



The Puerto Rico Chamber of Commerce
and its Health Committee present the



PUERTO RICO Health & Insurance CONFERENCE 2021

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Panel IV: Value-based Care Model and the Roles of Primary
Care in the Puerto Rico Health Delivery System



INFRASTRUCTURE	CARE DELIVERY	PEOPLE
<p>IMPROVEMENT STRATEGY Effectively and routinely measure and communicate information about the quality, value, and outcomes of the health care experience and use this information to drive improved performance.</p>	<p>POPULATION HEALTH MANAGEMENT Use a systematic process for utilizing data on patient populations to target interventions for better health outcomes, with a better care experience, at a lower cost.</p>	<p>PATIENTS Intentionally and actively incorporate the patient perspective into governance, care system design, and individual care.</p>
<p>HEALTH INFORMATION TECHNOLOGY Leverage health information technology to track, improve, and manage health outcomes and costs.</p>	<p>PATIENT-CENTERED MEDICAL HOME Employ a model of care that transforms the delivery of primary care into a comprehensive, patient-centered system focused on high quality, accessible, and coordinated care.</p>	<p>CARE TEAMS Utilize groups of staff with different skills to work together to deliver and improve care, offering a wider range of services more efficiently than a provider alone.</p>
<p>POLICY Pursue decisions, plans, and actions that help secure support and resources for health centers and expand access for underserved populations.</p>	<p>EVIDENCE-BASED CARE Make patient care decisions using a process that integrates clinical expertise and best-practice research with patient values and self-care motivators.</p>	<p>LEADERSHIP Apply position, authority, and knowledge of leaders and governing bodies (boards) to support and advance the center's people, care delivery processes, and infrastructure to reach transformational goals.</p>
<p>PAYMENT Utilize value-based and sustainable payment methods and models to facilitate care transformation.</p>	<p>CARE COORDINATION AND CARE MANAGEMENT Facilitate the delivery and coordination of care and manage high-risk and other subgroups of patients with more targeted services, when and how they need it.</p>	<p>WORKFORCE Leverage a trained and fully engaged staff to successfully address the health center's mission and goals, with optimal joy in work.</p>
<p>COST Effectively address the direct and indirect expense of delivering comprehensive primary care to health center patients while considering the total cost of care for attributed patients.</p>	<p>SOCIAL DETERMINANTS OF HEALTH Address the social and environmental circumstances that influence patients' health and the care they receive.</p>	<p>PARTNERSHIPS Collaborate and partner with external stakeholders to pursue the Quadruple Aim.</p>

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“A conceptual model designed to help health centers transform from a volume-based, to a value-driven, model of care.”

- Primary Healthcare Centers (FQHC) in Puerto Rico have been able to work towards 11 out of 15 components within the 3 dimensions of this initiative from NACHC and HRSA.
- A work in-progress where the value transformation focus on: **(1) Improved health outcomes, (2) Improved patient experience, (3) Improved staff experience and (4) Reduced costs.**
- Actual framework uses several approach towards value-based care including but not limited to: **(1) Patient Centered Medical Home standards, (2) High-Cost High Need quality framework, (3) Performance Measures (i.e., HEDIS, Star Rating, etc.), (4) Promoting Interoperability Medicaid Measures, (5) Social Determinants of Health and (6) Physicians Incentives Plan (PIP).**
- PR Primary Care Association is **building partnerships within the Health System to advance value-based care** through improvement of HIT/Interoperability, Data-driven culture, integration of primary care and behavioral/mental health services and foster the coordination of care planning.



THANK YOU!

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