Using Data To Drive Performance

Actionable Outcomes & Rapid Change

Driving Value With Analytics

Patient-Centered Medical Home
- Measure/Improve on **NCQA Measures**
- Practice tools for **patient outreach and care planning**
- Analytics that **drive PCMH workflow**

Population Management
- **Clinical Quality Measures** (CQMs): MU, AQC, PQRS, HEDIS, UDS, Medicare Shared Savings, etc.
- **Benchmarking/Cross-market analysis**
- Targeted initiatives **by Population Segmentation**

Claims / Clinical Integration
- Integrated clinical and claims data enable **better patient care**
- **Manage TME across segments**, using real-time clinical data
- MAs and Admins take EHR burden off provider, **enable higher patient volume**

Value-Based Care
- Integrate claims & risk to **predict total medical expense**
- Analyze **patient navigation** across delivery spectrum
- Study Cost/Quality to prove **high-value care**
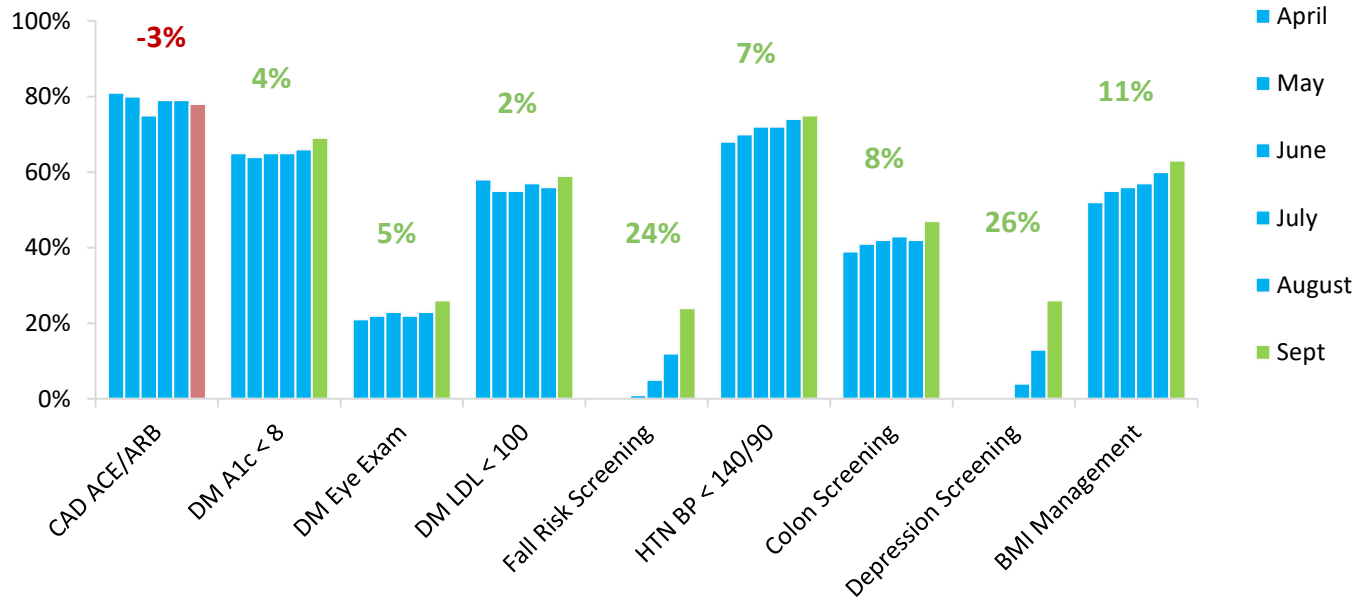
PCMH
Transformation

Quality
Improvement

TME
Reduction

ACO
Performance

When It Works: Quality Improvement

Independent Physician Association improves quality across 500 Physicians using a data-driven approach:

Chart legend (bars): April, May, June, July, August, Sept

Measure percentage changes shown above bar groups:
- CAD ACE/ARB: -3%
- DM A1c < 8: 4%
- DM Eye Exam: 5%
- DM LDL < 100: 2%
- Fall Risk Screening: 24%
- HTN BP < 140/90: 7%
- Colon Screening: 8%
- Depression Screening: 26%
- BMI Management: 11%

