

“NAVIGATING HEALTH CARE ON CAPE COD”

A LEAGUE OF WOMEN VOTERS OF THE CAPE COD AREA FORUM

JAN. 21, 2012

A SUMMARY OF **SPEAKER PRESENTATIONS**

WHAT IS CAPE COD HEALTHCARE?

Cape Cod Healthcare (CCHC) is the leading provider of health care services for residents and visitors of Cape Cod. It includes Cape Cod Hospital in Hyannis, Falmouth Hospital in Falmouth, Fontaine Medical Center in Harwich, Mashpee, Sandwich, and Bourne Health Centers, a future Health Center on Attucks Rd., the Visiting Nurse Association (VNA) which is Cape Cod's leading provider of homecare and hospice services, JML (a skilled nursing facility), Heritage (an assisted living facility), mental health services, the Cape's only local laboratory service (C-lab), and numerous health programs.

The hospitals provide a full range of services from Anesthesiology to Vascular Surgery. Cape Cod Hospital has a total of 259 beds. In 2011, the hospital had 804 births, 10,136 surgical cases, and 88,930 emergency visits. Falmouth Hospital has 95 beds, and in 2011 had 501 births, 4,185 surgical cases, and 37,547 emergency visits. The beds in service were medical/surgical, intensive care, coronary care, obstetrics, pediatrics and psychiatry.

In 2011, 447 physicians served on the hospitals' staffs providing primary care (102), pediatrics (24), community-based specialists (238) and hospital-based specialists (83). An additional 37 Cape physicians are not affiliated with the hospitals. Since 2003, CCHC has provided over 70% of inpatient services to residents of Cape Cod.

In a study of 285 health care systems, Thomson Reuters named CCHC one of the top ten health care systems in America in 2011. The hospitals have been recognized for their excellent cardiac care, stroke care and orthopedic care. Falmouth's cancer program has received endorsements from two accreditation agencies. The VNA of Cape Cod was recognized as one of the top 500 home care providers nationwide.

Under federal health care reform, providers will likely absorb reductions in Medicare and Medicaid funding. CCHC must rethink and reconfigure operating cost structures, and care through evidenced based approaches that ensure the best practice outcomes. CCHC will work toward a well organized and balanced distribution system of services that is patient centric and geographically rational – offering primary care, specialty care, and outpatient diagnostic and testing services.

CCHC is also focused on clinical integration on Cape Cod and is not rushing to an Accountable Care Organization (ACO) because they require scale, capacity, and financial strength. CCHC plans to remain an independent, community based healthcare system.

Presentation of Michael Lauf

President and CEO of Cape Cod Healthcare.

WHAT ARE CAPE COD PHYSICIANS DOING TO PROVIDE THE BEST HEALTH CARE?

CCHC and Cape Cod Preferred Physicians (CCPP), a physician- owned and directed organization, have undertaken a joint venture to develop an integrated care network. The Network has a goal of clinical integration of all providers – hospital to primary care – a quality focused “system” with connected Electronic Health Records (EHR), web, clinical coordination, transitions of care, and shared development of clinical “best practices.” In its first year, nearly 300 physicians and both Cape hospitals participated. The Network contracts with many new insurance plans to increase the opportunity for most Cape residents to participate. The Network is not universal, but it is accessible to most everyone with insurance coverage.

What is an Accountable Care Organization?

An **Accountable Care Organization (ACO)** called for in the **Affordable Care Act** (sometimes referred to as “Obama-care”) is a health care provider organization that provides and coordinates substantially all care needed by covered beneficiaries. It is responsible for both budget development and resource allocation needed to care for an entire population of patients. A final set of federal standards (due in Oct. 2012) for ACOs will seek to transition from the current fee-for-service model to payment for caring for the health of the covered population. It will require a system-wide integration of outpatient and inpatient health records across the Cape, clear communication, shared responsibility, transition care, and a primary care medical home.

