisation, aggregation and re-structuring data across disparate systems, including aggregation of clinical and administrative data.</p>
<ul style="list-style-type: none"> Shared care records across multiple providers 	<p>Complete population health analytics and reporting suite, using our proprietary OptumOne technology. OptumOne provides a range of risk stratification, clinical decision-making, care management and value-based reporting tools. Designed to support clinical teams proactively manage patients, OptumOne works on top of existing clinical and administrative systems and removes the need for interoperable systems across provider groups.</p>
<ul style="list-style-type: none"> Operational planning and support 	<p>Detailed operational planning and implementation support, including support to re-organise assets and share technical platforms/business applications to drive efficiencies.</p>
<ul style="list-style-type: none"> Access to timely payment information 	<p>Support improving payment mechanisms in order to ensure quick access to data, supported by a range of Optum proprietary payment integrity tools.</p>

PAC requirement	Optum analytics solutions
<ul style="list-style-type: none"> Understanding of clinical and financial risk across population 	<p>Actuarial support to forecast and predict clinical and financial risk across your system, including changing population demographics, cost and utilisation. Includes support understanding the total cost of care across the care economy.</p>
<ul style="list-style-type: none"> Actionable information to facilitate new ways of working 	<p>Advanced predictive analytic support, using traditional methodologies as well as machine-based techniques to identify variables driving specific outcomes.</p>
<ul style="list-style-type: none"> Risk stratification 	<p>Risk stratification, using our proprietary risk tool to identify individuals at risk of hospital admissions. Using our disease grouper technology, our risk tool makes it easy for clinical teams to identify patients who need outreach to either close gaps in care or reduce future risk of admissions.</p>
<ul style="list-style-type: none"> Ability to design, measure and monitor impact of interventions against agreed outcomes 	<p>Evidence-based intervention planning and delivery, using our proprietary Evidence-based Medicine (EBM) Connect tool to measure gaps in care and ROI. Based on 500+ evidence-based rules and criteria, EBM Connect is used by clinicians to understand optimal interventions and intervention points for their patients and close gaps in care.</p>
	<p>Patient-reported outcome measurement tracking, using our proprietary Short Form (SF) Health Surveys SF-36, SF-12 and SF-8 tools. These provide patient-specific measurement of functional status in order to determine whether interventions are delivering value from the patient's perspective.</p>
	<p>Prescribing decision support and medicines optimisation, using our proprietary ScriptSwitch® tool, widely used across general practices today.</p>

PAC requirement	Optum network management solutions
<ul style="list-style-type: none"> • New contractual and payment structures to support integrated working • Contract and provider management • Pricing and system economies 	Outcome-based contracting , including support unpicking block contracts, establishing risk-adjusted capitated budgets, defining outcomes, exploring new reimbursement models and setting up provider networks, including third-sector organisations.
	Support negotiating transfer of financial responsibility from commissioner to PAC.
	Value-based population health and financial reporting and business intelligence (BI) dashboards/ tools , which capture operational performance at the patient, GP, practice and provider levels. Includes referral variation, clinical variation, financial reconciliation and performance tracking.
	Provider stratification to support establishment of specialty networks in order to direct patients to the most appropriate point of care based on individual needs.
	Design, implementation and delivery of provider/system efficiency programmes .
	Dedicated provider support programmes to drive behaviour change in a non-threatening way , including leadership development, organisational development (OD), productivity reviews and deep-dive clinical audits.

PAC requirement	Optum population and care management solutions
<ul style="list-style-type: none"> • Pathway/system re-design • Proactive care coordination and management • Clinical workforce re-design; redeployment of existing resources in new ways • Transition of care out-of-hospital to community settings — creation of new access points closer to home 	Pathway re-design , including financial modelling so that impact across the system is fully measured and understood.
	Single Point of Access (SPA) and referral facilitation services to manage referral coordination, signposting and care navigation. Our SPA services are staffed by care navigators and wellness advisers, and enabled by our proprietary Electronic Referral System and 24/7 telephonic services.
	Support designing, implementing and delivering care management programmes , designed to fill the gap between the GP's ability to care for the patient and the patient's ability to self-manage.
	Direct provision of care management programmes , including prevention and wellness, targeted disease and condition-specific programmes, complex case management for high-risk individuals and people in care homes, and palliative care.
	Clinical workforce development , building and training multi-disciplinary care teams to work flexibly across care settings, e.g., deployment of acute consultants in community settings.
	Design, implementation and delivery of utilisation management programmes in order to move patients out of the hospital to the most clinically appropriate setting in a timely way . Includes establishment of out-of-hospital care settings, e.g., hospital as home services, where required.

PAC requirement	Optum engagement solutions
<ul style="list-style-type: none"> • Wellness, prevention, promotion and reduction in lifestyle risk factors • Patient activation and involvement in self-care management • Increased accessibility; reduction in inequalities 	Wellness and health improvement support programmes, through our proprietary wellness portal, Rally . Rally allows individuals to create and manage their own personalised wellness plan , using gaming technology and online incentives.
	Integrated improvement hubs, delivering Tier 0, 1 and 2 services across smoking, weight management, exercise, and drug and alcohol abuse pathways . Includes outreach services to seldom-heard groups.
	Comprehensive Diabetes Prevention Programme .
	Extensive workforce training to create a culture of shared decision-making and care planning based on individual goals.
	Range of digital and media-based technology to support activation and engagement , e.g., Babyblocks.
	Support evaluating, implementing, delivering and scaling local tele-health and tele-monitoring initiatives.

For more information on
how Optum can help, please
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To learn more, visit our website
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