

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 sixth 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, BCC 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 they could 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's population health managers also supported physician practice offices individually by providing practice-level data updates via virtual meetings, instead of the previous face-to-face meetings.

The NextGen Model Enables the Collection and Distribution of Key Data

The NextGen ACO model enabled BCC to build important data collection and sharing infrastructure. The 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 rapidly deploy practice group-specific health information.

BCC's data analysis and effective communications system empowered its broader health system to operate with a better understanding of patient care needs. Better information enabled BCC to provide better care in a time of crisis.