Quality Performance ▲ 16%

Provider Satisfaction ▲ 20%

Context
- Inpatient and Multi-Specialty Health System
- 520 Physicians
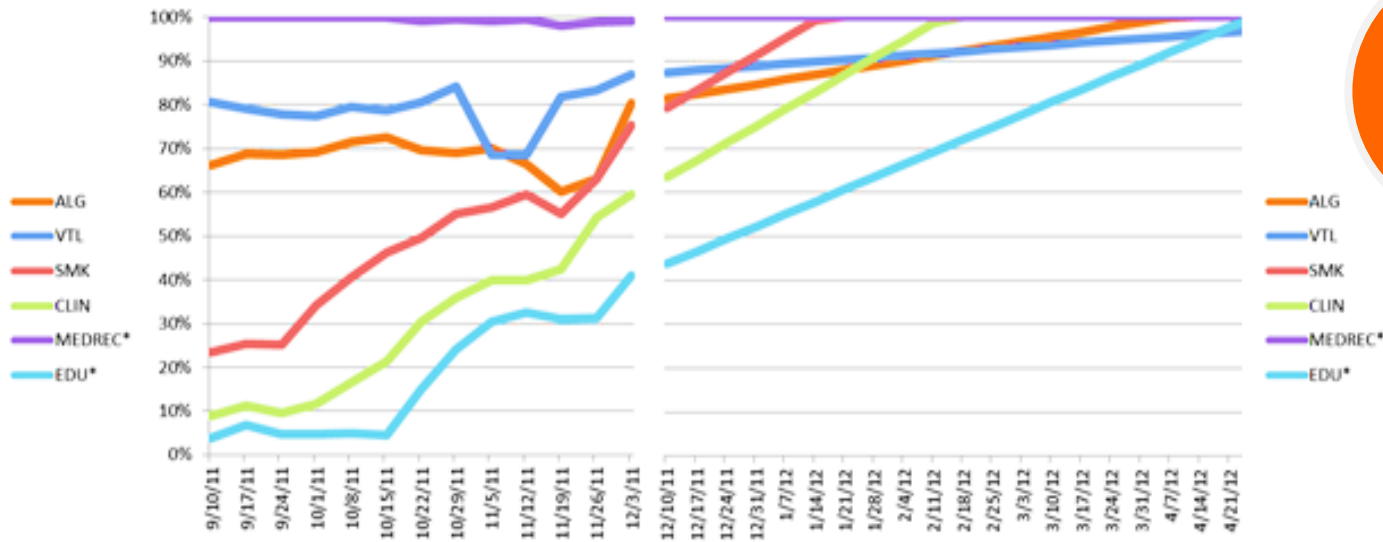- CMS Pioneer ACO

Approach & Results
- Standard configuration of 45 different EHRs
- Workflow improvements
- Weekly reports
- Improved **9 measures by 16%**

Value
- Set to **maximize ACO reimbursement**
- **Provider satisfaction up 20%**

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When It Works: MU Achievement

Use data to rapidly drive Meaningful Use achievement across large provider network to achieve incentive payments

90% MU in Year 1

Foundation for **$6 Million** CMS Payments

? Context

- 305 Providers
- 80 EHR Instances
- 6-Month Program
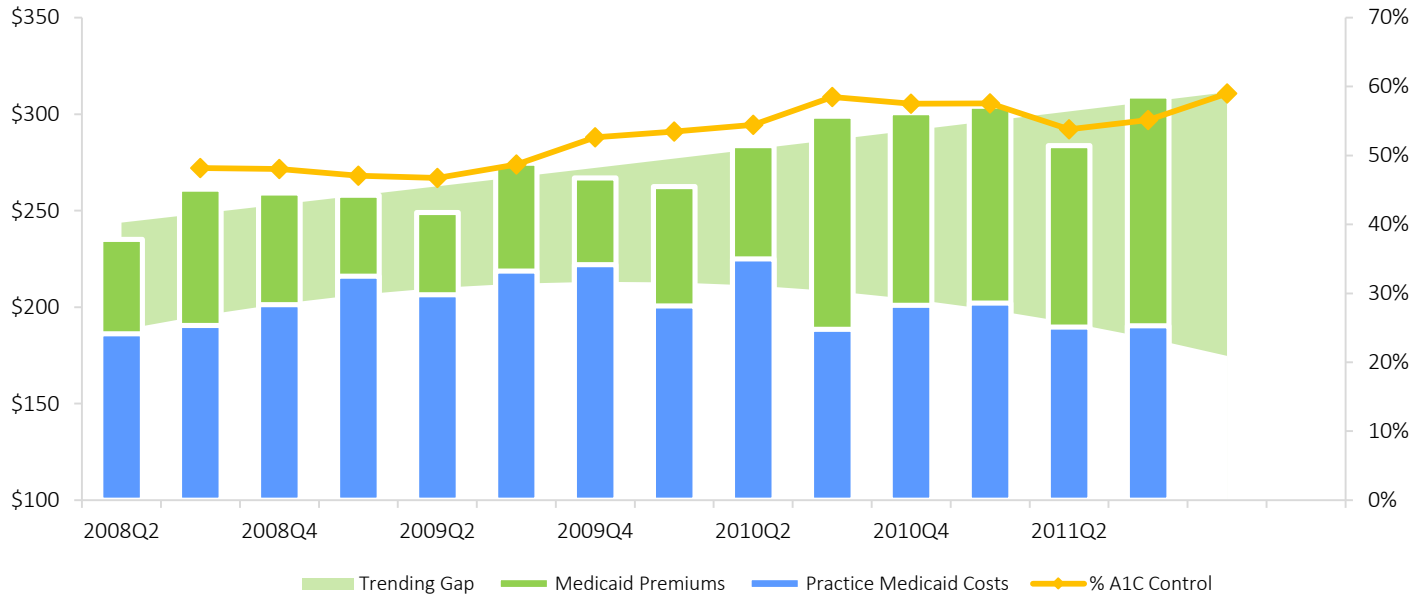
📊 Approach & Results

