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Clinical Decision Support-- Improving Patient Outcomes and Cost Efficiency

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Learning Objectives

- Identify best practices in aligning community clinical information to better coordinate patient care
- Describe how patient outcomes, cost, and business efficiencies are improved with aligned care coordination across a healthcare community
- Recognize the benefit of aggregating and integrating multiple key data sources within a health information exchange (HIE)
- Explain what one physician organization has implemented to achieve better patient care coordination and prepare to be a Pioneer ACO



Agenda

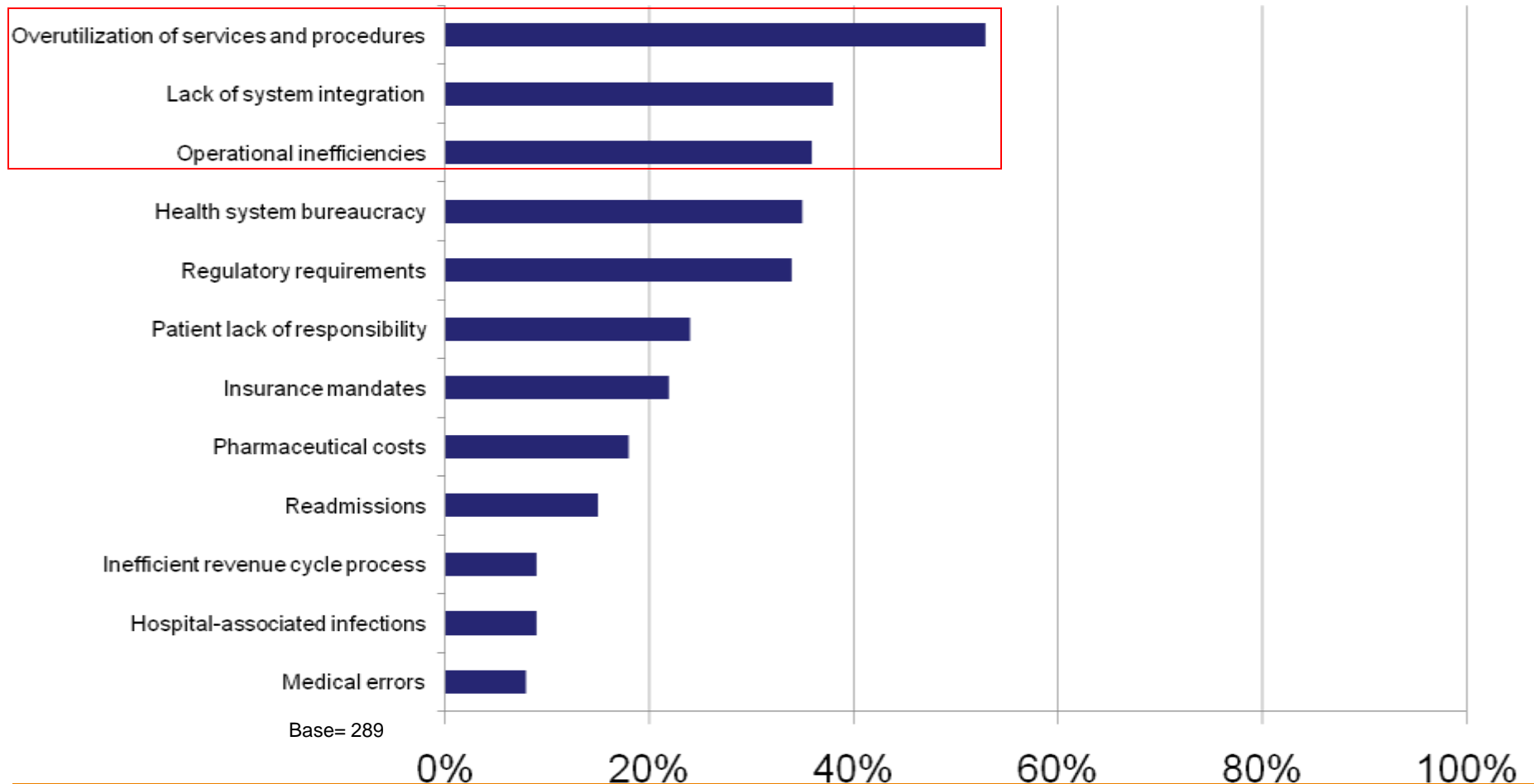
- Our current predicament
- Transforming the patient care model to improve clinical outcomes
- Engaging physicians across the community
- North Texas Specialty Physicians' HIT transformation
- Impact of clinical decision support on improving patient outcomes and cost efficiencies



