

THE UPDATE



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Celebrating the new CCNC

CCNC recently unveiled its new central office building sign at an employee celebration in Raleigh.

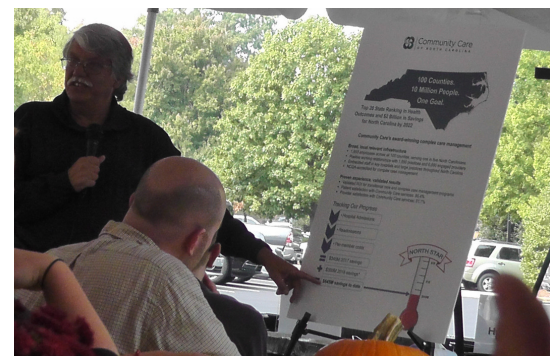
"Community Care of North Carolina is in demand and moving forward," said L. Allen Dobson, Jr., MD, President and CEO of CCNC. "As the nation's largest and longest-running medical home system, we have cut costs and improved outcomes – we are ready to apply what we have learned to new patient populations, such as Medicare Advantage."

Chief Financial Officer Chris Woodfin added, "We're here to celebrate not only a new sign, but a new path to a very bright future for our company."

With positive working relationships with over 1,800 practices and validated ROI for its transitional care and complex care management programs, CCNC is proud to serve one in five North Carolinians with a patient satisfaction rate of 95.4%.

"There is something great about knowing the work we do makes a real difference in communities all across our state," said Tom Wroth, MD, Executive Vice President and Chief Operations Officer. "Better care that costs less is a mission we can all get behind."

New data show CCNC has saved a total of \$645 million from 2016 to date by decreasing hospital admissions, readmissions and per-member costs. The goal is to reach \$2 billion in savings for North Carolina by the year 2022.



L. Allen Dobson, Jr. updates employees on CCNC's 2017 savings progress at the celebration

The infographic on the right can be viewed at <http://bit.ly/north-star-2017>.



Peer-reviewed journal confirms CCNC's impactability approach drives better care management results

An international editorial board has reviewed CCNC's approach to identifying the most "impactable" patients and is publishing it in the peer-reviewed journal *Population Health Management*. While care management of high-cost/high-needs patients is a common strategy to reduce health care costs, CCNC has been able to answer a more compelling question: How can we identify the patients who are most likely to benefit from care management intervention?

An excerpt from the article reads, "Through rigorous evaluation of care management interventions over time, and the discipline of continuous quality improvement, CCNC has actively evolved its care management targeting strategy to better identify patients most likely to benefit from this support, moving away from a focus on 'high risk' to a focus on 'highly impactable.'"

Comparison of CCNC's impactability-based care management approach to alternative targeting strategies suggests a 2- to 3-fold *higher* return on investment than other strategies targeting emergency department super-utilizers, inpatient super-utilizers, or patients with highest Hierarchical Condition Category risk scores.

"We're gratified to receive a scientific stamp-of-approval from peer-review," said Carlos T. Jackson, Director of Program Evaluation for CCNC. "And we're pleased that rigorous evaluation of our care management program has demonstrated actual and substantial savings."

To read the article in its entirety, go to <http://bit.ly/phm-article>

Troy Trygstad, PharmD, PhD, MBA, Vice President of Pharmacy Programs at CCNC sounds off to *Pharmacy Times* about what health professionals can learn from trends in primary care employment at:

<http://bit.ly/pharmacy-trends-trygstad>

CCNC named "Most Innovative" by ACMA

CCNC has won the "Most Innovative" award for its Sickle Cell pilot program. The recognition, awarded at the North Carolina chapter of the American Case Management Association conference in Charlotte, honored efforts by CCNC's healthcare partners, call center team and clinical services.

CCNC works with primary care physicians and specialists from Duke Health, WakeMed and the Carolinas Healthcare System to help patients with sickle cell better manage their condition and reduce reliance on Emergency Department and inpatient admissions.



