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:**
- **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.