



**Expand Your Vision and Grow Your Mission!
Driving Culture Change in Aging and Disability
CBOs Looking to Work with Health Care Partners**

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January 9, 2017

Part of the Aging and Disability Business
Institute Series- a collaboration of n4a and ASA



The “Business Institute”

The mission of the Aging and Disability Business Institute (Business Institute) is to successfully build and strengthen partnerships between community-based organizations (CBOs) and the health care system so older adults and people with disabilities will have access to services and supports that will enable them to live with dignity and independence in their homes and communities as long as possible.

www.n4a.org/businessinstitute



Partners and Funders

Partners:

- National Association of Area Agencies on Aging
- Independent Living Research Utilization/National Center for Aging and Disability
- American Society on Aging
- Partners in Care Foundation
- Elder Services of the Merrimack Valley/Healthy Living Center of Excellence

Funders:

- Administration for Community Living
- The John A. Hartford Foundation
- The SCAN Foundation
- The Gary and Mary West Foundation
- The Colorado Health Foundation
- The Marin Community Foundation



Looking at culture changefrom all sides

- How to get your staff ready
- How to get your organization ready



Getting your staff ready:

- Creating the vision they can understand and embrace
- Creating the sense of urgency
- Path to future
- Why they are well positioned
- Emphasis on **interdisciplinary** team work.
- What they bring to the table that is unique

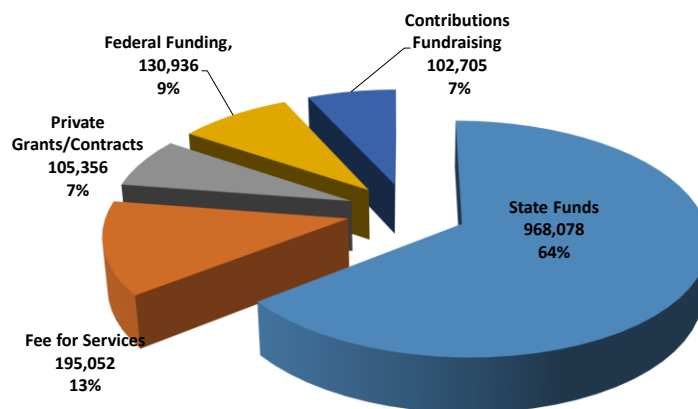


Getting your organization ready:

- Handling multiple contracts with different billing rates build in need for additional capacity
- Prepare for Infrastructure growth and changes
- Negotiating good rates that build in “growth”
- Understand costs and the value you bring
- Invest in data analysis tools to gather and interpret data



NILP Then..... Revenue 2008

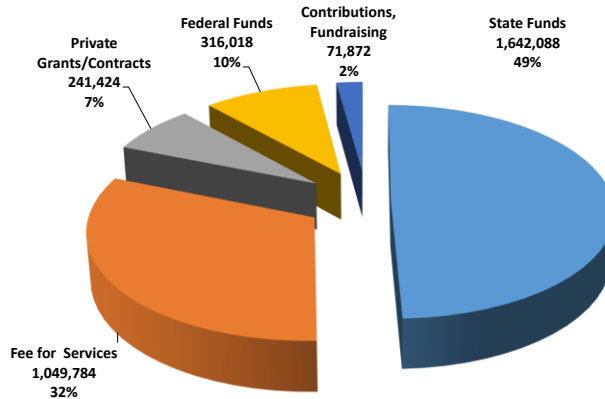


Revenue FY'2008 \$1,502,127



NILP Now

2016 REVENUE



Revenue FY'2016 \$3,321,188



Using Your Strengths...

- Social Determinants and how they affect health
- Empowering consumers = activated patients, members, participants
- Interdisciplinary service models
- Conflict free/ neutral broker of services
- Vendor network selected for quality and price
- Strategic partnerships and relationship
- Knowledge of community services and organizations
- Evidence based Wellness programs
- Credibility with our consumer population



... and your culture

- Interdisciplinary perspective
- Flexibility
- Vision
- Board support
- Advocates for change
- Innovation and Passion
- Known and trusted by consumers and their families



...Culture continued

- Peer Based
- Self Identified/ Self Directed
- No Wrong Door
- Focused on consumer's priorities
- Self Determination
- Presentation of choices and options in a conflict free manner



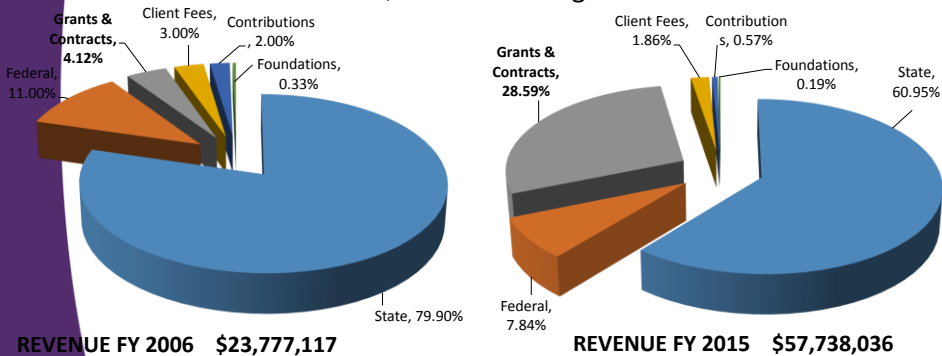
Business Intelligence

- Identify problem areas and Define new products (Repackage if necessary)
- What might be the ROI
- Translate labor hours into costs
- Price on Value not Cost
- Align goals: reduce cost but increase quality is possible
- Collect and interpret data



Elder Services of the Merrimack Valley Then & Now

- ***In 9 years since the inception of contracts with managed care entities:***
 - Agency budget more than doubled (143%)
 - Agency staff doubled
 - Nearly 7x increase in grants & contracts as a % of all revenues
 - A total increase of about \$15.5 million in grants & contracts



Connecting Communities and Health Care

....Tips for Negotiations

- Agree to evaluate success based on agreed outcomes
- Your costs will increase...base your rate at labor rates and costs anticipated in the next few years.
- You may be able to negotiate a “start up” reimbursement separate from PMPM basis.
- Remember its about VALUE not cost!



Reflection for the day...

Go to
the
edge
of the
cliff
and
jump
off....



Build
your
wings
on the
way
down.

*Ray
Bradbury*



“If you’re riding ahead of the herd, look back
once in a while to make sure it’s still there.”

• *Fortune cookie*



**Questions & Answers:
Please Submit Using the “Questions”
Box**



Questions about the Aging and
Disability Business Institute?

Email us:

BusinessInstitute@n4a.org



ASA is proud to host the comprehensive Managed Care Academy Summit on Friday, March 24 from 9:00 am to 1:00 pm during the 2017 Aging in America Conference.

The Summit will takes attendees on a journey through the readiness assessment process of preparing community-based organizations to recraft systems, and business practices to respond to shifting financial incentives.



Learn more about this topic by attending
**ASA's 2017 Aging in
America Conference**
March 20-24 | Chicago

Use discount code **webinar**
and save \$20!





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