BUSINESS ARCHITECTURE GUILD

HEALTH CARE REFERENCE MODEL WORKSHOP

DECEMBER 5, 2017

Chalon Mullins – Kaiser Permanente

Matt Edwards – Independence Blue Cross

AGENDA

09:15 am - 10:00 am	Healthcare Workshop: Agenda Review & Logistics
	Session Chair: Chalon Mullins, Matt Edwards This session will provide background on the reference model work done in the healthcare provider and insurance (payer) reference model teams, and how this work can be leveraged to provide an integrated healthcare delivery from a provider / payer perspective.
10:00 am - 10:20 am	Morning Refreshment Break
10:20 pm - Noon	Breakout Session – Ecosystem Alignment via Capabilities
	Breakout teams will identify and refine capabilities that represent an integrated perspective of the payer and provider sides of the healthcare industry. Each breakout team will work with a given capability or capabilities to focus on payer and provider views and determine best perspectives for leveraging these integrated perspectives for ecosystem alignment.
Noon - 1:00 pm	Lunch
	Breakout Session Topic
1:00 pm – 1:40 pm	All Group Recap and Value Stream Walkthrough
	This session will review the morning's capability alignment work on integrated care delivery and gain feedback and identify follow-up activities based on results.
1:40 – 2:40 pm	Breakout Session – Ecosystem Alignment via Value Streams
	Breakout teams will identify and refine value streams that represent an integrated perspective of the payer and provider sides of the healthcare industry. Each breakout team will work with a selected value stream to focus on payer and provider views and determine best perspectives for leveraging these integrated perspectives for ecosystem alignment.
2:40 pm - 3:00 pm	Afternoon Refreshment Break
3:00 pm - 4:00 pm	Breakout Session – Ecosystem Alignment via Cross-Mapping
	Breakout teams will take their assigned value stream and selectively identify enabling capabilities and, where possible participating stakeholders. The teams will prepare their results for group review.
4:00 pm - 5:15 pm	Mapping Results Walkthrough and Discussion
	Each breakout team will present and gain feedback on the afternoon's results. In addition, the workshop assembly will collectively identify action plans as to how to move these efforts forward post-workshop.

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WORKSHOP OBJECTIVES

- **Develop reference model to support the health care ecosystem**
  - Adapt reference models for health care provider and insurance to support companies with integrated care models
- **Rationalize provider and insurance models**
  - Identify gaps
  - Rationalize duplication
  - Verify factoring
- **Assess uniqueness of insurance in health care markets**
  - Are there any capabilities or even value streams unique to insurance in health care

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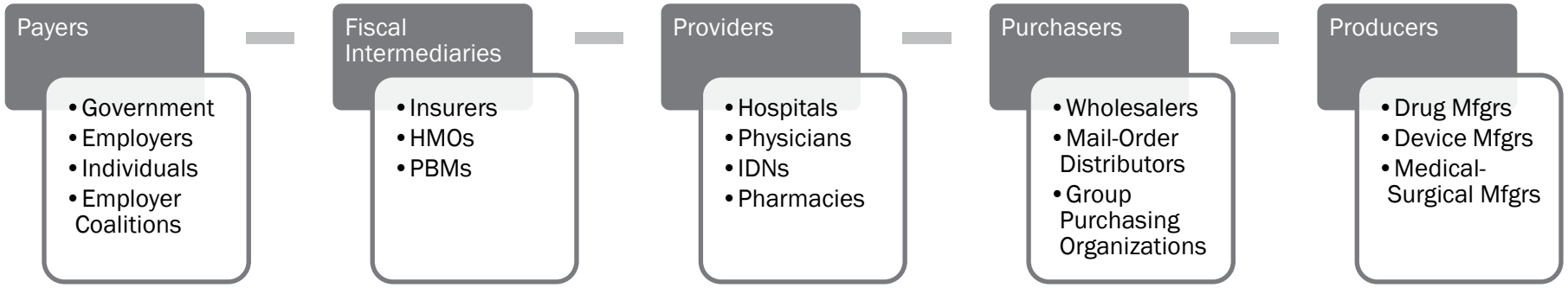
HEALTHCARE VALUE CHAIN

Wharton / Porter



citation

TERMINOLOGY

- PAYER: any party a provider may bill for health care related services
- MEMBER: any party covered by a health care insurance plan
- PATIENT: any party seeking medical care

