WellPoint’s Pediatric Learning Collaboratives and our Partnership with the American Academy of Pediatrics

- Supporting Providers as they care for our littlest members -
Agenda

- Program goals and structure
- Identifying the need for pediatric support
- Collaboration with national organizations and practices
- Impact
- Looking ahead
Enhanced Personal Health Care Program (EPHC)

Objectives

**Promote change in the current structure by:**

- Sharing actionable information and care management resources
- Moving away from a fragmented and episodic health care system
- Focusing on care coordination, patient outreach, and quality improvement
- Redesigning the payment model to move from volume-based to value-based payments
- Having PCPs manage ALL aspects of their patients’ care
- Promoting access, shared decision-making, and care planning around the individual needs

**Patient & Family Centered Model**
Current Market Penetration of Pediatric Population

Total Provider Count in EPHC

- 23,347 (55%)
- 12,394 (29%)
- 6,789 (16%)

- Family Practice
- Pediatric Medicine
- Adult Providers
Identifying the Support Needs for our Pediatric/Family Providers

• Data used to impact outcome – finding the pediatric population tends to be healthier

• Providers caring for the pediatric population may have specific needs that differ from providers caring for the adult population

• A focus geared towards prevention/education

• Pediatric Learning Collaboratives address pediatric-specific needs
Pediatric Learning Collaborative Program Goals

1. Educate providers around the most critical health conditions affecting the pediatric population

2. Introduce curriculum and best practices for support of Provider efforts in improving quality, affordability and patient & family engagement

3. Develop comprehensive pediatric-based content addressing provider and patient/family needs in a manner that is organized and adaptable

4. Establish critical and highly valued relationships with expert national pediatric health care organizations

5. Provide valuable resources that put critical, relevant information in front of busy practices
Program Structure - 2014

• Core team and topic specific sub-teams

• Initial focus: Immunizations, Well Visits, Asthma, Obesity

• Practice input received: Behavioral Health support was needed

• 2014 Curriculum:
  • Held 15 virtual sessions
    • Obesity (4)
    • Behavioral Health (4)
    • Well Visits and Immunizations (3)
    • Asthma (4)

• >1300 attendees and recording views!
Collaboration with National Organizations and Practices

• Checking the ‘pulse’ of practice and provider needs
• Providing the most current and relevant curriculum
• Partnering with subject matter experts is critical
• *Sharing practice experiences is impactful!*
In Partnership and Collaboration with...
## Making a Positive Impact

### Most Helpful Information

1. Review of statistics, resources, screening tools, and internal programs
2. Tips on how to better educate patients and practice staff
3. Ideas for improving patient reminders, treatment plans and methods of patient care
4. Using a team approach to problem solve within the practice
5. Encouragement to use reports to identify patients and check in on them
6. Coding suggestions

### Practice Interventions

1. Implementing new tools and integrating them into their EMR systems
2. Improving engagement of parents and better preparation for difficult discussions
3. Enhance strategies for improving patient care and patient health
4. Advancing current efforts on critical topics, improving practice guidelines and processes

5. *Improving patient compliance, adopting information into workflows to enhance patient outcomes, and changing protocols*
Practice Feedback

“I cannot believe all of the great resources that are available for free. I am so excited to start launching an obesity program within our practice.”

“Great team!! I have enjoyed learning from this team - solid, applicable presentations!! Keep up the GREAT work!”

“Now THAT was an excellent presentation!”

“I knew nothing about this topic prior to the presentation so I really enjoyed it!”

“Love the creative ways WellPoint has developed to reach kids!”

“The obesity seminar was great!”

“This was a very informative presentation on a very difficult subject.”
Looking Ahead to 2015

• **Goal:** Continue to identify the most critical needs and challenging topics, and create a robust curriculum to meet those needs

• Prepared practice survey to improve bi-directional communication and advance partnerships with practices

• **Topics practices want additional support for:**
  1. Transitioning patients from pediatric to adult providers
  2. Behavioral Health
  3. Pediatric Obesity
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