

## Better care, better health, lower costs, starting with employees

**A**t a time of sweeping health care reform, Christiana Care Health System is committed to finding a better way to improve health outcomes by delivering high-quality, accessible care in ways that people value.

As the state's leader in health care, that dedication to excellence is reflected in how Christiana Care provides care for the system's nearly 11,000 employees and their dependents. That is why we are launching a new model of care based on quality and value with the goal of better care, better health and lower costs.

The new concept, under the name Christiana Care Quality Partners, is a clinically integrated network that brings together the hospitals, physicians and other health care providers to deliver services focused on quality, performance, efficiency and value to the patient.

"We believe we can achieve greater gains in quality, safety and increased value by designing care systems in more patient-centered and population-focused ways," said Alan Greenglass, M.D., CEO of Christiana Care Quality Partners. "Delivering expert care in ways patients value is The Christiana Care Way, and that starts with our employees."

Christiana Care is partnering with Geisinger Health Options, a not-for-profit health care organization, to develop the clinically integrated network. In addition to Christiana Care health care providers, the network will include community physicians who choose to participate.

Initiatives that help people to achieve and maintain good health also are important as the population ages. Currently, 22 percent of Christiana Care employees have chronic conditions, such as diabetes or high blood pressure. Of those employees, 30 percent have multiple chronic conditions.

"Christiana Care Quality Partners is designed to improve care while reducing or slowing the cost of providing care," said Chris Corbo, corporate director, Benefits and Wellness. "As we move from fee-for-service reimbursement models to new pay models based on performance and efficiency, clinically integrated networks enable health care providers to join together to enhance the health of our employees and our community."

The model launches July 1, 2014, in New Castle County only. Over the next year, employees will receive more information on the transition, starting with these frequently asked questions:

### FREQUENTLY ASKED QUESTIONS

#### Why is Christiana Care creating Christiana Care Quality Partners?

Christiana Care is being proactive in taking on the challenges that come with reforms mandated by the Patient Protection and Affordable Care Act. With reform, there's an opportunity to harness technology and the knowledge physicians gain through collaboration and data analysis to create a clinically integrated network model that provides high-quality accessible care, while reducing or controlling the costs of delivering care.

#### What is a clinically integrated network?

A clinically integrated network brings together the hospital, physicians and other dedicated health care providers who deliver services focused on quality, performance, efficiency and value to the patient. Network providers develop and sustain clinical initiatives that enhance access to care, clinical quality, cost control and the patient experience.

#### What are the goals of Christiana Care Quality Partners?

Christiana Care Quality Partners has three goals:

- Enhance the patient experience of care (including quality, access and reliability).
- Improve the health of the population.
- Reduce (or control) the per capita cost of care.

#### What are the benefits of a clinically integrated network?

Patients gain access to high-quality, comprehensive, integrated health care services.

Physicians improve outcomes for their patients and receive financial rewards for positive clinical outcomes and achievements in controlling costs.

Hospitals gain an aligned group of physicians working to control costs and improve quality.

### **I don't live in Delaware. Will I be covered under this plan?**

Yes, Christiana Care Quality Partners will contract with Geisinger Health Options to provide both regional and national coverage.

### **Will I be able to continue seeing my regular physician?**

Yes, in the vast majority of cases. Community physicians are an important part of the network and have been invited to join.

### **Will my health plan change as a result of Christiana Care moving to the new model?**

No. As in the past, Christiana Care will continue to design and offer a high-quality medical plan benefit for employees and their dependents.

### **Why is Christiana Care partnering with Geisinger Health Options?**

Geisinger Health Options' commitment to providing expert, compassionate care in ways that patients value is consistent with The Christiana Care Way. Geisinger Health Options is available through Geisinger Indemnity Insurance Company, one of the insurance companies in the Geisinger Health System of Danville, Pa. The companies have provided outstanding, award-winning health care coverage for more than 25 years and now cover more than 400,000 members.

### **When will the new model go into effect?**

The change is effective July 1, 2014.

### **What happens if I get sick or injured and I am outside of the area?**

If you are outside of the network area and require medical attention, you can receive the same high quality care at the same cost through our regional and national network. ●