

ACO Resilience: Responding to the COVID-19 Pandemic

Carilion Clinic's COVID-19 Efforts

Carilion Clinic is a nonprofit health system headquartered in Roanoke, Virginia. Through its Next Generation ACO—Doctor's Connected—Carilion provides care for seniors across central and southwestern Virginia and southern West Virginia.

Early on during the pandemic, Carilion's ACO leveraged its analytics to identify more than 3,000 Medicare beneficiaries who were at a high risk for COVID-19 complications. ACO staff then proactively called the beneficiaries to assist with medication refills, scheduling telehealth visits and connecting them to local community resources (like area food banks).

Carilion mailed an insert on COVID-19 and coping with anxiety to all Next Generation ACO beneficiaries. Carilion organized efforts with skilled nursing facilities and home health agencies to address capacity and PPE supply chain barriers during the pandemic.

Since March, Carilion has had a dedicated public phone line open Monday through Friday to answer questions about COVID-19. Carilion also partnered with local radio stations and health systems to produce an hour-long special called "Coronavirus: A Community Conversation," designed to share best practices and clinical guidelines with the community. With understanding of the virus still evolving, this information is critical for helping patients remain safe and avoid unnecessary care.

ACO infrastructure helped Carilion lead region's response to pandemic

As we focus on improving the resiliency of our nation's healthcare framework in the aftermath of the pandemic, policymakers should look no further than the Next Generation ACO model.

As a participant in the Next Gen model since 2017, Carilion invested in the development of an effective population health infrastructure, enhanced analytics and care coordination programs.

Carilion's ACO also worked with the health system's technology group to implement data-driven solutions aimed at boosting quality and closing care gaps. Another key focus has led Carilion to work closely with area post-acute care providers to build a collaborative aimed at shared goals of delivering higher quality, lower cost care.

All of these resources that Carilion developed to become an effective ACO also empowered it to effectively lead the region's response to an unprecedented pandemic

Congress and the Administration must ensure that total cost of care models—like the Next Generation ACO model—continue to be part of our nation's public health system.

ACCOUNTABLE CARE ORGANIZATION

Carilion Clinic (Doctors Connected)
<https://www.doctorsconnected.org>

Location

Serves a 20-county region across Virginia and southern West Virginia

Number of Clinicians

More than 1100 participating and preferred clinicians across more than 150 practice sites

Aligned Beneficiaries

48,000 Medicare beneficiaries

Years in Next Gen

2017 - 2020

Payment Track

Fee-for-Service