



## **BIDCO MSSP 3 Day Waiver Program Communication Plan**

**January 2020**

Beth Israel Lahey Health Performance Network (BILHPN) brings together the expertise of Beth Israel Deaconess Care Organization (BIDCO), Lahey Clinical Performance Network, Mount Auburn Cambridge Independent Practice Association (MACIPA) and affiliated providers across eastern Massachusetts who all share a common goal to achieve success in a value-based delivery system. Beth Israel Deaconess Care Organization (BIDCO) is a value-based, physician and hospital network and an Accountable Care Organization (ACO), whose highest goal is to promote the best quality and value of care to patients, providers, health insurers, and employers. Based on our beneficiaries' needs, BIDCO partners with SNF facilities that meet the standard for inclusion in the BIDCO MSSP 3-Day Waiver Program.

### **Purpose of the 3-Day SNF Rule Waiver Program**

The 3-Day SNF Rule Waiver Program intends to improve patient experience, outcomes and reduce total medical expense (TME) by avoiding unnecessary hospitalizations for patients in need of skilled nursing care.

### **Communication Guidelines**

1. BIDCO will communicate quarterly with SNF affiliates based on the self-reported, aggregated data submitted by all SNF affiliates. The monthly reports consist of predefined metrics focused on utilization, transitions to SNF, clinical management, transitions to home and patient experience. SNF affiliates will report specific data to BIDCO both directly, and through SNF utilization management on a regular basis, and will maintain a process for ongoing communication regarding matters related to quality of care and SNF utilization metrics.
2. Quarterly, BIDCO will aggregate and deliver back to affiliate facilities the results of the self-reported data, and will engage in discussions on issues of concern on an as needed basis.
3. Semi-annually, BIDCO will evaluate each SNF affiliate, based on performance and collaborative practice engagement. SNF affiliates identified as underperformers are reviewed with all key BIDCO Risk Unit leaders and, when appropriate, corrective action plans are developed and communicated to the individual facility. Failure to meet action plan goals will result in removal from the BIDCO MSSP 3 Day Rule Waiver Program. BIDCO will inform CMS of such actions promptly when appropriate.

4. Each SNF affiliate will be required to identify an individual point of contact for communication and coordination of admissions including monitoring SNF length of stay with BIDCO. This information will be verified on a monthly basis
5. The BIDCO Communication Plan will be provided to all SNF affiliates participating with the ACO under the Waiver prior to July 1, 2019 by BIDCO and then annually, if there are no changes to the plan. The Communication Plan will be communicated to SNF affiliates through an email to the designated point of contact and posted on the BIDCO website. The Skilled Nursing Care Manager (SNCM) will be responsible for any updates to the plan and will share any updates to the plan with the SNF affiliates at the quarterly meetings and with an updated emailing and reposting on the BIDCO website with the updated version of the Communication Plan.

#### Steering Committees/Work Groups:

- BIDCO Leadership Team for Transitional and Post-Acute Care (Bimonthly)
  - Reviews SNF claims data
  - Reviews feedback from SNF affiliates
  - Evaluates each SNF affiliate semi-annually based on: STAR Rating, Provider Coverage, Volume, ALOS, Readmission Rates, Utilization, Quality/Safety, Engagement
  - Determines which SNF affiliates will be removed/added, based on CMS criteria, and communicates changes with the SNF affiliates, key BIDCO Risk Unit leaders, Directors of Case Management at BIDCO owned/affiliated hospitals and CMS.
- SNF Waiver Program Patient Review Work Group (Bi-weekly)
  - Reviews new cases and provides updates on existing cases
  - Identifies potentially premature discharges from the hospital to the SNF affiliates; conducts a root cause analysis and provides feedback to hospital and/or SNF
  - Identifies potentially unnecessary hospital admissions or unnecessary SNF admissions; conducts a root cause analysis and provides feedback to the hospital and/or SNF
  - Identifies SNF admissions where hospitalization would have been more appropriate; conducts a root cause analysis and provides feedback to the BIDCO referring provider, hospital and/or SNF Reviews any patient complaints or concerns brought to committee and takes necessary action to address patients' concerns
  - Reviews SNF LOS and SNF utilization and identifies potential areas of improvement to decrease SNF utilization including discharge planning,

- BIDCO and community resource utilization, etc. and provides feedback to SNF affiliates.
- Reviews readmissions to the hospitals; provides root cause analysis and provides feedback to the hospital and/or SNF.
  - Reviews complaints or concerns presented by BIDCO providers or BIDCO hospitals and takes necessary action to address providers' and hospitals' concerns
  - 3 Day Waiver SNF Affiliate Meeting (Quarterly)
    - Reviews clinical metrics
    - Reviews any patient safety issues
    - Identifies opportunities for improved communication around clinical transitions
    - Reviews any SNF Waiver Program and CMS Regulatory updates

### **Management of the SNF Database Contact List**

BILHPN Administration support includes updating and maintaining the SNF database contact listing used to identify participant and contact information for both internal (BIDCO) use and external use and/or distribution as determined by the BILHPN Medical Director or designee.

***Approval of changes regarding SNF affiliates or SNF Corporate Contacts will be the responsibility of the SNCM and SNF Case Management Team.***

Approved

Signatures