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HEALTH CARE ECOSYSTEM

- In this workshop we are
- In the context of this workshop, the health care ecosystem refers to the Payer and Provider segments of the Health Care Value Chain
- In the context of this ecosystem, companies may play following roles
  - Solely Provider, with integration with/interface to payers
  - Solely Insurance, with integration with/interface to provider
  - Integrated care, providing both insurance and care delivery capabilities

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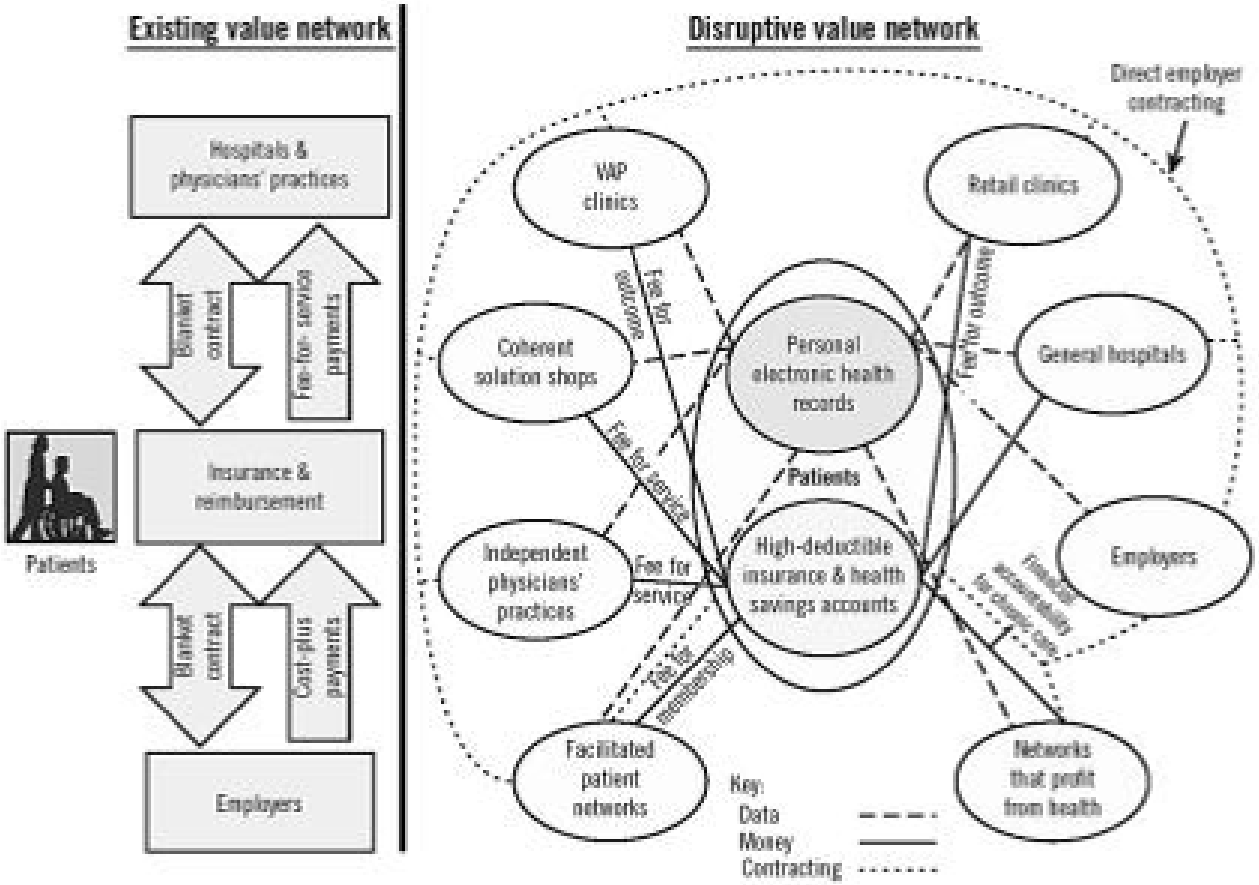
FIGURE I.2 Existing and disruptive value networks in health care



