# Cleveland Clinic & FL Alliance for Healthcare Value

### Presenters:

Janesy Dominguez

Dr. Sonya Pease

Paula Staggs

Scott Platz

Dr. Zeina Nahleh

Santana Jeffs

Dr. Jose Navia



1

# Welcome to the Cleveland Clinic

Get to know us



### **Cleveland Clinic FL Region**

### Cleveland Clinic Weston Hospital

- 230 bed Hospital
- 9 OP Locations
- · 285 Employed physicians
- · 3,054 Caregivers



### Cleveland Clinic Indian River Hospital

- · 322 bed Hospital
- · 9 OP Locations
- 124 Employed physicians
- · 2,208 Caregivers



### **Cleveland Clinic Martin Health**

- 3 Hospitals (502 beds)
- 14 Outpatient Centers
- 113 Employed physicians
- 4,540 Caregivers



3









### Center of Excellence Programs Overview



### **Program Differentiators:**



1. Quality & Expertise



2. Patient Experience



3. Cost Transparency & Savings

# Cleveland Clinic Quality and Expertise

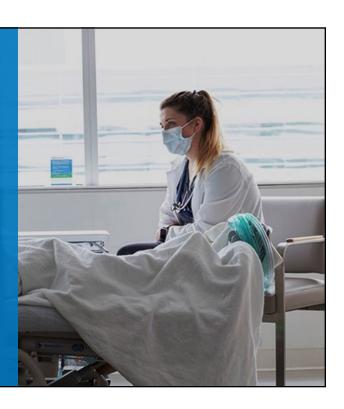
- More than a decade in the direct-toemployer Center of Excellence Program space
- Cleveland Clinic employed physician model ensures appropriateness of care and quality outcomes
- Customized clinical review and Cleveland Clinic physician expert recommendation



9

## Differentiated Patient Experience

- Dedicated, concierge-level patient support
- Assistance in medical record collection
- Qualified patients have co-pay, coinsurance and deductible waived, where applicable
- Travel coordination for patient and companion
- Transitional care coordination with home market providers



# Cost Transparency & Savings

- Global case rates for the episode of care, including:
  - Pre-op
  - Surgery
  - Post-op
- DRG-based rate schedule provides predictable pricing



11

### Center of Excellence Programs Overview



# CEPTERS.





### **Program Components:**

- Center of Excellence Programs available as a carve-out of current health plans
- Benefit differentials to waive co-insurance, co-pay and deductible, if applicable
- Plan sponsor covers travel, lodging and daily stipend costs for patient and companion
- Collaboration on robust communications plan to educate employees and covered dependents



## Cardiac Center of Excellence Program

- Offer top ranked cardiac surgical care to plan members
- Appropriateness of Care Medical Record Review ensures surgery is necessary
- Surgical avoidance 15% of cases reviewed can be treated without surgery
- Avoid variability in outcomes
- Dedicated Patient Care Coordinator and concierge support for travel logistics
- High patient satisfaction in the 90<sup>th</sup> percentile
- Reduced long-term cost of care
- Shortened return to work time

.

13



### **Center of Excellence Programs**

### **New Specialties:**



Orthopaedic: Primary hip and knee, complex revisions



 Spine: Fusion, Laminectomy, Laminotomy & Arthrodesis



**Bariatric**: Primary and revision surgery

- Programs include inpatient and outpatient procedures at locations in Ohio and Florida
- Appropriateness of Care Medical Record Review ensures surgery is necessary
- Dedicated Patient Navigator for on-site support and travel logistics
- Price transparency through global case rates and 30 day warranties

14

### Cleveland Clinic Center of Excellence Process

### 1. Connect



Member calls to confirm eligibility and referral is initiated. Member is directed to Cleveland Clinic Patient Navigator.

### 4. Treat

15



Patient receives approximately 3-5 days of pre-op preparation, surgery, post-op recovery and monitoring.

\* Covered by regular medical insurance; co-pays, deductibles apply.

### 2. Review



Our patient navigator collects and reviews medical records with surgeon. Patient is approved for surgery or directed to alternate treatment.