Our Current Predicament



What are the most significant drivers of waste in the healthcare system? Rank from most significant to least significant. (Top 3)*



Polling Question:

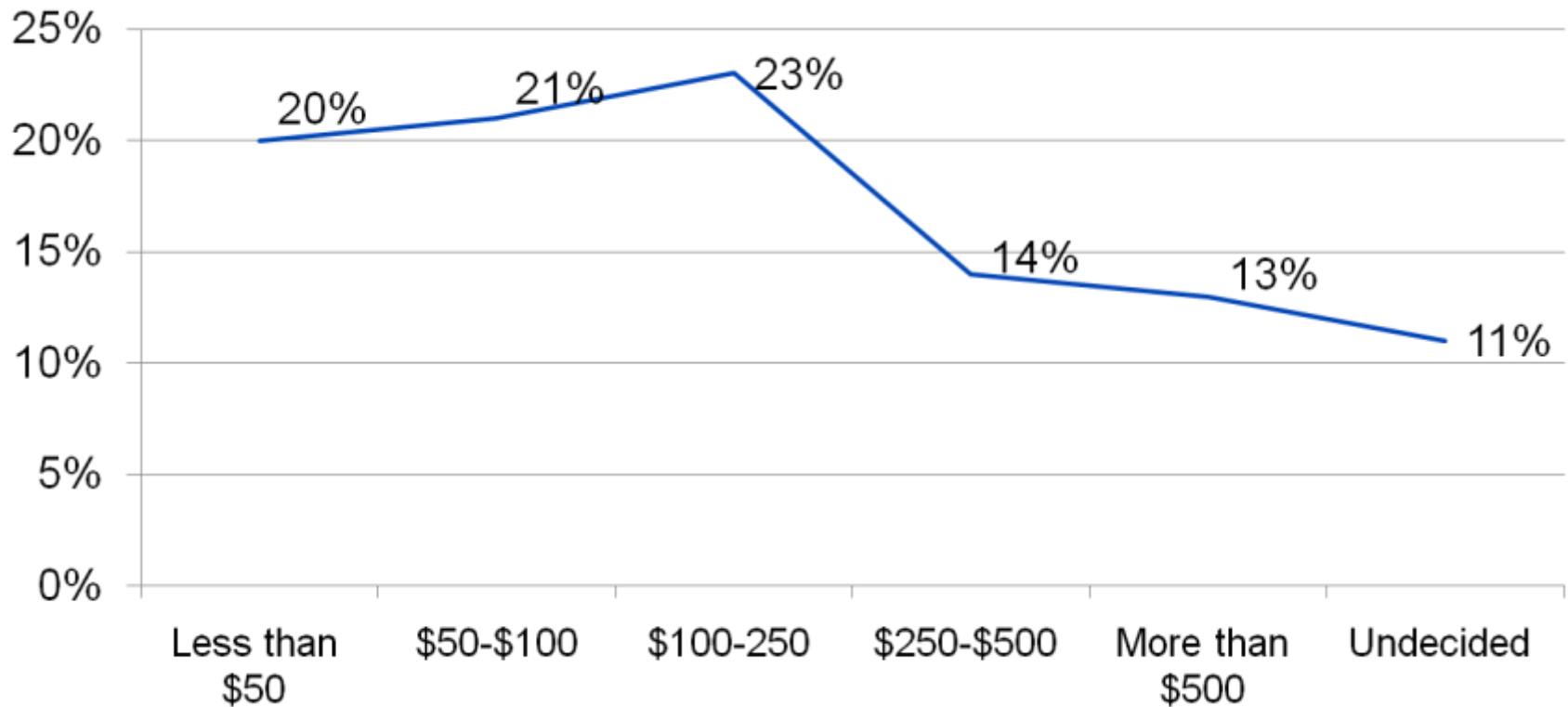
What physician payment model does your organization use?

