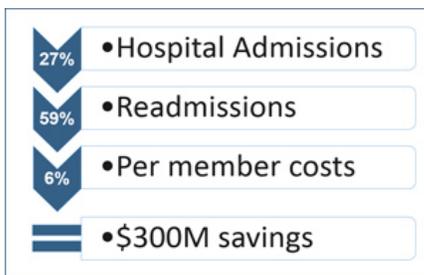


2016 Quality Report Shows CCNC On Track to Reach Ambitious Savings Goal

Community Care of North Carolina's (CCNC) annual quality report to the [NC Division of Medical Assistance](#) shows continued cost containment and significant progress on the organization's ambitious goal of saving the state \$2 billion by 2022. Estimated Medicaid savings for fiscal year 2016 are \$300M, achieved by reducing avoidable hospital admissions and readmissions and reducing reliance on the Emergency Room for care best provided in other settings.*

Quality metrics for 2016 are also favorable. The program continues to perform exceptionally well in managing chronic conditions, with clinical measures exceeding [five of six HEDIS benchmarks](#). The program also outperforms HEDIS in well-child visit rates, developmental screenings and annual dental visits. For the overall pediatric population, CCNC is above HEDIS benchmarks for four of seven measures and dental visit rates for 2-3 year olds are double the HEDIS average (65% vs. 36%). Opportunities for improvement include asthma medication management,

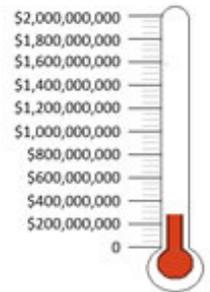


preventive care for adolescents and early entry to prenatal care. For more information on the report, please contact the CCNC Communications Office.



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* Medicaid claims. Actual Emergency Department (ED) rates include all non-behavioral health ED visits. Actual inpatient rates include all non-behavioral health acute admissions except for those incurred by women who delivered during the reporting year. Actual inpatient rates include all non-behavioral health acute admissions except for those incurred by women who delivered during the reporting year. Additional Notes: (1) Actual Per Member, Per Month (PMPM) spend rates exclude pharmacy costs, capitation fees to behavioral health MCOs, management fees paid to NCCCN networks and practices, capitation fees for PACE providers and capitation payments to MedSolutions. (2) Following the method used in Medicare Shared Savings programs, total spend is capped per person at the 99th percentile by program category (separately for ABD and non-ABD enrollees).



CCNC Pharmacy Conference Gathers Healthcare Innovators

Pharmacists and other healthcare professionals from around the state and nation gathered in Durham, NC, last week for a three-day meeting on innovation in healthcare delivery, payment reform and an emerging role for community pharmacists on multidisciplinary care teams.

- Day One focused on CCNC Networks and innovations in North Carolina's Medicaid program.
- Day Two featured leaders from community pharmacy, health systems, academia, manufacturing, technology providers and healthcare associations discussing payment reform.
- Day Three was dedicated to community pharmacy and updates on CCNC's [Community Pharmacy Enhanced Services Networks](#) (CPESN). CPESN pharmacies help meet the needs of care team members and collaborators in delivering high-quality accountable care. Community pharmacists are engaged members of multidisciplinary care teams across North Carolina, with more than 250 pharmacies engaged in the CPESN effort thus far. Day Three also featured the first business meeting of CPESN USA, a company formed by CCNC and the [National Community Pharmacists Association](#) (NCPA) to build help other states build networks like CPESN North Carolina.



Connect with CCNC on Social Media!



CCNC Welcomes New SVP of Business Development

Welcome to W. Stan Taylor, who is joining CCNC as Senior Vice President of Business Development. Mr. Taylor will be responsible for business development and planning, managed care contracting and market research. Mr. Taylor comes to CCNC from

[WakeMed](#), where he served as Vice President of Corporate Planning since 2000. While at WakeMed, Mr. Taylor led managed care contracting, strategic planning, market research, consumer research and regulatory work for the \$1.3 billion health system. Mr. Taylor holds a BA in Political Science from UNC-Chapel Hill and an MBA from Appalachian State.