### 5. Coordinate



Patient returns home with medical records and discharge plan to share with home physician. Cleveland Clinic team coordinates physical therapy with local physician office\*

### 3. Schedule



Eligible patient is scheduled for surgery at either Cleveland Clinic Florida or Ohio location.

### 6. Complete



Cleveland Clinic coordinates a phone call or virtual visit during 30 day post-discharge period. Episode of care completed and patient is ready to return to work

15

### Center of Excellence Program Value



### **Experience**

 10+ years in the direct-toemployer space



### **Appropriateness of Care**

- Patients first model
- · Strong surgical avoidance rate



### **Technology**

- Predictive analytics to identify high risk members
- Electronic medical record review

### Quality

- Patients first model
- Strong surgical avoidance rate

### **Transparent Pricing**

 Predictable global case rates for episode of care

### **Patient Experience**

- Dedicated patient navigators offer support every step of the way
- Coordination with home providers



### Clinical Review

Cleveland Clinic reviews patient's diagnosis and medical records to educate and inform on potential treatment options

- Facilitates a timely, personalized connection to the right Cleveland Clinic provider
- · Ensures optimal diagnosis and treatment plan
- If patient selects Cleveland Clinic for treatment, dedicated team streamlines scheduling
- Offered domestically from Ohio and South Florida facilities

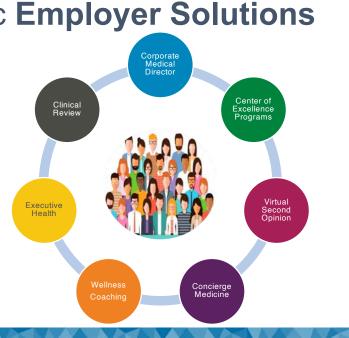


17

### All Cleveland Clinic Employer Solutions

### Cleveland Clinic care reaching your employees

- · Employer based, customized solutions
- Outcomes focused, patient centered programs
- Differentiated patient experience
- Proven ways to manage health and cost





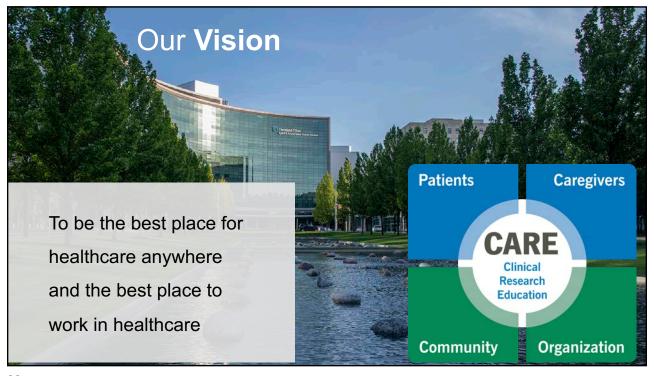




Cleveland Clinic Florida Quality, Safety, and Patient Experience

Sonya Pease, MD, MBA, FASA
Chief Quality, Safety, Patient Experience Officer
Paula M Staggs, RN, BSN, CPHQ, HACP, LHCP
Exec Dir Quality and Safety













### Areas of Clinical Services and Expertise

- Allergy & Immunology
- Anesthesiology/Pain Management
- Bariatric Surgery Behavioral Health
- Breast Surgery
- Cardiology
- Cardiac & Thoracic Surgery
- Colorectal Surgery
- Dermatology
- Digestive Diseases Electrophysiology
- **Emergency Services**
- Endocrinology
- Family Medicine

- Gastroenterology
- General and Minimally Invasive Surgery
- Gynecology Hand & Upper Extremity Surgery
- Head and Neck (Otolaryngology)
- Hematology & Oncology
- Infectious Diseases
- Internal Medicine
- Interventional Cardiology
- Nephrology & Hypertension
- Neurology
- Neurosurgery
- Obstetrics & Women's Health
- Orthopedics & Rheumatology

- Pain Management
- Pathology & Laboratory Medicine
- Pediatrics
- Plastic Surgery
- Physical Medicine and Rehabilitation Pulmonary & Critical Care Medicine
- **Radiation Oncology**
- Sleep Medicine Transplantation
- Urology
- Vascular Medicine
- Vascular Surgery **Wound Care**

