

Person-Centered Listening Session

Leveraging Relationships with Community-Based Organizations to Meet Health-Related Social Needs

April 24, 2024

Center for Medicare and Medicaid Innovation



Housekeeping and Logistics



This session is being recorded. All participants will be muted besides those providing verbal comments.

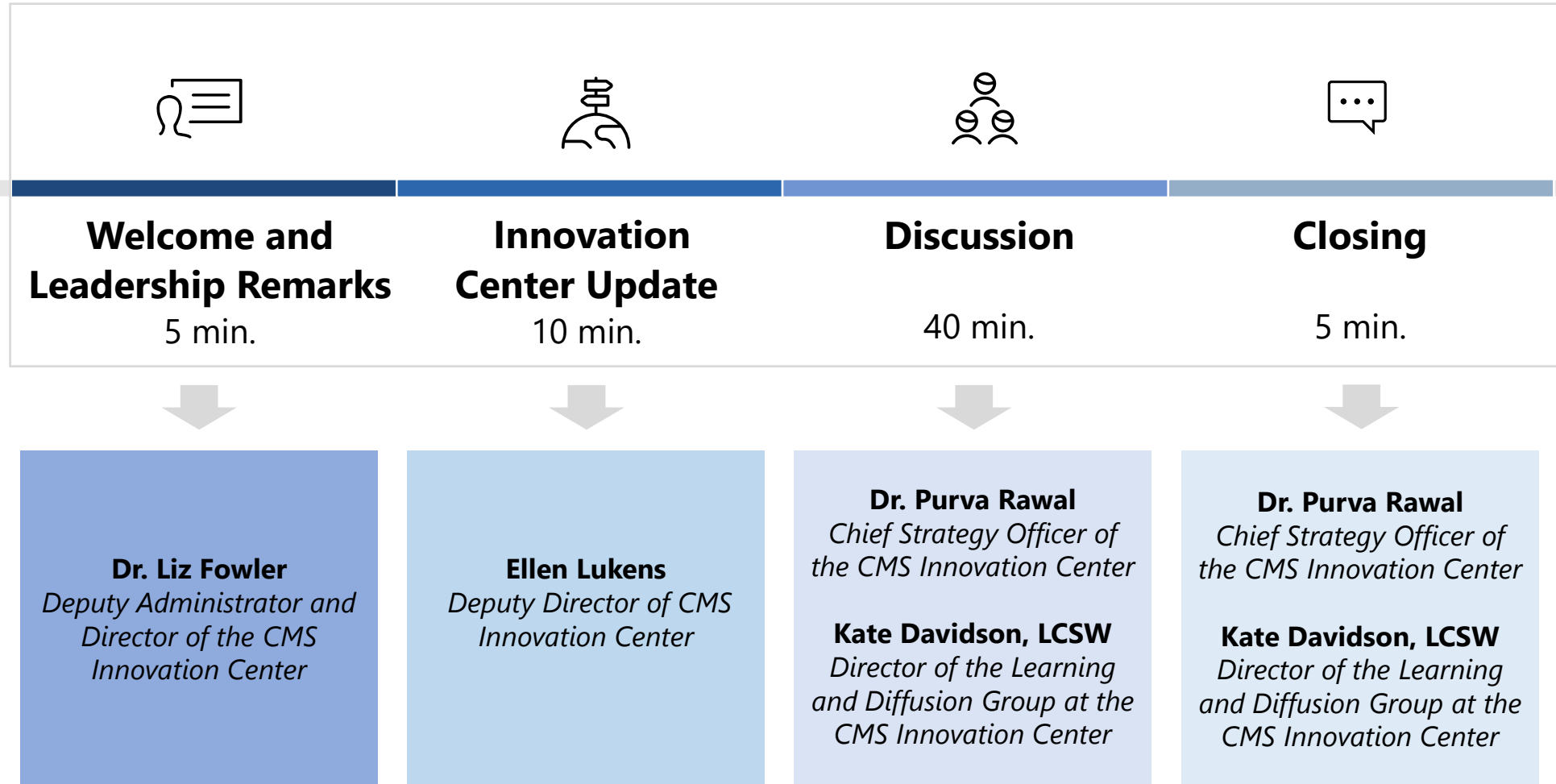


Closed captioning is available on the bottom of your screen.