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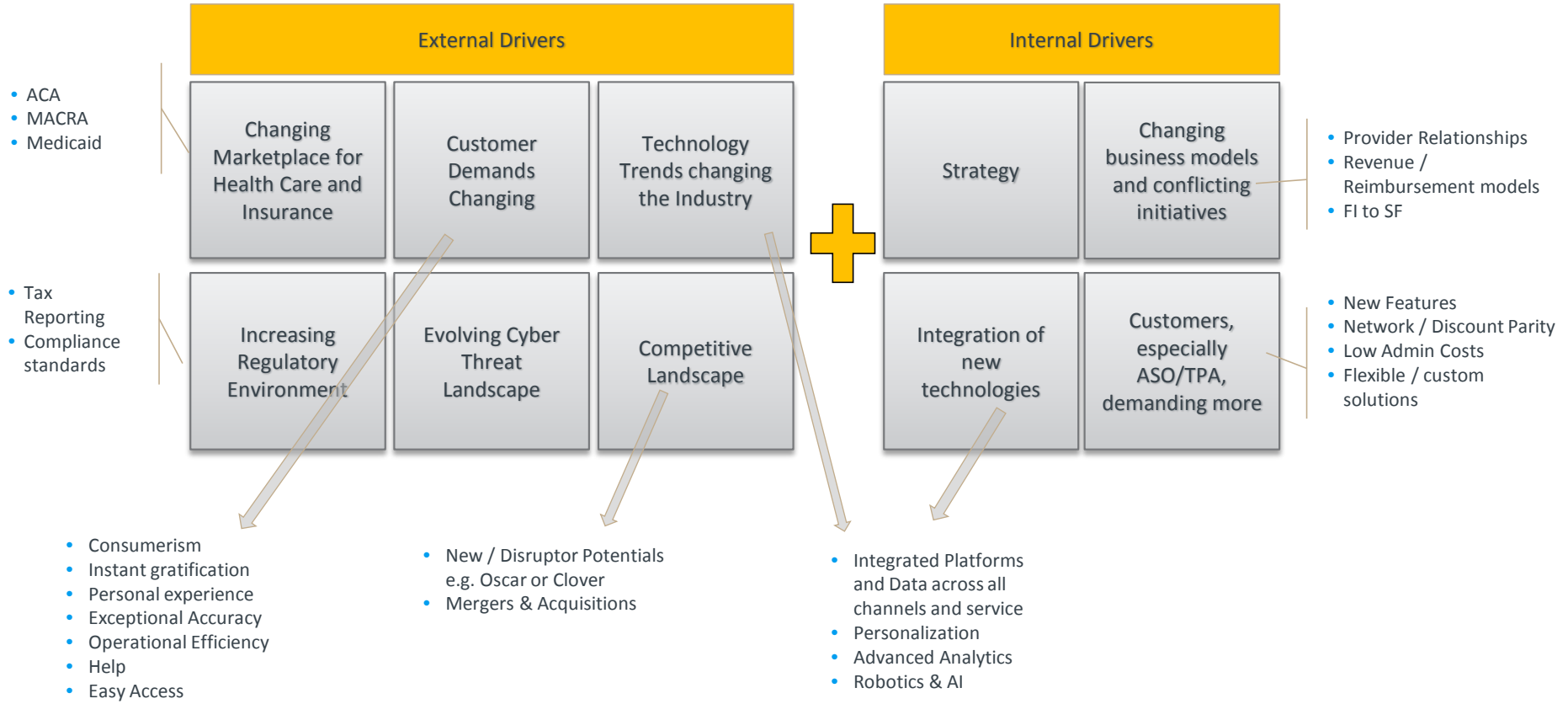
LANDSCAPE



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Strategic

Policy Management	Investment Management	Research Management	Intellectual Property Management	Strategy Management
Market Management	Brand Management	Plan Management	Message Management	Business Management

Core and Customer-Facing

Patient Management	Health Care Case Management	Provider Management	Medical Condition Information Management	Health Care Service Management	Medication Management
Population Health Management	Medical Facility Management	Medical Device Management	Payer Management	Agreement Management	

Supporting

Human Resource Management	Information Management	Event Management	Legal Proceeding Management	Training Management
Finance Management	Project Management	Work Management	Asset Management	

