All,

As promised when we met, here's a little overview of the NextGen TruCare project

NextGen TruCare Overview
Since 2010, Casenet has provided utilization and care management capabilities to Centene Corporation and other external commercial payers via their TruCare product, with case managers, care coordinators, customer service representatives, various clinical reviewers and administrators as the main user group. With external pressures from government and continued focus on Value-based care and better health outcomes, roles in the healthcare space are changing. Providers and Payers are seeing more convergence in areas of interest and responsibility to their members. Members are also demanding better experiences in their interactions with their caregivers and transparency to allow them to manage their health outcomes better; as they continue to pay more for their own care. The customer/user groups and their needs, therefore, have expanded to become more diversified, as non-traditional users, interest groups and niche providers have a rising stake in the management and delivery of healthcare services.

As a direct result of this, the current features and functionality of current-state TruCare are not meeting these expanding needs of the 15,000 user group and the 20 Million members it is supposed to serve. To this end, the NextGen TruCare Team at Centene has been charged with creating a solution that will adequately provide personal user experiences to more effectively perform Medical Management tasks and give a 360 degree view of the member. NextGen TruCare needs the ability to manage the portfolio of programs that stem from the initiative, to mobilize, empower and manage the internal cross functional teams and stakeholders, clinical teams and external healthcare plans and partners that will be impacted by the change. NextGen TruCare also wants to be able to report to Leadership the program/ portfolio key metrics to improve enterprise-wide initiative socialization, communication, progress-tracking and to gain buy-in.

Next Gen Trucare goals:
- Become the Blueprint for scalable, leading practice across the enterprise initiatives (Centene Forward) to be a Center of Excellence.
- Improve program maturity i.e. backlogs and epics.
- Establishing autonomous Squads.
- Be able to predict demand and Squad capacity and resourcing.
- Establish measures that will support better portfolio management.
- Track/manage production
- Enhance reporting capabilities of measurable results.
- Gain team and leadership alignment.
- Build smaller, leaner teams
- Create single source of all existing assets, initiatives and potential investment opportunities for NextGen TruCare.
- Provide visibility of NextGen TruCare and relative value to senior management instead of independent reviews.
- Identify the best mix of NextGen TruCare & other Centene Forward initiatives to enable business processes.
- Facilitate executive decision making.
- Manage organizational budgets and prioritize projects relative to the overall NextGen TruCare budget.

What is the "Squad"? It is an evolved concept on the scrum team, implemented by companies such as Spotify. It's origins like in the Guild Model
In current models, often specialized teams are formed such as an architecture team, or a UX/UX team. As organization grow, the centralized approach causes siloing, bureaucracy, and a loss of context from the software teams who consume the platform or skill. The Guild Model

is an attempt to address this by adopting a loosely formed hub and spoke model. Members of a guild still focus on a specific competency but they are completely decentralized - meaning they work on separate teams/squads, report up to their respective managers, and are deeply familiar with the product and customers that their feature team is focus on. The individual guild members still have their centralized competency specific mission, but now also have the added benefit of seeing how that mission is realized by seeing the impact of their work first hand. The guild would still meet with some frequency to discuss their specific competency, to share knowledge, tools, code, and practices, thus continuing to progress their specific competency mission, in addition to the vision of their feature teams.

Typical Agile Guilds
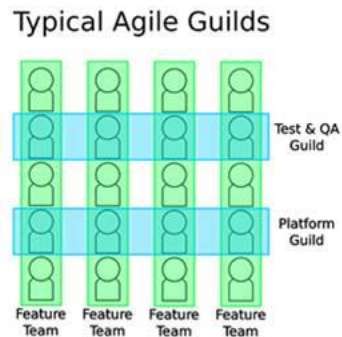
For more information of the Squad in action, look up white papers on the Spotify Squad Framework / Methodology.

Regards,

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