- 60 EHRs to CDW
- Weekly reports
- Non-compliant patient lists
- **90% Achievement Year 1**

✓ Value

- Foundation for **$6 Million** Reimbursements

When It Works: Quality and TME

Aligning care teams around real-time analytics leads to improved quality outcomes and curbed TME.

Legend: Trending Gap | Medicaid Premiums | Practice Medicaid Costs | % A1C Control

20% ▲ Diabetes Control

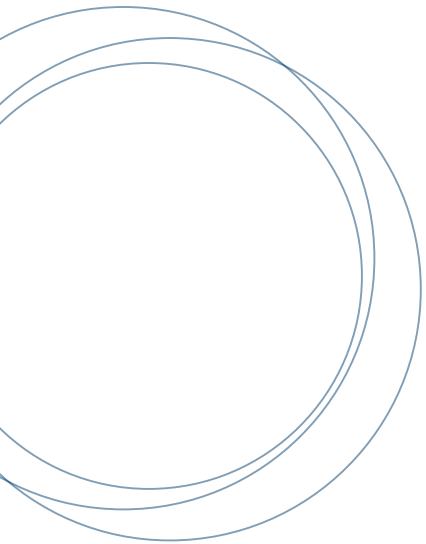**TME ▼ $15 PMPM**

Context
- Health Center & Managed Medicaid Plan
- Targeted TME Reduction
- 5,500 Medicaid Patients

Approach & Results
- Align care teams & data
- Targeted patient outreach
- TME Reduction by **$15 PMPM**
- Improved patient outcomes

Value
- **$1 Million** annual savings
- **$5M back to MMCO reserves**
- Position of power in quality-based payment negotiations

Best Practices HCCN Program

Leveraging data at scale

Opportunities

As a nationwide presence for community health, CHBP is uniquely positioned to create a program to seize the following key opportunities:

1

Compete At Scale

Improve access to large-scale and long-term funding currently out of reach for individual CHBP Members by leveraging national scale

2

Rapid Transformation

Leverage CHBP to increase the speed and effectiveness of implementing shared learning and best practices at CHBP Members

3

Local Market Positioning

CHBP Members can leverage shared data to improve local positioning during the coming wave of care delivery and payment reform

Goals

CHBP has partnered with Arcadia Solutions in identifying the program's critical goals for each opportunity:

Establish a Data Sharing Infrastructure

Develop technologies and capabilities that can leverage data at scale to help identify and secure additional long-term funding sources

Compete At Scale

Enable Continuous Shared Learning

Create formal structures to support continuous improvement through ongoing, rapid dissemination of successful, evidence-based best practices

