

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.

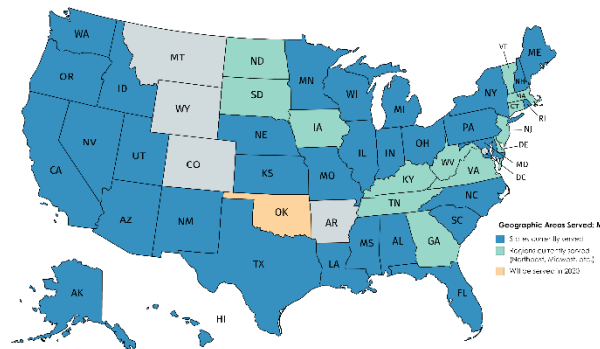
Expert Faculty Have Achieved These Results

- 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

Participants

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



Timeline and Activities:

Sept 2019

- Intake survey
- Kick-off event
- Basic Toolkit received

Feb 2020 - Nov 2020

- 4 Topic-specific Webinars
- Virtual Consulting (Office Hours)
- 2 one-on-one check ins
- Supplemental content received

Feb 2021

- Exit Survey

March 2021 –onwards

- Continue implementation activities for serious illness strategies

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.