### Access, Quality, Value Spotlight

### Mother/Baby



**Perinatal Accreditation OB Home Care Program** 

### **Family Medicine**



213 ambulatory practices 6 outpatient diagnostic and imaging centers

### **Urgent Care & Free Standing EDs**



7 facilities throughout the region

### Stroke



**Joint Commission Accredited Stroke Centers of Excellence** 

### **Cardiac Care**



Recognized by: **Blue Distinction Centers AHA Get With The Guidelines** Joint Commission

### **Behavioral Health**



**Behavioral Health Social workers** Inpatient behavioral health adult and peds

27

### **Leapfrog Scores**

This Hospital's Grade



Indian River

This Hospital's Grade



Martin North





Martin South





Martin Tradition



Weston

### **Key Initiatives:**

- BioCards and MyChart activation
- · Serious safety event reviews and tiered huddles
- · Pressure Injury Leadership Rounding
- · Documentation Practices

### Our Accomplishments





HIGH PERFORMING FOR 6
TYPES OF CARE
HF, CCS, COPD, MI, CVA
and THR
INDIAN RIVER



DISEASE SPECIFIC CARE CERTIFICATION FOR HIP/KNEE TJR MARTIN HEALTH



4 YEARS IN A ROW RANKED #1 IN MIAMI-FT. LAUDERDALE REGION #5 HOSPITAL IN FLORIDA WESTON



FOR CARDIAC CARE, THR/TKR, MATERNITY CARE, SPINE SURGERY INDIAN RIVER



ADVANCED CERTIFICATION FOR PRIMARY CARE STROKE CENTERS MARTIN HEALTH



JOINT COMMISSION
PATIENT BLOOD
MANAGEMENT CERTIFIED
MARTIN HEALTH



6 YEARS IN A ROW SOUTH FLORIDA'S ONLY NATIONALLY RANKED GASTROENTEROLOGY & GI SURGERY PROGRAM WESTON

29



### **Providing Plan of Care Visits**

Plan of care visits guide us to communicate a plan of care for every patient, every day, that is clear to everyone on the team: patient, nurse and provider.

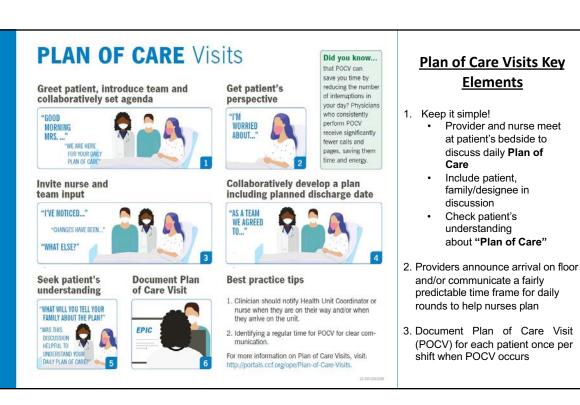




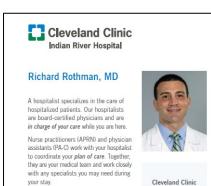


31

# CENTER FOR EXCELLENCE IN Cleveland C Cleveland C HEALTHCARE COMMUNICATION



### Plan Of Care Visits - Bio Cards



We are dedicated to providing you with your comprehensive diagnosis, treatment, and supervision of care throughout your

Thank you for trusting us with your care.

Cleveland Clinic

Indian River Hospital

772.567.4311

please share your experience with us so we can recognize a job well done or implement any improvements.

### Daily Plan of Care Visit

Your nurse and hospitalist will come to your bedside together to talk with you each day about your *plan of care*.

What will be most helpful for you to discuss during your daily plan of care visit?

### Reason for Admission

- What could be causing my symptoms?
  What are the results of my tests?
  Will I have more tests?

- . Will other doctors see me while I am here? If so, which specialties?

- Are you going to change or add any new medications? If so, why?
  What are the possible side effects of my new medications?
  What pharmacy services are available at this hospital?