Please submit comments via the Q&A on the bottom of your screen. Your comment may be read aloud, unless you indicate to not share.

Agenda



Welcome and Leadership Remarks

Innovation Center Update

Discussion

Closing

Vision: What's to Come Over the Next 10 Years



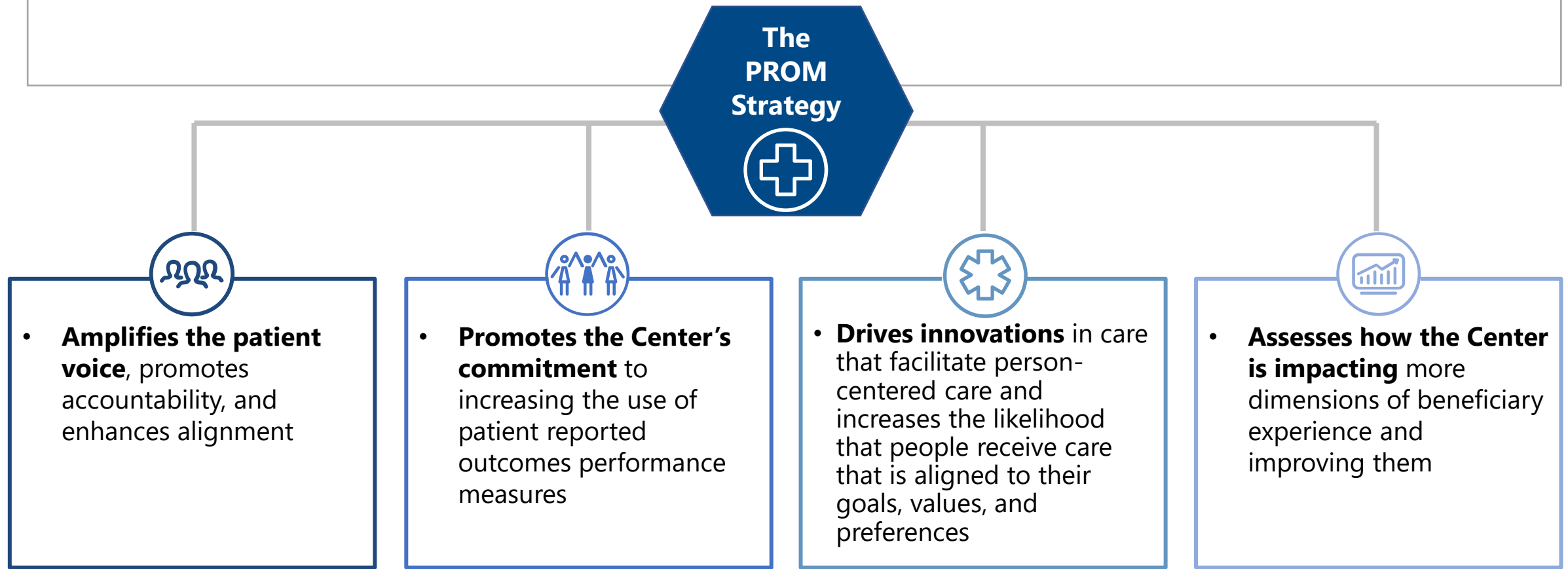
Partner to Achieve System Transformation



- **Aim:** Align priorities and policies across CMS and aggressively engage payers, purchasers, states, and beneficiaries to improve quality, achieve equitable outcomes, and reduce health care costs
- **Impact on Beneficiaries:** Closer engagement with beneficiaries, caregivers, and patient groups across the lifecycle of models will help ensure that models are meeting people's needs
- **Measuring Progress:**
 - 100% of models that engaged patients/beneficiaries, caregivers, and patient groups through the model lifecycle
 - 100% of new models, where applicable, that make multi-payer alignment available

Innovation Center PROM Strategy

The Innovation Center continues to expand the use of patient-reported measures in accountable care models through our **Patient-Reported Outcomes Measures (PROM) Strategy**.