The Primary Care Medical Home will be the organizing center, a traditional primary care practice with enhanced capabilities and teams of caregivers. A person’s **primary care physician** will direct a team that includes physician’s assistants (PA), nurse practitioners (NP), case managers, social workers, dieticians, patient educators, data crunchers, and performance evaluators.

Cape Care Coalition, acting on the understanding that diet, lifestyle and environmental factors strongly influence health and health care costs, supports a public health approach to community initiatives. This requires consumer education and support from County government and media.

Presentation of Brian O’Malley, MD.

Dr. O’Malley has practiced primary care internal medicine with the Provincetown Medical Group since 1977. He originated Cape Care, a single payer plan for health care on Cape Cod and was the editor of the Cape Care Draft Model Plan. He currently chairs the Board of Directors of Cape Cod Preferred Physicians.

WHAT IS THE BEST INSURANCE COVERAGE FOR YOU?

SHINE (Serving the Health Information Needs of Elders) is a statewide program that provides free health care information, assistance and counseling to Medicare beneficiaries of all ages and their caregivers. SHINE counselors are community volunteers who are trained and certified by the Executive Office of Elder Affairs to explain many areas of health insurance. These include Medicare, Medigap insurance, Medicare Advantage Plans, prescription drug programs, MassHealth (Medicaid) and other health care financial assistance programs. Free, confidential appointments with a SHINE counselor can be made by calling your town’s Council on Aging (COA).

SHINE counselors can provide information and assistance on enrolling for Medicare Part D prescription drug programs, compare various Medigap and Medicare Advantage plans and their costs and benefits,

assist with billing problems and appeals, prevent consumers from buying unnecessary or duplicate coverage, and help prepare health benefit claim forms and applications.

On the Cape, SHINE can provide specific information about the guidelines and eligibility required for various financial assistance programs including Supplemental Security Income (SSI) and MassHealth, Medicare Savings programs, Extra Help Program (Limited Income Subsidy or “LIS”), Health Safety Net, Prescription Advantage Program, and MassMedline.

Presentation of Sonja Brewer

Regional Director of SHINE. For more information phone 508-394-9326 or www.mass.gov/elders.

WHAT IS ONE OF THE MOST SERIOUS THREATS TO HEALTH ON CAPE COD?

Dental disease is “the most common chronic infectious disease among seniors, adults, youth and children.” About 25% of children on Cape Cod start kindergarten with caries and by 6th grade more than 40% of children had a history of decay. Estimates are that nearly 25% of adults have untreated decay, 34% of seniors at meals sites have untreated dental disease, and 59% of seniors in long term care facilities have untreated dental disease. There is growing evidence that a relationship exists between dental disease and heart disease, diabetes, pneumonia and stroke.

Barriers to care on the Cape include: the lack of restorative dental care for adults in MassHealth; a lack of dentists practicing in the region, only 60 of the 200 dentists on Cape Cod accept MassHealth payment and they cap the number of patients they accept; no oral surgeons in private practice who accept MassHealth; and patient wait times at community health centers can be up to 4 months.

The mission of the Oral Health Excellence Collaborative (OHEC) is to create a regional oral health system with 100% access to emergency, preventive, restorative, and specialty dental care through the collaborative efforts of committed individuals, organizations, dental professionals, businesses, funders and representatives of local, county and state government. To date, OHEC members have created the Ellen Jones Community Dental Center at the Regional Technical High School in Harwich, collaborated with the District Dental Society to develop a mechanism for dentists to provide care in their offices at very reduced costs for low income residents (Cape Cod Dentists Care), established and funded a patient care coordinator to connect people with barriers to care, established an Access Fund for financial aid for dental care, expanded school-based prevention efforts in preschools (Open Wide), brought preventive care to adults with disabilities at their day program sites (Prevention in Place), and increased access for low-income seniors (Wisdom Teeth).

Presentation of B.L. Hathaway

Director, Oral Health Excellence Collaborative (OHEC). For more information or to volunteer call 508-771-1375 or go to www.oralhealthexcellence.net.