- What are my discharge plans?
- . Will I have limitations when I go home or special instructions?
- After discharge, will I need to follow up with a medical provider or service? If so, when?

Is there anything about your  $\emph{plan of care}$  that you do not

My Plan of Care Notes

33



Cleveland Clinic believes in High Reliability



### Cleveland Clinic Price Transparency

August 24, 2022 Scott Platz Senior Director, Pricing

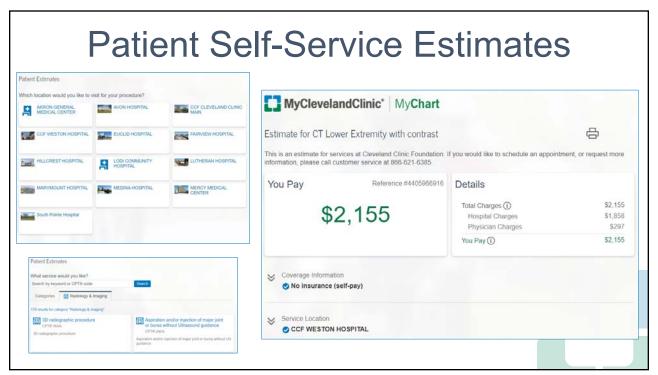


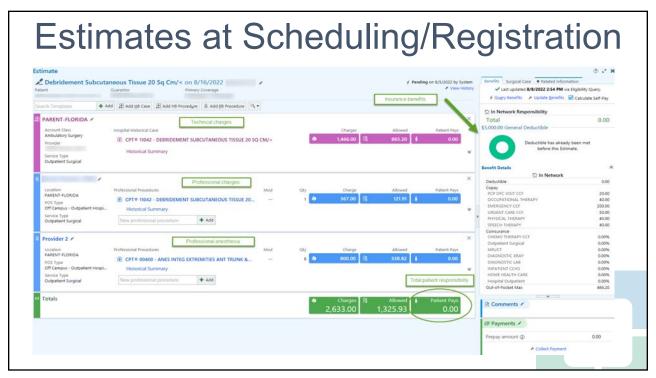


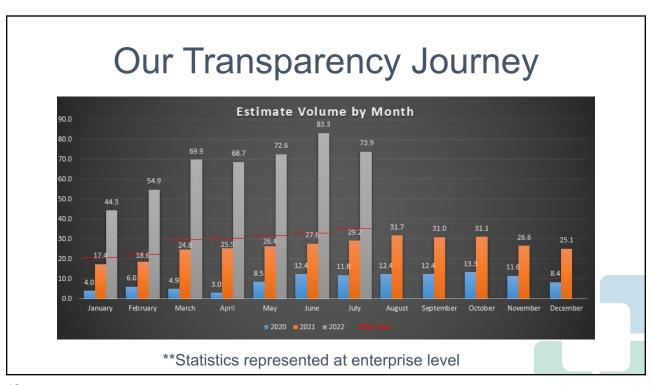
### Price Transparency Objectives

- Legislation preparation and compliance
- Do what is right for the patient
- Offer flexibility in:
  - Obtaining an estimate
  - Paying estimated amounts
  - Obtaining financial assistance
  - Learning from discrepancies (est vs actual)

37







### Price Transparency Requirements

Data must be updated at least annually

### Machine-Readable File (MRF)

- Effective 1/1/21, hospitals required to make public:
- Standard charges in a MRF
  - Billed charges
  - Negotiated rates
  - Cash price
  - Min negotiated rate
  - Max negotiated rate
- · One file per hospital
- Use required naming convention

### **Rates for 300 Shoppable Services**

- · Consumer-friendly format
- 70 of 300 services are CMS-specified
- · Remaining 230 selected by hospital
- Internet price estimator meets requirements if:
  - At least 300 services including 70 CMS-specified
  - Provides amount that consumers are obligated to pay
  - Prominently displayed on website w/out requirement for user account

41

### Compliance and Implementation

Machine-Readable Files

- Engage vendor
- Pull files
- Organize into folders and subfolders
- SAS program to collate one file per hospital
- Calculate min/max rates
- Use file naming convention
- · Send to digital marketing for posting



# Compliance & Accuracy 300+ Shoppable Services

- Monitored enterprise email box for estimate assistance- 24 hour TAT
- Dedicated team to respond to NSA disputes
- Continuous analysis of charges, contract build, insurance benefit mappings-PDCA





43



Every life deserves world class care.



