

Improving Health Care Quality and Affordability in Delaware

Delaware's State Health Care Innovation Plan and the State Innovation Model (SIM) initiative

Delaware's "Triple Aim"

- 1** Be one of the top five healthiest states in the nation
- 2** Be one of the top five states in health care quality and patient experience
- 3** Reduce the growth of health care costs

Beginning in 2013, a diverse group of stakeholders from around Delaware came together to develop a strategy to improve health care quality and affordability in the state. This strategy is called Delaware's State Health Care Innovation Plan. The goals of the strategy are to strengthen the primary care system so that patients experience more team-based care, align incentives for providers and health insurers to focus on quality and affordability, support patients to engage in their own health care, and support communities to work together to promote health. You may have already noticed some of the health care innovations happening around Delaware. The goal is to build on these programs so that everyone in the state can experience a higher quality and more affordable health care system. Delaware's effort is part of the State Innovation Model (SIM) initiative, a national program run by the Center for Medicare & Medicaid Innovation.

Why we need innovation in health care

When you consider the facts, it's hard to deny our shared need for change in our state's health care system:

Our per capita costs are **25%** higher than the national average

Health care costs consume **nearly a quarter** of our state budget

Our diabetes rate is **11%** (10th worst in the nation)

Two-thirds of our population is obese or overweight

1 in 5 of us are smokers (more than the national average)

4.3% of us have considered suicide

How we are working together to improve health

- The process of developing Delaware's strategy has been open, transparent, and inclusive
- Over **50** public meetings with participation from more than **150** stakeholders, from over **40** organizations from across the state
- Public-private leadership from the Delaware Health Care Commission and the Delaware Center for Health Innovation (DCHI) to facilitate stakeholder engagement, support implementation, and track progress

Vision for how Delawareans will experience care



Strategy for change

- **All Delawareans will have access to a primary care provider** who will work with you and your other providers as a team
- Your **providers will be rewarded for high-quality outcomes**, rather than just volume of visits and procedures
- Your **local communities will be supported** and enabled to promote health and wellness and connect people to primary care
- You will have access to technology-based tools that allow you to become a **more active participant in your personal care plan**
- Providers will have the **training and tools** needed to deliver the type of care you expect

What success will look like

- **I only have to give my name and address once**, and everyone knows what I've already covered with other staff
- My **PCP's office just called to remind me** that I'm due for my yearly check-up next month
- If I don't pick up my regular prescription, **my pharmacist calls to check that I'm taking my pills**
- If I need something, I know **I can call my care coordinator for help**
- **I have a plan** to take care of myself, and **I feel in control**



Frequently asked questions

MY CARE

How will my care be different?

The goal is for you to experience more coordinated care, meaning that your primary care provider, specialists, behavioral health providers, and other caregivers will all be working together as a team to ensure that you receive more effective and efficient care. Your care providers will also be better able to connect you to resources within your community to help you meet your health needs.

When will I start seeing these changes?

You are probably already seeing some of these changes take shape in your primary care office and in your community. Over the next three to four years, the goal is to take these innovations and bring them to scale across Delaware.

How will my medical records and private health data be protected?

As you might know, health care information is carefully protected by national and local privacy regulations. The State Health Care Innovation Plan is designed to work within these rules.

MY HEALTH INSURANCE

Will this affect my health insurance premiums?

Health care premiums are affected by many factors – including the underlying trends in health care costs. Historically, health insurance costs have gone up much faster than the rate of inflation. If Delaware's plan is fully implemented, it has the potential bring costs more in line with the rate of inflation.

How is this initiative related to the health insurance marketplace?

The health insurance marketplace and the expansion of Medicaid are both meant to expand *access* to health care coverage. The State Health Care Innovation Plan is about improving health care *quality* and *affordability*. These initiatives all work together to strengthen our health care system. It's important that we address all of these aspects at the same time to achieve meaningful and sustainable change.

THE SIM INITIATIVE

What is the State Innovation Model (SIM) initiative?

The State Innovation Model (SIM) initiative is a national grant program administered by the Center for Medicare & Medicaid Innovation (CMMI). The goal of the SIM initiative is to improve health, improve the patient experience of care, and reduce growth in health care costs. The SIM initiative has helped support the work to bring stakeholders together to develop and implement the State Health Care Innovation Plan.

Who is working on this initiative?

Stakeholders from across the state have been involved in this initiative from the beginning. In early 2013, the Delaware Health Care Commission began to convene public meetings and working groups to develop the State Health Care Innovation Plan. Participation from a broad variety of stakeholders has been critical – including providers, public and private insurers, patients, community health organizations, employers, and state agencies. Going forward, the Delaware Health Care Commission and the Delaware Center for Health Innovation (DCHI) will continue to facilitate stakeholder input and provide stewardship on the implementation of the Plan.

How can I get involved?

All Delawareans are encouraged to get involved through monthly meetings of the Delaware Health Care Commission and the Board of the Delaware Center for Health Innovation. More info can be found on the websites listed below.

To find out more...

- **Delaware SIM Initiative** (<http://www.dhss.delaware.gov/dhss/dhcc/sim.html>)
- **Delaware Center for Health Innovation (DCHI)** (<http://www.dhss.delaware.gov/dhss/dhcc/dchi.html>)
- **State Health Care Innovation Plan** (<http://www.dhss.delaware.gov/dhcc/cmmi/files/choosehealthplan.pdf>)
- **CMMI SIM Initiative** (<http://innovation.cms.gov/initiatives/state-innovations/>)