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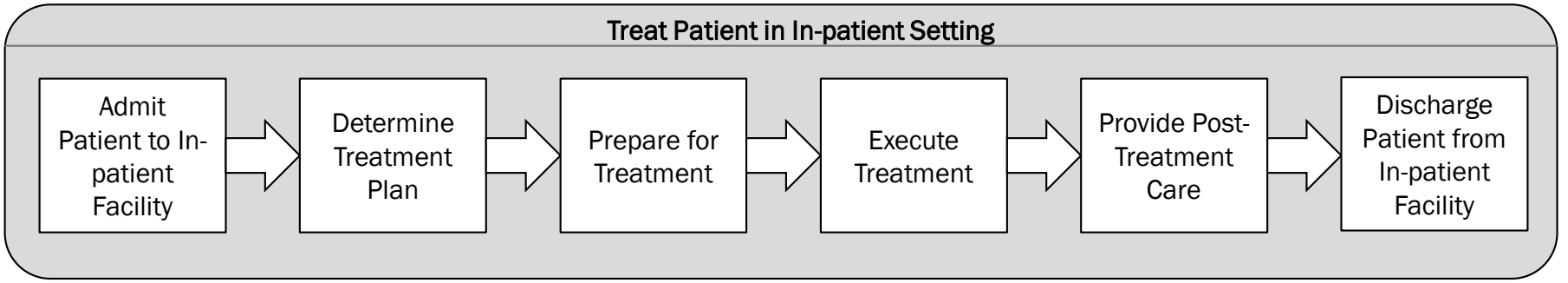

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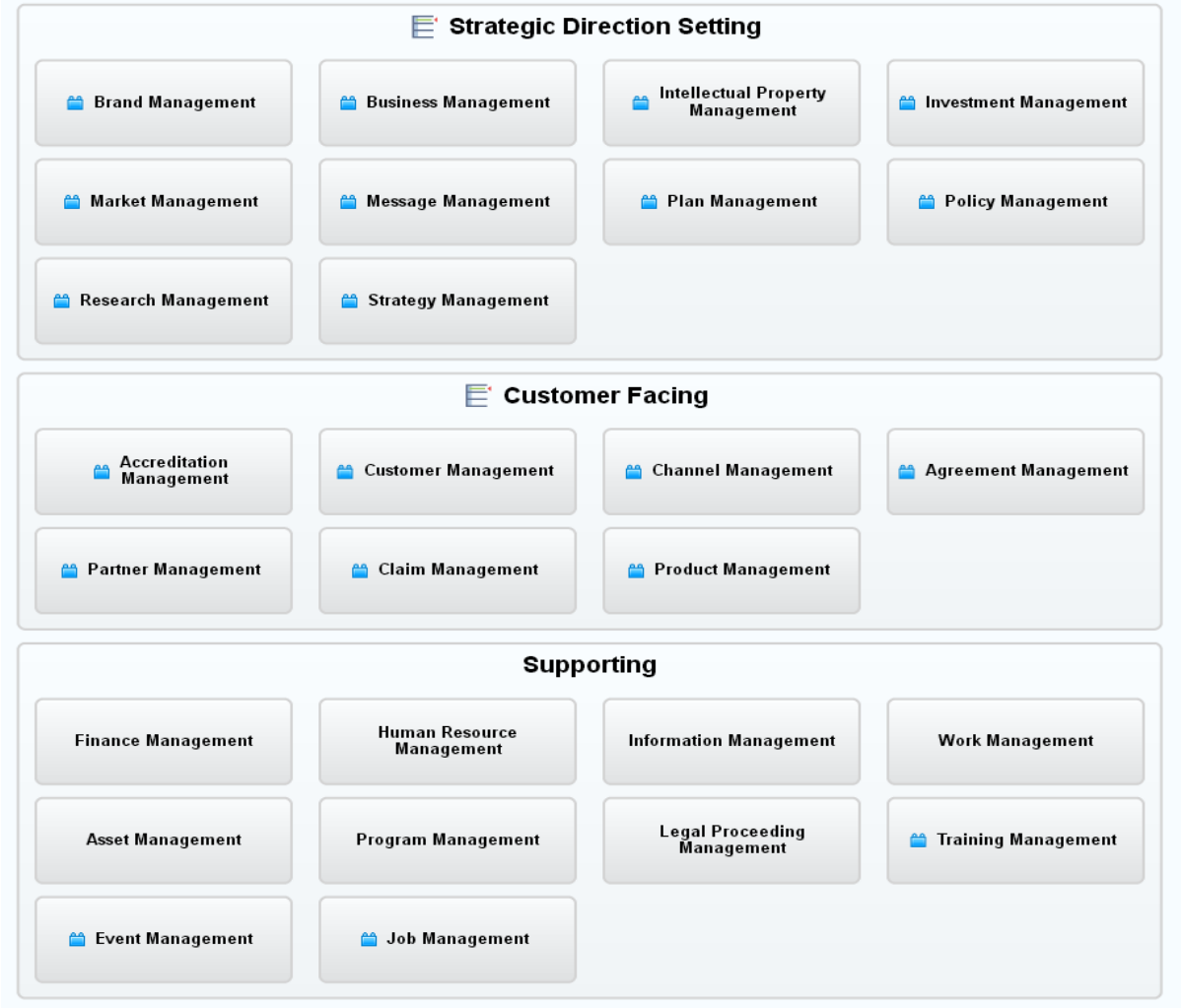