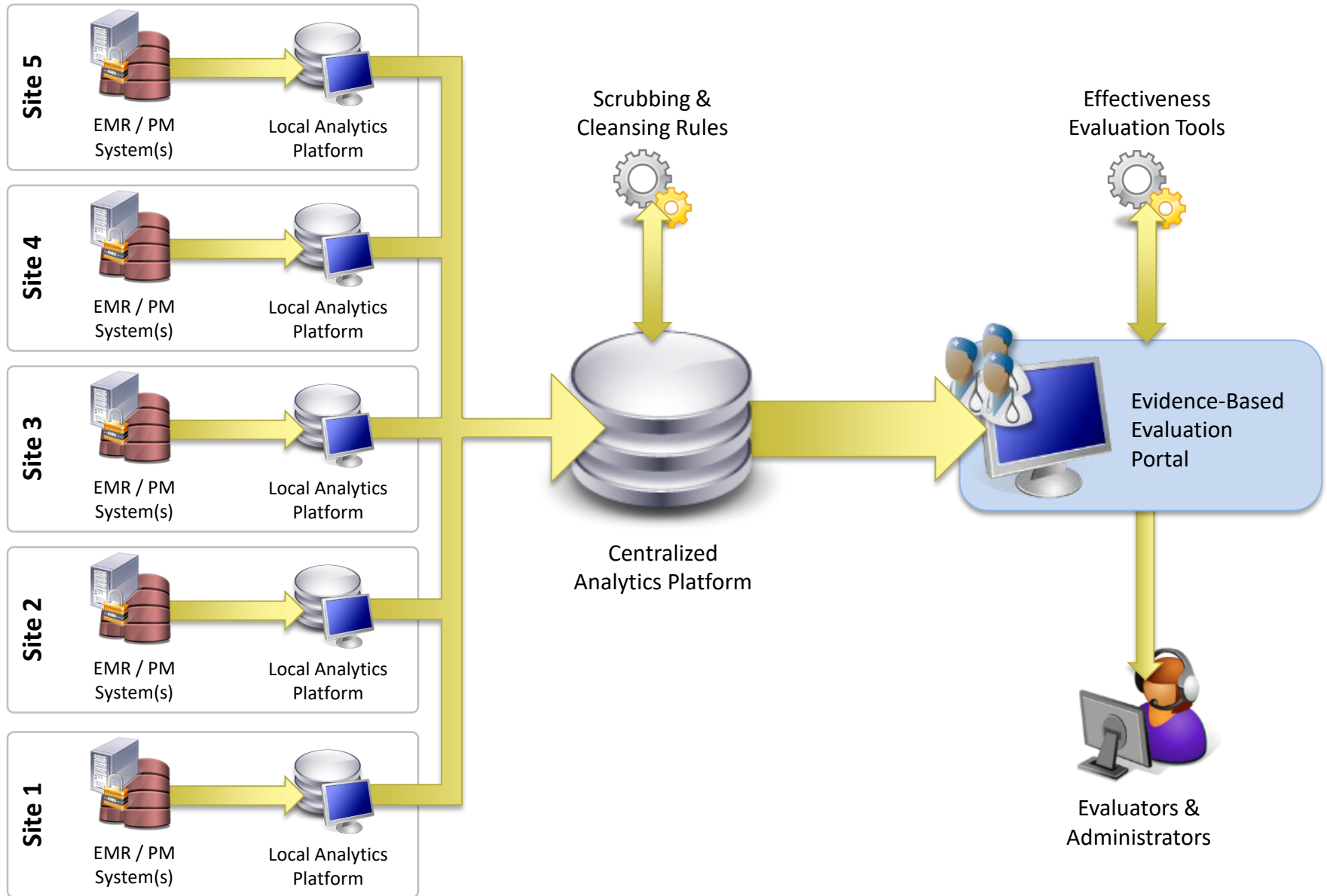Rapid Transformation

Leverage Successes

Deliver insights into care quality, safety, and efficiency that can be leveraged to improve position of centers in the market

Local Market Positioning

Technology Infrastructure

Program Timeline and Milestones

The scope for this program will be delivered in three concurrent work-streams. These work-streams will run overlapping each other during the course of the program.

	Year 1	Year 2	Year 3

CHC Member Engagement

Program Oversight and Governance

Local Analytics (Azara DRVS™)

DRVS Implementations Complete 8/13

Yr. 1 Privacy & Security Assessment Complete 12/13

Yr. 2 Privacy & Security Assessment Complete 12/14

Yr. 3 Privacy & Security Assessment Complete 12/15

EHR Technology Assessment

MU Workflow Analysis & Coaching

MU Assessments & Coaching Complete 3/14

QI Planning

QI Support

Evidence-Based Best Practices

Data Sharing Standards

Standard Measure Definition

QDW Integration & Validation

QDW Integration & Data Validation Complete 6/14

Portal Config. Requirements

Portal Configuration & Training

Portal Go-Live & Training Complete 2/15

Best Practices Trials & Evaluation Complete 12/15

Best Practices Evaluation, Trials, and Measurement

Kick-off / Engage

Technology Stand-up & Subscription

Infrastructure Setup

Hosting & Support