Zeina Nahleh, MD, FACP Regional Institute Chair for Cancer





45

# CC FL Regional Cancer Institute | Compared | Compared

# Maroone Cancer Center CC- Weston

- Established in 2015
- Multidisciplinary Subspecialty Teams
- Changed designation as "Academic Comprehensive Cancer Program" by CoC, since 2019





47

# Robert & Carol Weissman Cancer Center-Stuart



Established in 1999 Designated as "Comprehensive Community Cancer Program" by CoC,

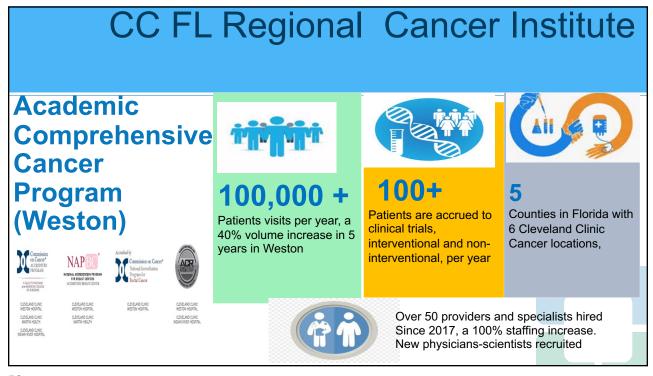


### Scully Welsh Cancer Center-Vero



Established in 2016 (free standing building)
Designated as "Comprehensive Community Cancer Program" by
CoC

49







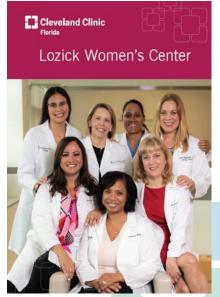


Strength: Multidisciplinary Teams

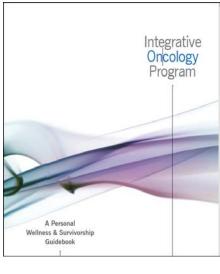
Photos: Breast MDT Team







# Philanthropy- Supported Complementary Services





53

- Psychologist
- Dietitian
- Music Therapist
- Social Workers
- Licensed Massage Therapist
- Licensed Esthetician
- Art Therapist
- Retail Wellness Agent
- Nurse Navigators
- Financial Navigators
- Genetic Counselor













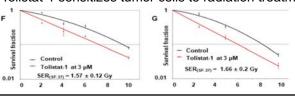
### Cancer Research at FRIC

 A novel drug Tolistat-1 is being developed at CC for mutant p53 targeting (Dr A. Nikolaev)

Tolistat-1 targets multiple p53 "hotspot" mutations



Tolistat-1 sensitizes tumor cells to radiation treatment







57

### **Growth Plans**

- Continued Cancer Practice Integrations with CCIR & CCMH
- Growth in target markets
  - Expand to Sebastian area
  - Comprehensive Care in St Lucie County
  - Comprehensive Care in WPB area
- Outreach and Fostering Partnerships
  - e.g. preferred provider for second opinion & preferred provider for other employers
- Capital, Space & Service expansion
  - BMT in Weston
  - Hyperthermia technique in Weston, 3<sup>rd</sup> Linac
  - Chemotherapy in St Lucie/Tradition hospital
  - New Technology for Radiation Oncology at CCIRH





Every life deserves world class care.