- Salary
- Pay for Performance
- Salary + Performance Bonus
- Equal Shares
- Share + Productivity



Healthcare Cost Impact on Patients

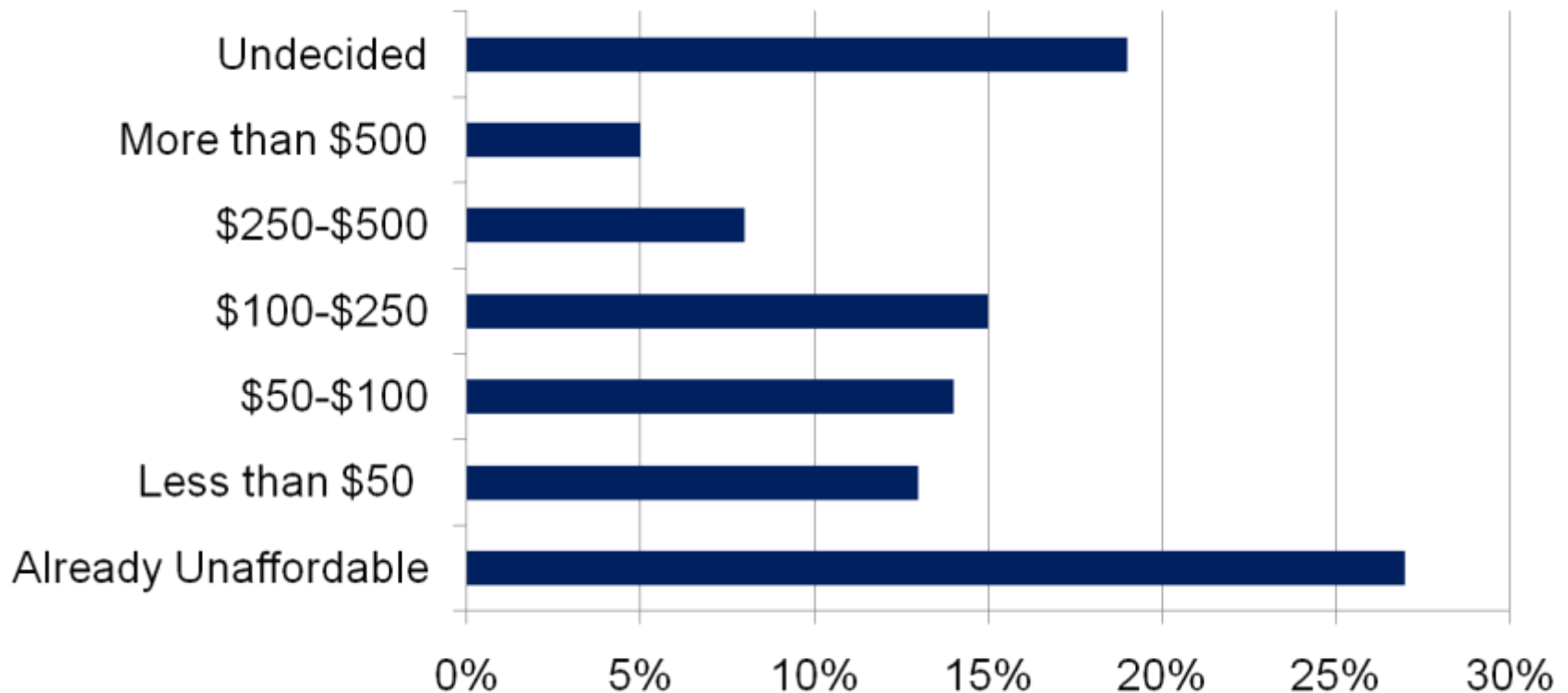
During the past year, about how much have you and your family paid per month in **out of pocket expenses** for healthcare insurance and medical care?



