

TRANSFORMING COMPLEX CARE PROFILE

ThedaCare

Addressing social determinants of health through community paramedicine and local partnerships

ThedaCare is a non-profit, community-owned health system, consisting of seven hospitals and 35 health clinics serving 235,000 residents in the Fox Cities region and surrounding counties in northeastern Wisconsin. ThedaCare was recently named a Next Generation Medicare Accountable Care Organization by the Centers for Medicare & Medicaid Services.

Pilot Focus

In 2014, ThedaCare's Internal Medicine Clinic in Appleton began providing home visits, intensive case management, behavioral health care, and social services to high-risk patients. Under its pilot, ThedaCare is extending the reach of its program via a community paramedicine program aimed at further improving health outcomes. The paramedics are referred by providers at the clinic to check on high-risk patients in their homes, conduct routine monitoring, assist with medication regimens, and support self-management. The community paramedics are also authorized to make referrals to community resources to address patients' social needs.

ThedaCare is also convening a community advisory board to support access to non-medical services that can further address patient needs. The board will provide an inventory of available resources for the paramedics, and help inform implementation of the paramedicine program.

Pilot Patient Population

The patients that have been served by ThedaCare's paramedicine program have so far been covered by Medicare, though all patients age 18 or older are eligible to be served by the paramedics. ThedaCare identifies patients for their paramedicine program by referrals from patients' primary care providers and members of the complex care team at the Internal Medicine Clinic. ThedaCare has reached out to other departments within ThedaCare, including wound care and discharge planning, to receive recommendations for patients to be served by the community paramedics, and is developing plans to identify patients from records of emergency department visits.

About Transforming Complex Care

These profiles feature participants in *Transforming Complex Care*, a national initiative made possible with support from the Robert Wood Johnson Foundation. The Center for Health Care Strategies is directing this multi-site demonstration to support the development of highly replicable care models for individuals with complex medical and social needs. For more information, visit www.chcs.org.

Key Program Partnerships

- **Gold Cross Ambulance Service:** Partnering to develop community paramedicine program.
- **LEAVEN:** Faith-based organization provides financial and other assistance to people struggling to meet basic needs.
- **United Way Fox Cities:** Provides connections to social services through its 211 resource line.
- **ThedaCare at Home/Community Paramedic Advisory Board:** Consortium of health care stakeholders.
- **The Aging and Disability Resource Center:** Helps patients maintain independence.
- **Fox Valley Warming Shelter:** Provides temporary shelter and connects clients to community resources.

Select Features of ThedaCare's Program

Workforce Development

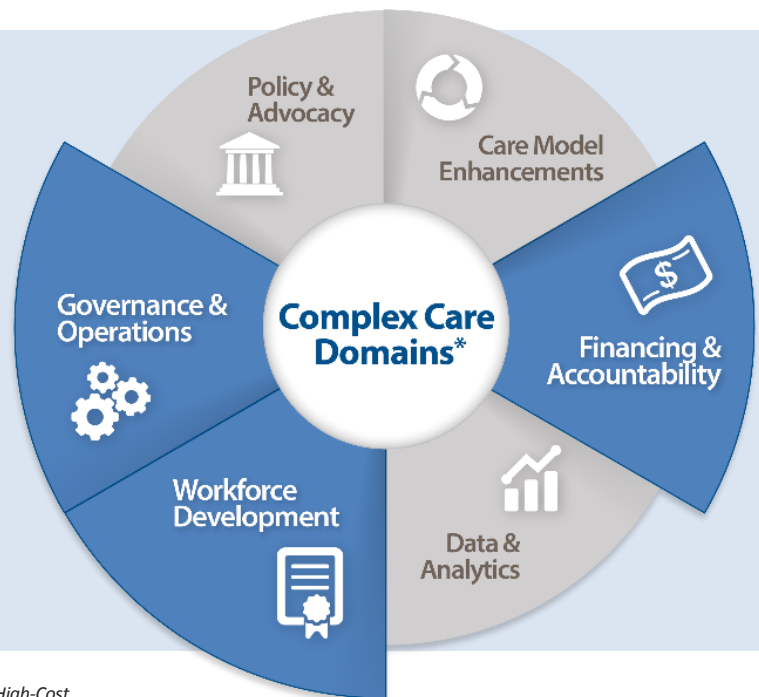
- Partnering with Gold Cross Ambulance Service to employ community paramedics who interact with patients in their homes to help manage their care.

Financing and Accountability

- Leveraging financial incentives under value-based purchasing arrangements to support investments in community paramedicine and team-based care.

Governance and Operations

- Engaging in continuous quality improvement for its complex care programs through a rigorous commitment to LEAN management principles.



* SOURCE: Complex Care Domains, from *Supporting a Culture of Health for High-Need, High-Cost Populations: Opportunities to Improve Models of Care for People with Complex Needs*. Robert Wood Johnson Foundation and CHCS. October 2015.

ABOUT THE CENTER FOR HEALTH CARE STRATEGIES

The Center for Health Care Strategies (CHCS) is a nonprofit policy center dedicated to improving the health of low-income Americans. It works with state and federal agencies, health plans, providers, and consumer groups to develop innovative programs that better serve people with complex and high-cost health care needs. For more information, visit www.chcs.org.