NEXTGEN
ACO COALITION

ACO Resiliency: Responding to the COVID-19 Pandemic

ACCOUNTABLE CARE ORGANIZATION

Best Care Collaborative, LLC Accountable Care Organization

https://bestcarecollaborative.org/

Location

Southwest Florida

Number of Clinicians

200 Providers

Aligned Beneficiaries

19,000 Medicare beneficiaries

Years in Next Gen

2018-2021

Payment Track

Fee-for-Service with Infrastructure Payment

Best Care Collaborative Accountable Care Organization's COVID-19 Efforts: Leveraging Data to Better Manage Care

Best Care Collaborative Accountable Care Organization ("BCC"), part of Lee Health, serves Medicare beneficiaries across Southwest Florida. Lee Health is the only major health system in Lee County, a county with the 6th largest Medicare-eligible population in Florida and the 39th largest Medicare-eligible population in the nation.

Even before the pandemic, area emergency rooms would consistently reach maximum capacity due to seasonal population influxes. To alleviate the additional stress put on the health care system by COVID-19, Best Care ACO quickly realized that it needed to coordinate communications effectively and to leverage its access to data to support frontline providers.

To facilitate care management and to provide the latest data to providers, BCC created an integrated data and communications infrastructure. BCC collected daily data updates from the Florida Health Information Exchange, including information about emergency room admissions and diagnosis codes.

Using this information, BCC could immediately begin tracking COVID-19's impact on its health system. BCC used the data to inform risk stratifications, enabling

the ACO to more easily identify patients who might be in need of intervention.

BCC distributed data to provider groups on a weekly basis, so that better understand patients' care utilization patterns and could better plan for timely follow-ups and interventions.

BCC also provided data analytics to the Physician Advisory Council to inform the Council's monthly meetings. BCC population health managers also supported physician practice offices individually by providing practice-level data updates via video meetings vs. previous face to face meetings.

The NextGen Model Enables the Collection and Distribution of Data

The NextGen ACO model enabled BCC to build important data collection and sharing infrastructure. NextGen infrastructure payments helped BCC to develop the data infrastructure to collect, analyze, and distribute data to inform care management in real time. BCC's population health infrastructure also enabled BCC to deploy practice-group specific information.

BCC's data analysis and effective communications system empowered its broader health system to operate with a better understanding of patient care needs.