

Joint Operating Committees (JOC's)

What is a JOC and why do we need them?

We believe that delivering value for patients must become the overarching goal of health care delivery, with value defined as the health outcomes achieved per dollar spent. Value should always be defined around the patient, and in a well-functioning health care system, the creation of value for patients should determine the rewards for providers.

Many hospitals and other provider networks have narrowed relationships with trusted, high-performing post-acute providers, increased collaboration has become critical. To align our behaviors with mutual goals and objectives _____ has established regular Joint Operating Committees to discuss strategies focused on standardizing care, offering specialized clinical programs, and improving outcomes with complex patients. Ultimately these strategies should reduce avoidable hospital readmissions, reduce cost, and improve outcomes and satisfaction for patients and families.

Another purpose of a Joint Operating Committee (JOC) is to protect a business relationship from failure. The _____ Team is responsible for managing the relationship _____ has with Insurance provider networks, Hospital Systems, and ACO's. A liaison is assigned to each relationship, with responsibility for developing trust and confidence in the _____ brand, serving as the one point of contact for our organization, and instilling a collaborative mindset throughout the partnership. These meetings provide _____ the opportunity to address and resolve contractual and relational issues, discuss strategies focused on standardizing care, and improving outcomes for patients.

Structure of the JOC:

- Schedule regular meetings (Monthly or Quarterly)
- Set the agenda in advance
 - Standing agenda around practice trends
 - Focus items to be added based upon current state
- Be armed with data
 - Establish upfront key performance metrics to be reviewed
 - Discuss system and process breakdowns
- Make sure the right people are present
- Get in front of ongoing issues and negative trends