Managing patients living with a serious illness is a challenge for health plans and ACOs. Some pioneering organizations have broken the cycle of repeated crises and distress by implementing a few key strategies. The Center to Advance Palliative Care (CAPC) is now running a unique educational program focused on sharing these effective approaches.

What Are the Serious Illness Strategies?
Strategies taught include: 1) early identification processes; 2) new case management approaches; 3) home-based services; and 4) network incentives/requirements.

What Does the Learning Community Provide?
- Guidance, tools, and templates, such as claims identifiers and member/patient communication scripts, that will help expedite implementation.
- Access to experts who have successfully implemented these strategies.
- A network of peers, all of whom are working to implement similar strategies and are facing similar challenges.

Participants
- A total of 43 organizations covering over 3 million beneficiaries across 32 states are participating

Timeline and Activities:

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<tr>
<td>Intake survey</td>
<td>4 Topic-specific Webinars</td>
<td>Exit Survey</td>
<td>Continue implementation activities for serious illness strategies</td>
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<td>Kick-off event</td>
<td>Virtual Consulting (Office Hours)</td>
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<td>Basic Toolkit received</td>
<td>2 one-on-one check ins</td>
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<td>Supplemental content received</td>
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Expert Faculty Have Achieved These Results
- 37% decrease in acute days
- 20% decrease in emergency visits
- A total cost reduction of more than $12,000 per patient on the program
  Lustbader J Palliat Med, Jan 2017

CAPC is a national organization dedicated to increasing the availability of quality care for people living with a serious illness. As the nation’s leading resource in its field, CAPC provides health care professionals and organizations with the training, tools, and technical assistance necessary to effectively meet this need.