

Boise State University Value-Based Healthcare ISG Follow-up

In regard to the employees the rural healthcare providers send through the program:

- Will the participant receiving the training be more employable/marketable because of the training? For example, would they be more likely to be promoted or receive wage increases?
 - **BSU Response:** Absolutely! There is limited knowledge within the state of Idaho on successful transitioning into Value-Based Healthcare. This education provided through this certificate, allows for participants to gain that much needed knowledge and help with both their employability and career trajectory (wages) as they will have the tools needed to guide their employers into successful, sustainable, and profitable healthcare organizations. Another key point is organizations without people trained in Value-Based Healthcare risk extreme financial and regulatory penalties by not being able to correctly adjust current standard practice. This makes the graduates of this program very valuable and desirable employees.
 - **Bear Lake Memorial Hospital Response:** Any participant in a healthcare leadership role should be more marketable due to this training. Value-based healthcare represents an important, necessary transition that all healthcare leaders should become more familiar with. Knowledge in this area should provide various professional opportunities.
 - **Central District Health:** The participants will gain a unique skillset that is not traditional in local public health clinical settings, which will make participants more employable and marketable, not to mention more valuable. Central District Health often assesses their organizational structure to meet clinical and programmatic needs, in which case a promotion or wage increase is possible.
 - **Weiser Memorial Family Medical Center:** Value-Based Care is coming. My organization understands the importance of having trained people in the organization to assist in the process. Yes, the trained employee's in VBC will have more value after being educated and trained for this "new" healthcare option.
 - **Valor Health:** Yes, receiving this training would certainly make the employee more marketable by having obtained this industry specific knowledge base. We are an organization that promotes within and encourages employees to do so. This skill set would certainly be taken into consideration and add to employees technical level when providing market adjustments.

- How will the providers leverage the training to transform their systems to the value-based model? Will the individuals come back and lead change management processes within the organization? Or is this just nice for them to have as "participants" while others (or consultants) lead the transformation?
 - **BSU Response:** One of the primary purposes of this program is to create change management leaders. Boise State University encourages organizations to send at least two people through the program as we have studied and discussed with others during the creation of the certificate, that it typically takes at least two people to create needed change in organizations. The final project in the certificate program encourages the students to come up with a plan on how to introduce and integrate value-based processes into their organizations. (The reason I use the word "encourages" here, is not all of the students will be taking the certificate for their current place of employment but to gain skills for new job opportunities, and so can develop a project in their area of interest.)

- **Bear Lake Memorial Hospital Response:** In my small, rural organization we may not be able to rely on consultants. Anyone with insight into value-based healthcare will be a critical change agent. Knowledge in this area will also be critical in teaching others about the need for, and elements of, a shift to more value-based care.
- **Central District Health:** CDH's strategic plan includes "increasing and diversifying funding sources, optimize resource allocation and collaborate across divisions." One of our strategies is to enhance CDH's participation in value-based contracting. We have a few (1-2) staff members who have some experience with value-based contracting, and have recently welcomed a part-time medical director who is a family physician and recognized and advocates for quality medical care. We also have division leadership that constantly assesses for improvement opportunities and ways maximize resources. Adding the training and certificate to a local public health clinic would allow the trained staff to teach, cross-train, and springboard the efforts we are undertaking to expand primary care services to our client population. We have made some progress, but have become more static in efforts over the last 6 months (outside of COVID-19). Additionally, considering the COVID-19 pandemic, we anticipate an increase in the need for services from our community, and want to be able to provide the highest quality person-centered care while being reimbursed for this quality and helping clinically integrated and provider networks meet their quality targets as well as our own.
- **Weiser Memorial Family Medical Center:** Having someone like myself, who is an active member in our RHC/CAH, that is directly accessible to Providers, with VBC training, will be invaluable for the Providers and our organization. I am already in the role of Practice Management, this will allow me to train others in VBC.
- **Valor Health:** We envision the providers looking to the employees who received the training for guidance and support to ramp up our value-based care model. We have already begun some basic value-based transformation care steps, but this training would provide us the necessary knowledge to proactively move to the next level.

In regard to the integrating this certificate/curriculum into Boise State's healthcare degree programs:

- How will the program help new graduates with general degrees be more marketable to employers/get hired?
- Does BSU have a plan to work with either University of Idaho or Idaho State University to help them integrate this program into their own? For example, the pharmacy program at ISU was mentioned as an opportunity to integrate the certificate into the existing degree programs.
 - **BSU Response:** For these two questions to my Assistant Dean, Lutana Hann, to answer on the college's behalf, since I am not always the one involved in program discussions with the other state universities. Here is her response: To comment on integrating the certificate into Boise State's healthcare degree programs, our initial audience for the certificate program has been the rural clinics and providers in Idaho. In the fall of 2020, we plan to extend our delivery in several ways. To start, we will add these to the offerings of our long-standing Interprofessional Education (IPE) initiative that brings multiple disciplines together to learn from and with one another around content areas that impact all healthcare providers and disciplines. Through our IPE initiative, we frequently invite Idaho State Students, Idaho College of Osteopathic Medicine students, as well as the Boise State students of any discipline to health-related seminars. In the prior years, these opportunities have all been in person. As with many things, we are

moving these to virtual platforms which will allow a wider range of participation from Idaho State programs not housed in the trade treasure valley. This would also allow us to connect with University of Idaho and Lewis and Clark State College as well, which we have not done in the past. With these IPE activities, it will provide an opportunity for various healthcare providers and other degree backgrounds to learn more about value-based healthcare and the value the certificate provides. New graduates with general degrees, who choose to also take the certificate, we believe and have been supported by others, will have added value to their future employees and to the student's ability to achieve employment. As indicated from Blue Cross and Regence letters of support, the VBH certificate will give specific skills and knowledge to allow business degree holding individuals the ability to transition into high paying employment opportunities through the specific understanding of health payment models and additional topics in this certificate program. We will begin to extend this knowledge through our IPE seminars and provide awareness of the VBH certificate advantage.

- Is there data from other states who are farther along in the process of moving to value-based healthcare that shows this training is of benefit to the provider and the participants?
 - **BSU Response:** I have attached an article showing the states transitions and needs in the workforce for this type of training, but all states seem to be tackling it somewhat differently. There are states such as Georgia that are requiring rural hospital leaders to take courses to educate them on Value-Based principles, and states like North Carolina Dept. of Health and Human Services who have voted to provide grant funding to provide value-based care education to their rural providers and clinics. I have had multiple conversations with the Rural Division of North Carolina on the challenges of finding good education for rural providers. There can only be benefit from training such as this program because the Centers for Medicare and Medicaid have stated, the pandemic has even increased the need for payment reform and transformation. Now more than ever the training is needed.