Debbie Murray, RN, Call Center Manager with the award-winning poster



An easy opportunity to screen moms for postpartum depression

By Susan Scott, CNN
Updated 7:22 AM ET, Tue September 12, 2017



'Somebody cared enough to ask' says Dr. Earls to CNN

Dr. Marian F. Earls, Director of Pediatric Programs at CCNC, was featured in a September CNN Health article highlighting a new study on postpartum depression.

The study shows that screening mothers for depression during early baby wellness visits led to significantly fewer reports of depression at nine months postpartum.

Dr. Earls believes screening for postpartum depression during well-child visits “will continue to grow” and that screening has “other positive effects” for moms who have depression as well as for moms who don’t have depression.

Continue reading to see what else Dr. Earls had to say about the study and CCNC’s pediatric programs here: <http://bit.ly/dr-earls-postpartum-depression>.



We can be proud of our state when it comes to the progress we've made.

Together, we've done a great deal of work lowering the cost of care per Medicaid recipient through Community Care of North Carolina and through the ongoing efforts of our individual systems.



Eugene A. Woods, President and Chief Executive Officer of Carolinas HealthCare System

Remarks made at the NC Hospital Association summer meeting

**Shoutouts
to
CCNC**



CCNC increases opioid safety training

UNC has asked CCNC’s Opioid Safety Task Force team to partner to improve care and treatment for patients at risk of opioid overdose. By training rural community providers and merging best practices from healthcare specialists, the UNC Extension for Community Healthcare Outcomes for Rural Primary Care Medication Assisted Treatment™ (UNC ECHO for MAT™) initiative is designed to reduce the number of patients who are transferred to tertiary hospitals.



Andrew Clendenin (left) and Dr. Larry Greenblatt from Northern Piedmont Community Care (right) discuss opportunities for accelerating opioid safety efforts

“There is both a shortage of MAT providers, especially in rural counties, and a need to support MAT providers through case-based learning, practice supports, and a collaborative community response with treatment and other social and medical supports for patients receiving MAT,” said Dr. Sherri L. Green with the UNC ECHO for MAT™ program.

“Our partnership highlighted the continued commitment across CCNC networks to address opioid safety,” said Andrew Clendenin,

Director of Behavioral Health Integration at CCNC. “Most importantly, our community partners recognize the significance of having us at the table.”

CCLCF honored with 2017 Trillium Award

CCNC is excited to share that one of our affiliates, Community Care of Lower Cape Fear (CCLCF), was awarded the 2017 Trillium Health Resources Transforming Lives Award for Care Integration.

CCLCF was chosen for the Care Integration category based on how their program effectively demonstrates positive outcomes by integrating behavioral and healthcare services for mental health, developmental disabilities and substance abuse enrollees.

Additional criteria include person-centered planning and program accessibility; the latter of which CCLCF was recognized for accommodating transportation options, flexible hours, outreach and use of technology.

"We are so proud of our Behavioral Health Team and all CCLCF staff members for working so hard to impact the lives of our patients, their families and the communities that surround them," said Angela Ives, RN, CCM, Executive Director at CCLCF. "You make such a difference!"

Read the full press release at: <http://bit.ly/cclcf-trillium-award>.



From left: Richard Berg, BH Patient Care Coordinator CCLCF, Dr. Catherine W. McCall, Psychiatrist CCLCF, Elissa Hanson, Director of Behavioral Health CCLCF, and Cindy Ehlers, Vice President of Clinical Operations for Trillium Health Resources MCO



Stan Taylor (center) speaks to the SAHA board in Raleigh, NC

Stan Taylor speaks to SAHA board

Stan Taylor, Senior Vice President for Business Development, spoke to the Board of Directors of the Southern Atlantic Healthcare Alliance (SAHA) at the WakeMed Heart Center in Raleigh.

SAHA is an organization supporting over 25 NC hospitals with clinical and professional opportunities through a collaborative member framework.

Stan detailed changes to come in Medicaid, Medicare and commercial insurance and how CCNC can help hospitals manage risk, reduce administration and better serve complex patients.

Celebrating 5 years!

Barbara McNeill, RN-BC, Clinical Education Specialist, received her five year service award at the CCNC Celebration last month.



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