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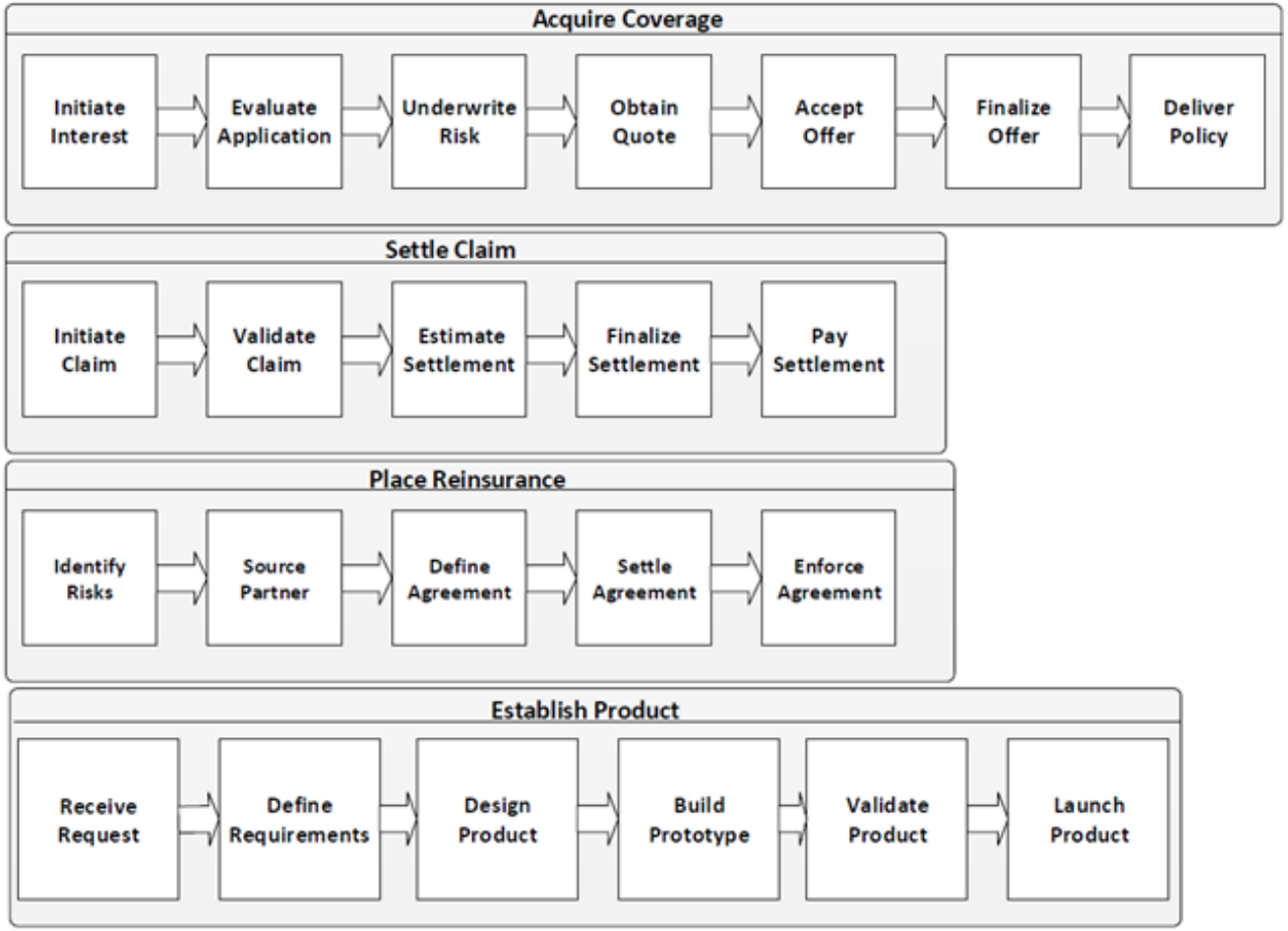

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