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CCNC Partners with Medicare ACO to Improve Care to Complex Patients

Targeted analytics, care management help patients in transition, reduce hospital costs

Raleigh, N.C. (October 20, 2016) – Community Care of North Carolina, Inc. (CCNC) and Physicians Quality Partners (PQP), a clinically integrated network developed by New Hanover Regional Medical Center, are working closely to improve care delivered to complex patients enrolled in the hospital system’s Medicare Shared Savings Program.

Under the agreement, CCNC is providing careTRIAGE™ and careIMPACT, analytical tools that help PQP identify patients who are most “impactable,” or those patients whose care can be significantly impacted through targeted interventions at the right time.

CCNC is also tapping its primary care infrastructure and experienced care managers, and aligning with NHRMC’s care managers and Community Paramedics with NHRMC Emergency Medical Services to provide additional care resources. This increases outreach to Medicare patients in need of specialized guidance or services to avoid worsening of their conditions, readmissions and repeated trips to the Emergency Department.

“CCNC has analyzed our Medicare data, applied predictive risk modeling, and depicted our data in an actionable dashboard that helps us to deploy targeted interventions to change the trajectory for high-risk patients,” said Philip Brown, M.D., Chief Physician Executive of New Hanover Regional Medical Center. “We are hopeful that this will move us a long way in reducing readmissions, improving patient safety, and boosting quality of life for our patients.”

L. Allen Dobson, Jr., M.D., Chief Executive Officer of Community Care of North Carolina, said CCNC’s primary care and care management infrastructure can benefit a variety of populations by bringing targeted services to the right patients at the right time and place.

“Our analytics help us identify the best opportunities and methods of intervention, allocating resources efficiently and driving down costs,” he said. “As reimbursements move toward ‘pay for value’ approaches, population health efforts of this sort are essential to a hospital’s financial success.

The alliance between CCNC and PQP has already generated a number of success stories, such as a woman who got her blood sugar levels under control in just four weeks after years of poor control, and assistance in securing alternative housing to allow a woman suffering abuse to find a safe alternative to the hospital emergency room.

About Community Care of North Carolina

CCNC’s family of companies includes parent company CCNC, Inc. and NC Community Care Networks, a community-based, public-private partnership that creates “medical homes” in all 100 counties for North Carolina Medicaid recipients. The CCNC enterprise is dedicated to innovative approaches to population management that improve health and reduce costs, particularly for vulnerable populations. To learn how CCNC improves quality and saves millions of dollars every year, visit www.communitycarenc.org.

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