

# Population Health: ELEVATE

Quarter 1 2022

The latest news, views, and announcements

## INSIDE

### Domain Updates

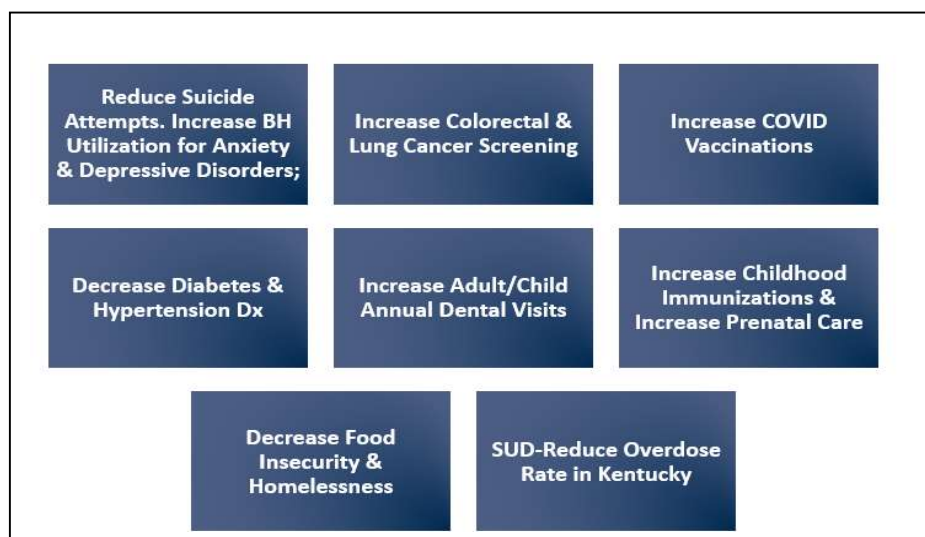
Find out what the 8 Kentucky Domains are and what their initial focus in 2022 will be

### Population Health: ELEVATE

Why are we making this change?

### Health Equity

What does that mean?



## Our Mission

Improving lives and communities.

Simplifying healthcare.

Expecting more.

## Vision

Be the most innovative, valuable, and inclusive partner

## It's our inaugural edition!

Welcome to 2022 and the first edition of the Population Health: ELEVATE newsletter. We are excited to keep all employees of the Anthem KY Medicaid team informed and engaged in the new model and the focus it will shine on eight key priorities for the health plan.

We are all responsible for the success of this model. From the Case Manager who advises a member on how to best manage his/her/their chronic condition, to the Network Education Rep who talks with a PCP office about which patients need preventative screenings, to the Customer Service Rep who helps an overwhelmed parent learn about options to obtain food assistance for his/her/their family...we ALL have important functions in assisting our membership to achieve their optimal health.

This newsletter will keep everyone up to date on the work in each domain, educate on changes or future implementations, and most of all, CELEBRATE the accomplishments each and every one of you help us to accomplish while we work towards being THE local health plan of choice.

## Population Health: ELEVATE



### What is Population Health: ELEVATE?

Population health has been defined as "the health outcomes of a group of individuals, including the distribution of such outcomes within the group". It is an approach to health that aims to improve the health of an entire human population. Anthem is committed to **Improve the Health of Humanity.**

ELEVATE is a model that keeps focus on key priorities within the Kentucky market. These priorities were developed in 2021 by analyzing data, conferring with community resources to solicit input on needs, and then designing and implementing tactics to address identified areas of opportunity. If we intensify our focus on these eight priorities, it cuts down on the extraneous noise and chatter, while allowing us to dedicate our energy to activities that matter- and take us back to the basics of positive health outcomes.

There are eight domains of focus in the ELEVATE model: 1) Behavioral Health, 2) Cancer, 3) Chronic Health Conditions, 4) COVID 19 Vaccinations, 5) Dental, 6) Maternity and Child Health, 7) Social Determinants of Health (SDOH), and 8) Substance Use Disorder (SUD).

In upcoming months, comprehensive information will be given on each domain, so we can understand why each focus is important and be able to implement tactics and strategies into our daily work which will impact health outcomes for each domain, and our overall membership in Kentucky.



### Health Equity Defined

According to the Robert Wood Johnson Foundation (RWJF), health equity means that everyone has a fair and just opportunity to be as healthy as possible.

**Equality** means that everyone has access to and receives the same standard. **Equity** is people receiving individualized care to bring them to their personal optimal levels of health. While looking at the barriers-systemic, individual, community- that prevent a person from optimal health, we can work towards removing them to help the individual achieve better outcomes.

### Initial Domain Focus for 2022:

#### Behavioral Health:

- Decrease suicide
- Increase appropriate use of outpatient mental health services

#### Cancer:

- Increase colorectal and lung cancer screenings

#### Chronic Health Conditions:

- Decrease diabetes and hypertension diagnosis

#### COVID-19 Vaccinations:

- Increase COVID 19 vaccinations

#### Dental:

- Increase adult and child annual dental visits

#### Maternity and Child Health:

- Increase childhood immunizations
- Increase prenatal care

#### SDOH:

- Decrease food insecurity
- Decrease homelessness

#### SUD:

- Decrease overdose rate

# Meet the ELEVATE team!

While every single Anthem associate has a role in the ELEVATE model success, we would like to introduce you to the Population Health Management: ELEVATE model champions.

## LEADERSHIP COUNCIL

ELEVATE has a population health management leadership council that represents strategy, clinical oversight, health equity and process/execution.

