

# Transform Health MD

## MDCTO-0095

### Summary Information

Maryland Primary Care Program, 2018 Application Cycle

#### CTO Overview

<b>CTO Information</b>			
Application ID Number	MDCTO-0095		
Status of the Proposed CTO	The proposed CTO is owned and operated by a healthcare organization and is currently in existence.		
Organization Site Name	University of Maryland Care Transformation Organization, LLC		
DBA Name	Transform Health MD		
Website (if applicable)	umms.org/TransformHealthMD		
<b>Ownership &amp; Legal Structure</b>			
Owned by Health Care Organization	Yes		
Name of Parent Organization	University of Maryland Medical System		
Legal Structure	Non profit 501(c)(3)		
<b>Service Area</b>			
Counties Served	Anne Arundel County; Baltimore County; Baltimore City; Charles County; Dorchester County; Howard County; Kent County; Prince George's County; Queen Anne's County; Talbot County		
<b>Partnerships</b>			
Formal Partnerships	N/A		
Informal Partnerships	<ul style="list-style-type: none"> <li>- Four of our system hospitals, University of Maryland Capital Region Health, Upper Chesapeake Health, St. Joseph Medical Center, and Baltimore Washington Medical Center, are currently participating in regional transformation grants to better align community resources</li> <li>- System-wide participation in the Health Services Cost Review Commission (HSCRC) Care Redesign Program</li> </ul>		
<b>Services Offered</b>			
Tele-diagnosis	Planned for future		
Tele-behavioral health	Planned for future		
Tele-consultation	Currently in place		
Remote Monitoring	Currently in place		
Other	Planned for future		
<b>HIT</b>			
CRISP Connectivity	We currently educate and support practices on the use of services from the State-Designated Health Information Exchange (CRISP).; We assist practices in establishing electronic health information exchange with CRISP or a community-based health information exchange network.; We use CRISP to view data.; We send administrative encounter data to CRISP on a regular basis.; We send clinical data (CCDAs or QRDAs) to CRISP on a regular basis.		
HIT Vendor	EPIC	Lumeris	Cerner
HIT Product Name	EpicCare Amb/IP	ADSP	PowerChart

## Care Team Members

<b>Category</b>	<b>Currently in place: How many?</b>	<b>Planned for future: How many?</b>
<b>Administrative Support</b>	4	4
<b>Behavioral Health Counselor</b>	1	2
<b>Billing/Accounting Support</b>	3	3
<b>Care Managers - RNs</b>	24	24
<b>Care Managers - Medical Assistants</b>	N/A	N/A
<b>Care Managers - Other</b>	24	24
<b>Community Health Workers</b>	N/A	N/A
<b>Data Analysts</b>	5	6
<b>Health IT Support</b>	4	4
<b>Licensed Social Workers</b>	1	2
<b>Nutritionist</b>	N/A	N/A
<b>Pharmacists</b>	2	2
<b>Practice Transformation Consultants</b>	10	10
<b>Psychiatrist</b>	N/A	N/A
<b>Psychologist</b>	N/A	N/A
<b>President, Executive Director, Senior Director of Value-Based Care</b>	3	3

## Vision

The University of Maryland Medical System (UMMS) contains an existing Clinically Integrated Network (CIN) and Accountable Care Organization (ACO) dedicated to delivering high-quality, coordinated, cost-effective care. The network is comprised of UMMS employed physician groups, and independent physician practices and groups in the UMMS service area, a 14-county contiguous area in Maryland that surrounds the Chesapeake Bay, encompassing the Baltimore region. Approximately 400 primary care providers currently participate in our network. The network-- initially a primary care focused network-- came together in 2016 in response to the changing healthcare landscape and regulatory environment, both nationally and in the State of Maryland. The network participants sought to change their business model from one of fee-for-service to one of fee-for-value and to transform their care delivery model from one of reactive patient care to one of proactive population health management. UMMS achieves its objectives by utilizing evidence-based care transformation initiatives to enable providers to transform care delivery and improve performance under value-based contracts with private and government payers, including the Medicare Shared Savings Program (MSSP). UMMS' medical management and practice transformation support ensures patient needs are met throughout the care continuum. A dedicated medical director, along with practice transformation, care management, pharmacy, social work and behavioral health team members work synergistically with the practices to implement care transformation initiatives specific to practice needs. Collaborative efforts between practice and UMMS staff allow practices to 1) optimize workflows to increase efficiency, 2) utilize data analytics to identify gaps in care and services needed to effectively enhance health outcomes and quality of care, and 3) assist provider staff and patients achieve the highest level of care and satisfaction. UMMS believes in, and is committed to the objectives of the Maryland Primary Program (MDPCP) to reduce healthcare costs while increasing quality of care, access to services and patient satisfaction. The MDPCP is a critical component to helping Maryland achieve its total cost of care and population health management goals, as outlined in the new Maryland Medicare Waiver. As a Care Transformation Organization (CTO), UMMS will leverage the resources and expertise developed for its existing network, and will be able to expand the adoption of care transformation initiatives across the state by utilizing existing knowledge, tools, infrastructure and best practices. UMMS plans to maintain its patient-centered care model while expanding its capacity by accessing additional best practice tools and resources available through the MDPCP learning network. The program will also enable UMMS to deploy additional care management and clinical staff to ensure patients are receiving the necessary social, disease management and community supports to effectively achieve improved health outcomes. UMMS looks forward to partnering with the Maryland Department of Health and Centers for Medicare and Medicaid Services on this innovative program.

## **Approach to Care Delivery Transformation**

The University of Maryland Medical System (UMMS) plans to use its existing programming, infrastructure, best practices and tools to facilitate care delivery transformation supportive of the Maryland Primary Care Program (MDPCP) care transformation objectives. A proactive, patient-centered primary care model is currently used to provide risk stratified care management and coordination for our patient population. This model places a focus on the patient, family and community working together to ensure patient needs are met across the care continuum. Patients' medical, social and other needs are supported by advanced medical management programs and an innovative technology platform, in addition to partnerships with the University of Maryland School of Social Work and Pharmacy and digital health coaching services. UMMS also maintains a directory of resources and referral network to ensure patients receive the appropriate level of care. Provider groups are committed to success and demonstrate shared ownership implementing best practices and performance standards. The groups collaborate and receive support from our network staff to implement evidence-based practices tailored to patients' individual needs and goals. Support staff includes a dedicated medical director, as well as clinical, practice transformation, quality improvement and administrative support teams. Input from the provider network in defining, operationalizing and continuously evaluating best practices and performance standards occurs in numerous in-person and online forums. To support patient and family engagement in health care, both providers and medical management staff conduct patient outreach to inform patients of current health gaps, educate them as needed and encourage compliance with guidelines. UMMS is confident that this innovative and comprehensive care approach is supportive of the MDPCP objectives. We look forward to expanding our services to additional providers and patients.