How the Innovation Center Integrates Patients' Perspectives Across the Model Lifecycle



IDEATION & DEVELOPMENT

- How does the theory of action align with patients' priorities?
- How does the model capture real-world patient experience?
- How does the model impact affordability for all patients?
- Will the model increase equitable access to health care across demographic and socio-economic profiles?

RECRUITMENT & RULEMAKING

- What kind of information about a model do patients want or need?
- How can CMMI communicate to patients/caregivers the intended benefits of receiving care under the model?

APPLICATION

- Does model applicant distribution provide equitable access to care for all potential patients in the applicant's area?
- Are the model applicants equitably reaching patients?
- What communication tools are best for patients?

IMPLEMENTATION & EVALUATION

- How are patients experiencing the changes in care delivery?
- How are patients experiencing changes in their health outcomes/quality of life?
- What is the impact of the model on patients across different populations?
- How are we mitigating adverse impact on patients?

SCALABILITY

- How will scaling the model affect patients?
- How do we ensure that the benefits that patients have gained are sustained once the model period ends?

Welcome and Leadership Remarks

Innovation Center Update

Discussion

Closing

Overview: Innovation Center Person-Centeredness Activities

VISION

Innovation Center models are person-centered through the systematic integration of patient and caregiver perspectives and experiences.

IMPACT



PERSON-CENTERED MINDSET

Promote a person-centered mindset across model development, implementation, and evaluation.



PATIENT PARTNERSHIP

Support a partnership approach for understanding patient perspectives and experiences for two-way communication, real world feedback, and ongoing improvement.



PATIENT AND CAREGIVER DIVERSITY

Ensure that we capture the range of patient and caregiver perspectives reflective of the healthcare ecosystem.



EXPERIENCE AND OUTCOMES

Advance health equity through intentional integration of diverse perspectives across the model lifecycle. Enhance care experience and outcomes across all population groups served in the model.

Progress on Value-Based Care Messaging and Spotlight Site

Home > Priorities > Innovation Center > Value-Based Care Spotlight

Value-Based Care Spotlight



Feedback

Sharing Stories that Illustrate Value-Based Care's Impact on People



[How Accountable Care Helps Patients - Lamont's Story](#)



[Flexibility with Home Dialysis – Connor's Story](#)

Purpose

To showcase different aspects of value-based care as told through the voices and experiences of CMS Innovation Center model participants, health care providers, and patients.

Goal

Improve understanding of value-based care, including what patients and providers might expect by being part of value-based care and how it can meet their needs.

Guidance for Health Care Entities Partnering with CBOs*

Key recommendations for engaging CBOs in partnerships to advance health equity through alternative payment models.



Collaboration and Partnership



Hubs and Conveners



Infrastructure



Funding

**Community-Based Organization (CBO): A non-profit organization whose members represent a local community and focus on addressing the community's sociocultural conditions and lived experiences. This can include improving the community members' social and health risks (Aideyan 2018).*

Model Features Leveraging CBOs to Address HRSNs

Cell and Gene Therapy (CGT) Access Model

Opportunities for states to partner with CBOs to address potential challenges related to:

- Patient knowledge
- Sickle cell disease care access
- Other specialty care access
- Services for HRSNs
- Care coordination and navigation

Innovation in Behavioral Health (IBH) Model

Participating behavioral health practices will:

- Screen patients for HRSNs
- Refer them to CBOs for services to address HRSNs as appropriate

Transforming Maternal Health (TMaH) Model

Risk adjusted provider infrastructure payments will be used to:

- Identify local entities to address HRSN and behavioral health patient needs
- Integrate CBOs into screening, referral, and follow-up activities
- Support data integration between providers and CBOs