Source: NTSP 2010 Patient Satisfaction Survey

Healthcare Costs- Impact on Patients

And what level of monthly out-of-pocket costs will healthcare insurance and medical care costs become unaffordable for you?



Source: NTSP 2010 Patient Satisfaction Survey

Current Care Model- The Enemy is “One”

- One physician
- One information silo
- One problem
- One point in time

One FFS payment yields the wrong reward for service volume irrespective of quality or medical necessity



Physician Engagement-

One team is needed to achieve care coordination



An integrated care team is required to manage:

- Patient populations
- With complex medical problems
- Over a continuum of time

Reward higher quality outcomes that eliminate waste and reduce errors/adverse events



What does it take to engage physicians?

- Strong physician leadership
 - Actively engaged champions for internal HIT adoption and utilization
 - Voices for other external care providers
- Clear vision of future integrated care models
- Trusted physician governance that aligns and supports hospital mission and strategies
- Aligned incentives



Physician Engagement in the Hospital

- Develop and support an effective, physician-led governance structure
- Adopt pay-for-performance incentive programs
 - Increase accountability
 - Ensure cost and care efficiencies
- Adopt internal and national quality standards
 - PQRS
 - HEDIS
 - Medicare Five-Star measures
- Administer annual patient satisfaction surveys



Clinical Impact of HIE Across the Care Provider Community

Scenario

- Patient follow-up office visit for autoimmune hepatitis after a hospital admission for gastrointestinal bleeding.
- Valuable HIE data included
 - Blood transfusion
 - Upper endoscopy results
 - Hospital discharge summary with problems and medications
 - PCP and specialists

Results

- Better clinical management decisions made at the time of care
 - Patient reassurance
 - Eliminated need for additional tests
- Office report with assessment and care plan was sent real time to her PCP, cardiologist and rheumatologist



“Coopetition” -

Creating value through competitor collaboration



North Texas Specialty Physicians (NTSP)- Preparing for Accountable Care

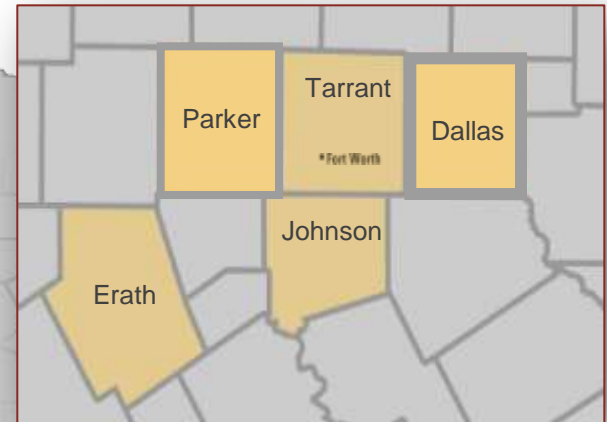
- 600+ physician IPA
- Capitation management since 1997
- Payer arrangements
 - Medicare Advantage HMO
 - Wholly-owned Medicare Advantage PPO
- Goal: Increase value and reduce healthcare costs
- Missing link: virtually-integrated care delivery



NTSP Coverage Area

NTSP serves these counties:

