

ACL Targeted TA Business Capacity Webinar

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Creating Relationships

- **Challenges and Risks**
- **Incentives**
- **Goal Alignment**
- **ROI**
- **Program Costs**
- **Pilots**

Barriers

- **Timing**
- **Multiple Initiatives**
- **Outcome and proof of value**
- **Pilot to contract negotiations**
- **ACO's and corporate buy in**

Culture Change

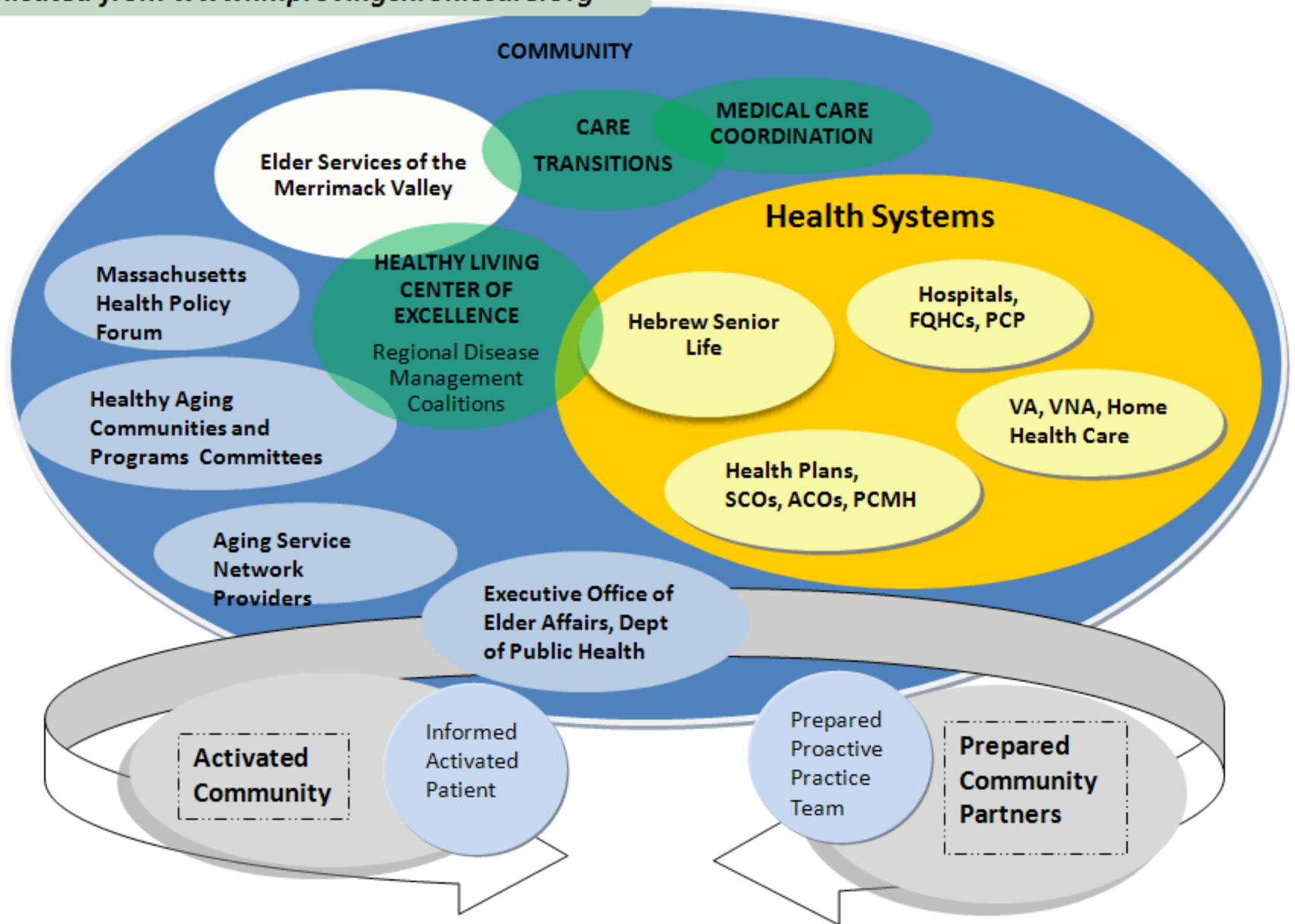
- **Labor hours into costs**
- **Aligning goals**
- **Infrastructure**
- **Customer as elder and payer**
- **Strong clinical oversight**

“Big Picture” Changes for Success

- **Interdisciplinary Perspective**
- **Pilots - be flexible**
- **Vision**
- **Flexibility**
- **Board Support**
- **Innovation and Excitement**

The Expanded Chronic Care Model

Replicated from www.improvingchroniccare.org



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