Making Care Primary (MCP) Model

Model participants will:

- Implement universal HRSN screening and referral pathways
- Establish partnerships with social service and CBO providers
- Deepen connections with community resources

All-Payer Health Equity Approaches and Development (AHEAD) Model

- State governance structure includes CBOs and patients
- Primary care practice participants receive payments to support coordination with specialists and CBOs
- Incorporate on-site social and community health workers for resource coordination

Welcome and Leadership Remarks

Innovation Center Update

Discussion

Closing

Our Guest Speakers

Cindy Causey

Caregiver, Community for Life, MAC
Living Well Center of Excellence

Jamal Brown

Camden Coalition Housing First
Program Participant and Advocate

Nancy Walsh

Director of Community for Life, MAC
Living Well Center of Excellence

Mary Pelak

Senior Program Manager of the
Housing First Program, Camden
Coalition

Leigh Ann Eagle

Director of the Health & Wellness
Program and Chief Operating Officer
of the MAC Living Well Center of
Excellence

Gwen Darien

Executive Vice President of Patient
Advocacy, Engagement and
Education, National Patient Advocate
Foundation

Poll #1



What are the greatest challenges that **patients** experience related to connecting with and receiving services from community-based organizations? Select your top 2 choices.

- Lack of information about services from community-based organizations
- Lack of transportation
- Hours of operation
- Out of pocket costs
- Other [enter your answer into Q&A]

Our Guest Speakers

Cindy Causey

Caregiver, Community for Life, MAC
Living Well Center of Excellence

Jamal Brown

Camden Coalition Housing First
Program Participant and Advocate

Nancy Walsh

Director of Community for Life, MAC
Living Well Center of Excellence

Mary Pelak

Senior Program Manager of the
Housing First Program, Camden
Coalition

Leigh Ann Eagle

Director of the Health & Wellness
Program and Chief Operating Officer
of the MAC Living Well Center of
Excellence

Gwen Darien

Executive Vice President of Patient
Advocacy, Engagement and
Education, National Patient Advocate
Foundation

Poll #2



What are the greatest challenges that **community-based organizations** experience related to navigation and coordination with health systems? Select your top 2 choices.

- Workforce issues
- IT infrastructure to collect and share data
- Lack of funding and reimbursement streams for CBOs
- Other [enter your answer into Q&A]

Our Guest Speakers

Cindy Causey

Caregiver, Community for Life, MAC
Living Well Center of Excellence

Jamal Brown

Camden Coalition Housing First
Program Participant and Advocate

Nancy Walsh

Director of Community for Life, MAC
Living Well Center of Excellence

Mary Pelak

Senior Program Manager of the
Housing First Program, Camden
Coalition

Leigh Ann Eagle

Director of the Health & Wellness
Program and Chief Operating Officer
of the MAC Living Well Center of
Excellence

Gwen Darien

Executive Vice President of Patient
Advocacy, Engagement and
Education, National Patient Advocate
Foundation