**Leon Lamoreaux, Plan President**- Leon is more than just the plan president, he is a continuous champion of the ELEVATE model. His enthusiasm and support for achieving the best outcomes possible for the citizens of Kentucky make him the perfect captain for the boat which is the ELEVATE team.

**Shaun Collins, Chief of Staff/Planning and Performance Director**- Shaun keeps everyone on the straight and narrow, and the boat rowing in the same direction. As a "recovering" ICU nurse, he understands the nuances of health care, and can use his role to impact multiple teams which are responsible for caring for the Kentucky membership.

**Dr. Brunner- Medical Director (also Cancer Domain champion)**- As a practicing Emergency Physician in Northern Kentucky for over 20 years, Dr Brunner has witnessed first hand how unhealthy some of Kentucky's population is. He feels the best treatment of an illness is to prevent that illness. Educating patients on the importance of preventative care is paramount.

**Kate Miller, Health Equity Director**- Kate is a social worker by trade, with a passion for ensuring the needs of the underserved are not forgotten. Her background in quality improvement gives her a foundational knowledge about health inequities that prevent Kentuckians from achieving optimal health and she remains on a quest to learn more about others' experiences so that barriers can be overcome.

## DOMAIN SUPPORT

ELEVATE is built on foundations of data and quality measures. Because of these foundations, some domain champions are integral to all of the domains.

**Stuart Cox, Clinical Quality Program Director**- Stuart is a Lean Six Sigma Black Belt and PMP - Project Management Professional for Quality Management. He is a strategic healthcare process improvement leader with an established track record in building relationships, implementing programs and facilitating process improvement with efficiency and effectiveness.

**Brad Vance, Business Change Manager**- Brad has spent his career utilizing data analytics within the health care industry. Whether to improve quality scores for our health care professionals, or diving deep to find health disparity trends, he understands the importance of CONTEXT to any set of data. Knowing what you are looking at, what it means, where it comes from, and how it can be used, is the ultimate weapon when trying to improve the health of our members.

**Sean Truesdale, Process Expert**- Sean worked as a social worker and has transitioned to process improvement with data and analytics with an emphasis on supporting the KY health plan. He has gone from assisting the individual to supporting the overall membership by providing data and reports to help the domains use quantifiable information to make decisions to achieve optimal health and social outcomes.

## PHM Leadership Council



## **Domain Champions**

Each of the domains has a champion who is responsible for ensuring each discipline is represented and engaged to ensure overall project success.

**Dr. Daniel Brunner, Medical Director (Cancer Domain)**- Dr. Brunner not only functions as the Chief Medical Officer and part of the leadership council, he also applies his background in emergency medicine to ensure that members are screened for possible cancer risks, along with overseeing that patients obtain the right cancer treatment and support.

**Dr. Eloise Weeks, Behavioral Health Medical Director (Behavioral Health Domain)**- Dr. Weeks is a board certified psychiatrist who is championing all behavioral health issues in her role as BH Medical Director. Because of her lived experience working in Tennessee and Arkansas, she has passion for improving the mental health of marginalized communities. One of the things that attracted her to psychiatry is the integrated team-based approach, and she loves that ELEVATE employs that model. She is optimistic that the work of the dedicated behavioral health domain team will bring about positive change in caring for the mental health of our Kentucky members.

**Vicki Meska, Director II HCMS (Chronic Health Conditions Domain)**- Vicki is a dedicated certified case manager and Registered Nurse with experience delivering high quality care through utilization management and case management services to diverse patient groups. Her focus is to improve collaboration between cross functional teams to meet patient needs and implement care plans for those with chronic health needs.

**Amanda Stamper, Director Medicaid Plan Marketing (COVID 19 Vaccination Domain)**- Amanda understands the key to unlocking any goal is effective communication. As the former Press Secretary and Director of Communications for one of Kentucky's governors, she understands the importance messaging plays in changing individual behaviors, which makes her the ideal leader for the COVID vaccine domain.

**Jeremy Randall, Medicaid State Ops Director (Dental Domain)**- Jeremy has worked in Medicaid operations with Anthem for over 15 years and navigates the shared service organization to successfully execute on the tactics established by the dental domain. Additionally, Jeremy has always enjoyed going to the dentist.

**Stephanie Kuntz, Program Director (Maternal and Child Health Domain)**- Stephanie is excited to use her clinical skills along with previous experience as a people manager to help build trusting relationships with KY members. She is most eager to help enrollees overcome the barriers to adequate care in maternal child health. "Our future is only as healthy and strong as the children in our communities"

**Bethany Fomby, Program Administrator (SDOH Domain)**- (currently on leave with her new baby) Bethany leverages her previous experience as a Community Engagement Navigator (CEN) to understand how to work with members and identifies their needs, which transitions into an understanding of what the SDOH domain can address. She brings enthusiasm and passion to ensuring members SDOH needs are met with kindness and respect.

**David Crowley, KY Behavioral Health Director (SUD Domain)**- David is a professional counselor with a certification in juvenile sexual offender counseling. David has worked in community-based, inpatient and residential behavioral health settings and is passionate about the overall behavioral health outcomes for fellow Kentuckians. David enjoys working with community partners and providers to address systemic behavioral health and substance abuse disorder challenges impacting the micro level of our Commonwealth.

**In future editions of the ELEVATE newsletter, we will introduce you to the associates who represent the different disciplines in our model.**

If you have suggestions or ideas for the ELEVATE team, please reach out to any of the representatives. A question you might ask yourself daily is "if I can do anything to best improve the issue focused on within the domain(s), what would it be? What would that look like and how would you do it?" Every single associate can have great ideas for how to improve the way we work with our members and how to support the providers who deliver their healthcare.

