



## ACO Resiliency: Responding to the COVID-19 Pandemic

### ACCOUNTABLE CARE ORGANIZATION

Triad HealthCare Network  
<https://www.triadhealthcarenetwork.com/resources/aco-information/>

### Location

Operates across the Piedmont Triad of North Carolina

### Number of Clinicians

1,590 participant and 328 preferred providers

### Aligned Beneficiaries

Nearly 28,000 Medicare beneficiaries

### Years in Next Gen

2016 - 2020

### Payment Track

Population Based Payment

### Triad HealthCare Network's COVID-19 Efforts: Ensuring Access to Heart-Healthy Meals

Triad HealthCare Network (THN) is a physician-led accountable care organization (ACO) that serves patients across Greensboro and the greater Piedmont Triad area of North Carolina. THN quickly recognized that the pandemic would pose a greater risk for seniors living in isolated communities, many of whom face food insecurity challenges heightened by stay-at-home orders.

THN used its data analytics capabilities to identify high-risk patients, focusing on those who were still using inpatient and emergency room services during the pandemic. THN deployed its patient engagement tools to reach out to these patients to ensure their continued access to food and medication.

After identifying and contacting food-insecure patients, THN created a heart-healthy meal delivery program designed to improve overall patient health and to minimize patients' trips to the hospital. THN leveraged its investments in transportation resources to make this program possible. THN also worked with local vendors and partnered with a service that delivers medically tailored meals. With these partners, THN created a weekly menu that was supplied to patients for less than \$100. THN staff delivered meals every Monday, Wednesday, and Friday, placing these meals on patients' doorsteps to minimize contact.

### The Next Gen Model Supports Deployment of Meal Delivery

The Next Generation ACO model provided THN both the information and the tools needed to serve its patients during the pandemic. Specifically, because of THN's participation in Next Gen, THN has had access to additional information to assist in coordinating patient care. THN's investments in care management and population health provided THN with the resources to create the meal delivery program.

As part of its participation in the Next Gen model, THN also created a Community Care Consortium (C3) Team, embedded in primary care offices. This Team coordinates and improves patient Annual Wellness Visits (AWVs).

During the pandemic, many patients deferred their AWVs, temporarily displacing the work of the C3 Team. In response, THN redeployed C3 Team members to assist with telephonic outreach to identify food-insecure patients.

By redeploying C3 Team members and deploying other furloughed employees to deliver meals to patients' homes, THN turned a challenge into an opportunity.