Welcome and Leadership Remarks

Innovation Center Update

Discussion

Closing

Question and Answer Session







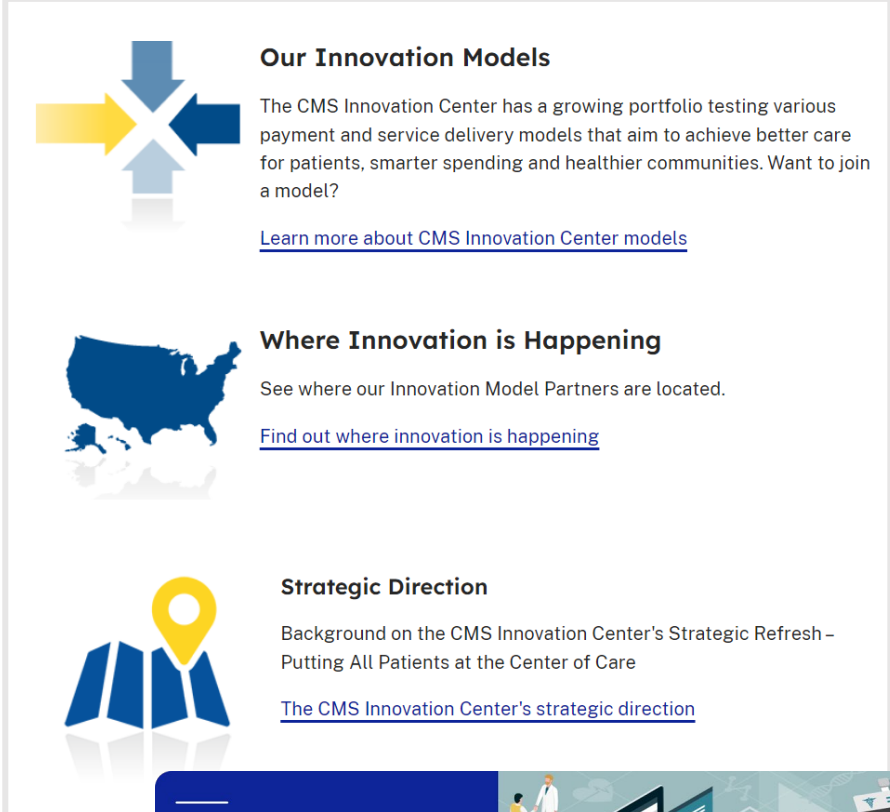
Open Q&A

Please **submit questions via the Q&A pod** on your screen.

Where Can You Go For More Information?

Resources for the CMS Innovation Center

-  **CMS Email Listserv**
[Sign up to receive regular email updates](#) about the CMS Innovation Center, including opportunities to engage with, provide input on and potentially participate in model tests.
-  **CMS Innovation Center Website and Strategic Direction Webpage**
Visit the [CMS Innovation Center](#) and [Strategic Direction](#) webpage.
-  **Model Participation**
Visit the [CMS Innovation Center Models](#) webpage (and [Medicare Shared Savings Program](#) site) to see current participant geographic and contact information*. You can also see which models are currently [enrolling](#).
-  **Social Media**
[Follow us](#) @CMSinnovates on X (Formerly known as Twitter).



Our Innovation Models

The CMS Innovation Center has a growing portfolio testing various payment and service delivery models that aim to achieve better care for patients, smarter spending and healthier communities. Want to join a model?

[Learn more about CMS Innovation Center models](#)

Where Innovation is Happening

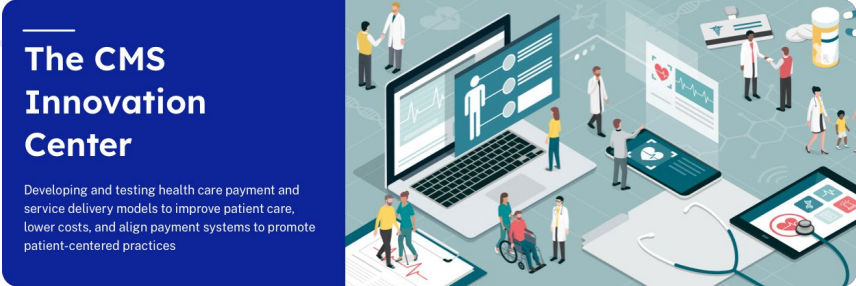
See where our Innovation Model Partners are located.

[Find out where innovation is happening](#)

Strategic Direction

Background on the CMS Innovation Center's Strategic Refresh – Putting All Patients at the Center of Care

[The CMS Innovation Center's strategic direction](#)



The CMS Innovation Center

Developing and testing health care payment and service delivery models to improve patient care, lower costs, and align payment systems to promote patient-centered practices

Thank You for Attending this Listening Session



We appreciate your time and interest!

Please take the survey following this listening session so we can learn how to make our events better.

THANK YOU!