59

### INNOVATION IN CARDIAC CARE

Robotic Cardiac Surgery

**HEART VASCULAR & THORACIC INSTITUTE** 

Cleveland Clinic Florida



Director Florida Regional Heart and Vascular Institute Director of Heart and Vascular Center Weston Chairman of Cardiothoracic Surgery



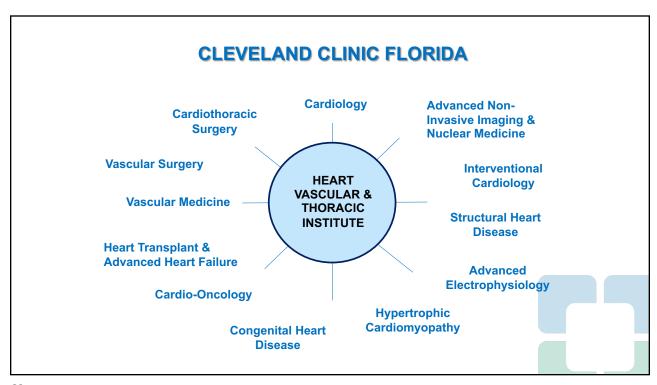
### Cleveland Clinic Florida Weston Campus







61



### Vision

Our goal is to deliver the highest quality cardiovascular care by implementing the latest minimally invasive technologies

63

### MINIMALLY INVASIVE VALVE PROCEDURES

### **ADVANTAGES**

Decreases chest trauma, bleeding and infection

Shorter ICU and hospital stays

Early Physical Recovery

Cosmetically more attractive

Better pulmonary function

Less risk at reoperation

### **DISADVANTAGES**

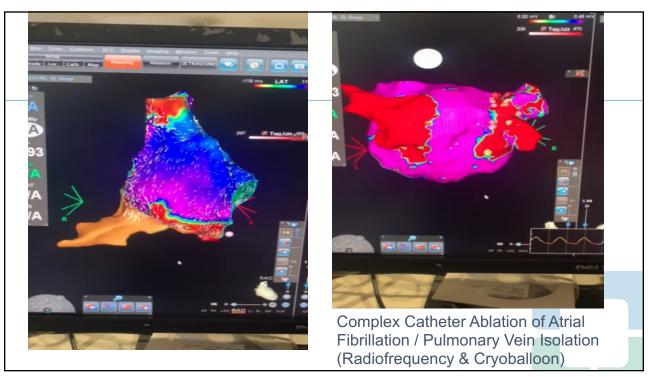
Technically more demanding



# Electrophysiology Innovations Catheter Ablation of Atrial Fibrillation

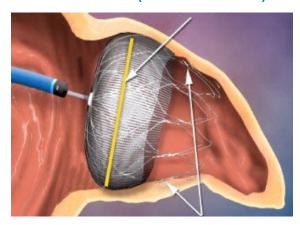


65



### Atrial Fibrillation STROKE PREVENTION

Watchman (LAA Closure)



> 300 implants at CCF



FDA APPROVED patient who are poor candidates for chronic AC therapy

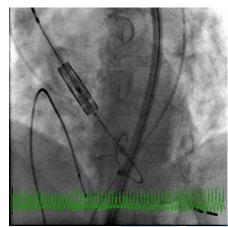
67

# Structural Heart Disease Innovations



### TAVR: Transcatheter Aortic Valve Replacement





**AORTIC STENOSIS** 

**TAVR** 

- 45 minute procedure
- Local anesthesia
- 2 small incisions
- Home in 2 days
- Risk <1-2%</li>

69

# Transcatheter Mitral Valve Procedures





Robotically Assisted Cardiac Surgery

# MINIMALLY INVASIVE Robotically Assisted Cardiac Surgery

### **ADVANTAGES**

Decreases chest trauma

Decrease bleeding and infection

Shorter ICU and hospital stays

Early Physical Recovery

Cosmetically more attractive



73

### **Clinical Innovations**

- Plays an important roll in creating and sustaining successful medical growth
- Focusing on unmet clinical needs in the field of cardiovascular medicine with the ultimate goal of improving patient care and outcomes

Jose Luis Navia, MD

### Vision for the Future

### **Innovation**

- + Quality
- + Teamwork
- = Growth



75



Every life deserves world class



care.







# Thank you!

### How can I be reached:

**Janesy Dominguez** 

Email: Domingj4@ccf.org

Phone: (305) 240-4681

