



# HMA



## **Webinar 1: Care Management Best Practices, Return on Investment and Options for Financial Sustainability in the Transition to Value Based Care**

### ***2.22.21 Chat Summary/Notes***

#### **What do you hope to gain from this session?**

- Better understanding of the structure of care management for revenue foundation and patient care.
- ideas on engaging Medicare beneficiaries
- The purpose of Care management.
- Better understanding of our roles.
- Better myself and knowledge
- better knowledge base for helping my patients
- some evidenced based practice

#### **Share your “WHY” you do or want to do Care Management?**

- Improve outcomes
- Patient's health care.
- Engage patients, improve access and care
- It makes a real difference in the life of the patient
- Helping people meet their health goals
- Optimize health

#### **Which CM element would you say you have the biggest gap in or just don't have in place? Management?**

- Risk Stratification – Population Health
- Medication Management
- Transitional care
- BH case Management
- Local knowledge of resources due to being a transplant from different area
- Confidence
- Overwhelming volume on panel

#### **What has been your biggest challenge during the pandemic with your Care Management?**

- Patients having fear regarding seeking appropriate care; Anxiety has been increased across the board.
- Collaboration



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- Meeting with patients that do not have video
- Patients working from home, not part of the team, and/or unable to meet face to face
- All of the restrictions and access to care
- More behavioral health issues in patients
- Patients anxiety of COVID