Collaboration with Pharmacy Management Cos. Off to Strong Start

CCNC and [Community Pharmacy Enhanced Services Networks](#) (CPESN) are piloting a collaboration of health information technology and pharmacy management vendors aimed at integrating community pharmacists in care teams. The goal is to enhance the role that community pharmacists play in providing integrated clinical services to patients. In a press release describing the collaboration, the effort will use existing standards adopted by medical providers in electronic medical records to develop an electronic pharmacy “care plan” – a shared document detailing a patient’s comprehensive medication use, health challenges and social care needs. The pilot will deploy among North Carolina pharmacies participating in CPESN, a project supported by CCNC and the [National Community Pharmacists Association](#). The project combines the efforts of five pharmacy management systems: Computer-Rx, PioneerRx, QS/1, RX30, VIP Pharmacy Systems and Creative Pharmacist as a clinical pharmacy intervention platform. This will allow pharmacy staff to document records in their own native system to simplify and streamline their workload while also documenting their role in population health management. Pharmacists will use the systems to share care plans electronically and improve care coordination. CCNC will receive the care plans and use electronic health record-ready, standardized data to assess quality of care and manage payment for enhanced services offerings. To learn more about the collaboration, [see the press release here](#).

CCNC Regional Trainings will Target Interdisciplinary Care

CNC is holding a series of training sessions around the state from March 16th through April 6th to provide CCNC’s regional care management teams with information about behavioral health conditions, social determinants of health and disease progression. Meetings will be held in Wilmington, Raleigh, Charlotte, and Winston-Salem. The trainings are aimed at enhancing the interdisciplinary care teams’ effectiveness and improving patient and family outcomes. CCNC network [staff interested in attending can register here](#).

CCNC Explores Collaborative Opportunities with EMS

There’s growing interest and experience within North Carolina and nationally in utilizing paramedics in more expanded, proactive, and innovative ways beyond traditional Emergency Medical Services (EMS) response and transport roles. The approach has the potential to increase access to care, better coordinate care, and improve patient outcomes, while reducing avoidable Emergency Department visits and hospital readmissions and their associated costs. CCNC is meeting with EMS officials to explore existing local collaborations and consider opportunities for statewide collaboration.



Trista Pfeifferberger Named 2017 ‘Health Care Hero’

Congratulations to CCNC’s **Trista Pfeifferberger, PharmD**, Director of Network Pharmacy Programs and Pharmacy Operations, on being named one of [Triangle Business Journal’s Health Care Heroes](#) for 2017. Trista

won in the “health care innovator” category – leaders breaking ground in medical technology, research or delivery in ways that are “expansive in scope” and impact “many people’s lives.” Awards will be presented Thursday evening, March 16, at the Prestonwood Country Club in Cary. Kudos Trista!



Welcome Dr. Robert Eick to CCNC

Welcome to **Robert A. Eick MD, MPH** as CCNC’s Deputy Chief Medical Officer. Dr. Eick leads CCNC’s enterprise quality strategy, focusing on programs that support CCNC’s networks and population health strategies. Dr. Eick also serves as the physician champion for the [Practice Transformation Network](#), assisting in recruitment, training of practice coaches, and transformation of the practice network. Dr. Eick comes to CCNC from the [North Carolina Community Health Center Association](#) (NCCHCA), where he was Executive Director of the Carolina Medical Home Network, an accountable care organization and independent practice association. Dr. Eick completed his medical and graduate studies at the Boonshoft School of Medicine at Wright State University, in Dayton, Ohio and holds bachelor’s degrees in Biochemistry and Spanish from Case Western Reserve University.

New Members Appointed to CCNC Boards

Community Care of North Carolina Inc. Current North Carolina Community Care Networks board members appointed to the CCNC, Inc. board on January 11 are **John Morrow, MD; Betsy Tison, MD; Marcelletta Miles;** and **Tom Wroth, MD**. Dr. Wroth will serve as an ex-officio, non-voting member of the Board.



New members also appointed to shared seats on both boards are Partnership for Community Care Medical Director **Art Kelley, MD** and Community Care of Western North Carolina Network Director **Jennifer Wehe-Davis**.

New members appointed to the CCNC, Inc. board are Charlotte-based businessman and pharmacist **Joe Moose, PharmD** and **Terry Williams**, Executive Vice President and Chief Strategy Officer for Wake Forest Baptist Medical Center.

CCNC Media Links

- [WRAL: Care for postpartum depression benefits moms, babies](#)
- [Cooper names secretary nominees for Health and Human Services, Veterans Affairs](#)
- [Hybrid Medicaid reform initiative draws praise](#)
- [NCPA Embraces Value Over Volume](#)
- [CPESN Featured in the current issue of INSIGHTS magazine](#)
- [Model will better connect community pharmacy](#)