

## What Do Health Systems Want in a Preferred Provider?

Health care systems continue to move toward providing patients with 360-degree, high-quality care. This comprehensive care model encompasses the need for efficient and well-coordinated post-acute care (PAC) networks.

Hospitals and health systems look to develop partnerships with PAC networks that are streamlined and organized, resulting in positive outcomes while lowering costs. They are focused on:

- Skilled nursing facility length of stay
- Outpatient Emergency Department use
- Readmissions
- Building high-performing PAC network so patients receive high-quality care
- Transitions of care that prevent gaps

Hospitals/health systems want post-acute care providers that are/have:

- Transparent
- Willing to implement processes such as care pathways
- Evidenced-based guidelines
- A process for advanced care planning
- Root Cause Analysis on readmissions and outpatient ED use

One way to develop or strengthen your relationship with health systems is to share information on the items listed above. Sharing the results of your Root Cause Analysis and your HM HCS scorecards can help accomplish this. The metrics on your HM HCS scorecards are important not only to you and the Highmark Plan, but also to hospitals and health systems.

We encourage you to reach out to your local hospitals so you can work collaboratively to improve health care across the care continuum.