

<b>BREAKOUT 1C</b>	<b>The Innovator's Prescription: Diagnosing Different Business Models in Mental Health Service Delivery</b>
<b>SESSION ORGANIZER(S)</b>	<b>James Tew, Jr., MD, Noreen Fredrick, DPN, RN, and Daniel Varon, MD</b>
<b>SPEAKERS</b>	<p><b>Models Matter! Differentiating Solution Shops, Value-Added Processes, and Facilitated Networks in Medical Service Delivery and Reimbursement</b></p> <p><b>James D. Tew, Jr., MD</b> Associate Professor of Psychiatry University of Pittsburgh School of Medicine</p> <p><b>What Sustains This Service? Diagnosing Business Models in Medical and Non-Medical Innovations</b></p> <p><b>Noreen Fredrick, DNP, RN</b> Vice President of Ambulatory and Community Behavioral Health Services Community Behavioral Health Network at UPMC</p> <p><b>Daniel Varon, MD</b> Assistant Professor of Psychiatry University of Pittsburgh School of Medicine</p>
<b>DISCUSSANTS</b>	<b>Speakers</b>
<b>DESCRIPTION</b>	<p>Our healthcare delivery system is amid significant reform, and clinicians have an important role to play. And yet, most clinicians receive no training in the organizational and business principles of delivering healthcare. Do you know what a <i>Solution Shop</i> is? What makes a <i>Value-Added Process</i> different from a <i>Facilitated Patient Network</i>? If a payer wants you to engage in a pay-for-performance reimbursement, how do you know if your service is ready for that? That may depend on whether your service provides intuitive or precision medicine!</p> <p>Each of these terms (Solution Shop, VAP, Facilitated Network) refers to basic models for the delivery of any service, including healthcare. Each model has a part to play, each has its own strengths and weaknesses in diagnosis and treatment, and each operates with different economic incentives for achieving financial sustainability. The problem? Traditionally, our healthcare delivery systems have mixed and matched these models, making measurement of quality, value, and outcomes extremely confusing. Breaking up these models (as in UPMC's plan to develop 6 specialty hospitals in Pittsburgh; the advent of "Express Care" clinics; or electronic platforms where patients monitor their own symptoms, receive education, and interact with other patients) is a form of disruptive innovation which can reduce variation, control costs, and improve outcomes. Will these new business models replace traditional hospital or clinic services as we know them? In this session, we will introduce clinicians to basic terms and definitions of the business models for healthcare delivery described in Clayton Christensen's <i>The Innovator's Prescription: A Disruptive Solution for Healthcare</i>. Using electronic audience response, the presenters will query audience members to see if they can correctly identify these models based on descriptions within healthcare (and other industries). This will be followed by a case discussion of a clinical challenge facing a service line, and what models of care are best suited to address that challenge.</p>