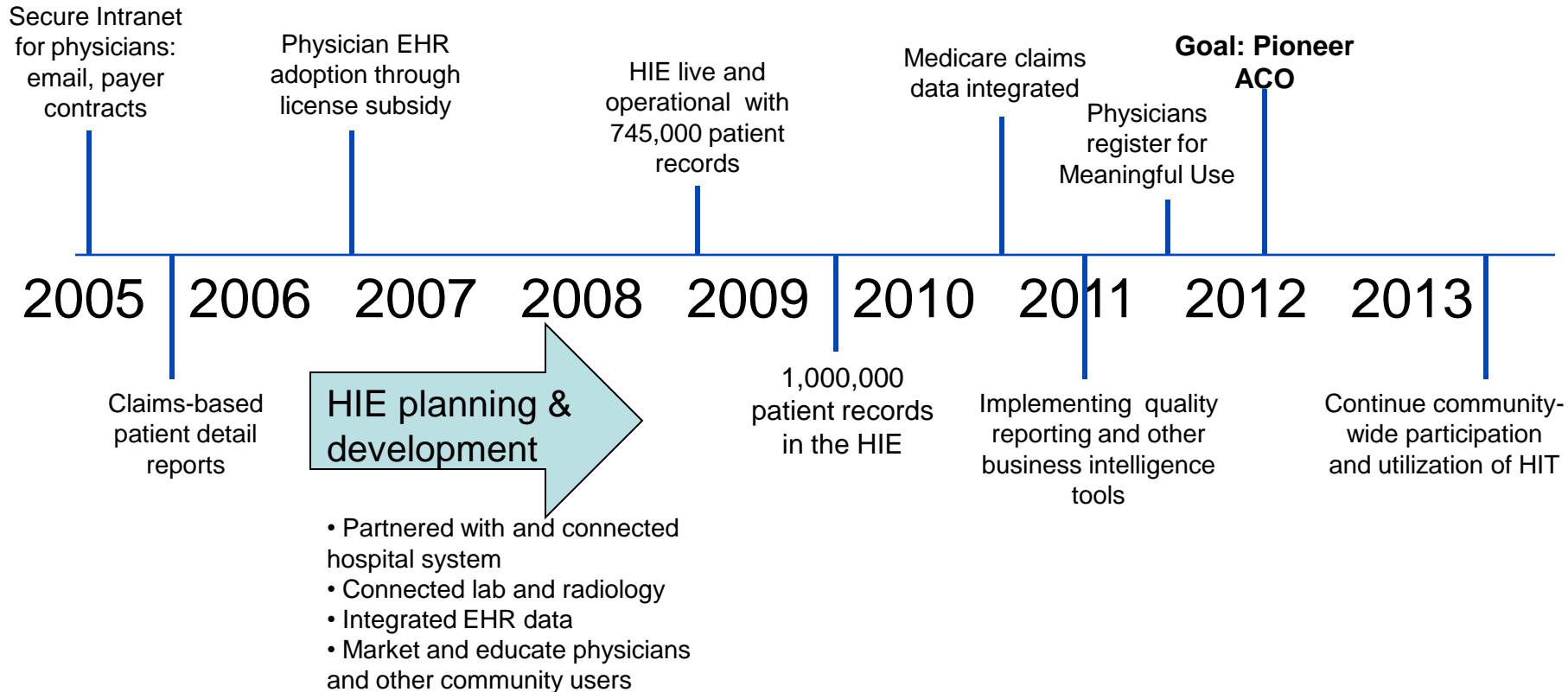
	Pop	Hosp	Phys
Tarrant	1,809,034	23	3,471
Johnson	146,400	2	150
Parker	116,927	3	96
Erath	36,303	1	40
Dallas	2,368,139	20	7,389



NTSP's Health Information Technology Investment

- \$15 million investment since 2006
 - Subsidized Electronic Health Records (EHRs) for 350+ physicians
 - System training, hosting, help desk support
 - Community-wide HIE development and implementation
 - Product enhancements

NTSP's Technological Care Evolution



Clinical Decision Support- Improve Quality Management

Prospective

Patient Registries

- Track patients falling outside of care guidelines
- Quality Scorecard – score a physician’s patient panel on a particular measure
- Recommended actions using patient preferences (e.g. secure message reminders)

Point-of-Care

Clinical Decision Support

- Evidence-based care recommendations delivered real-time at the point of care
- Based on multiple disease-related parameters and the patient’s medical history across care providers

Retrospective

Population Reporting

- Through the lens of HEDIS, PQRS , EHR Meaningful Use, and custom internal measures
- Multiple levels of aggregation (physician, specialty, care delivery organization, payer, etc.)
- Track and measure physician performance



Clinical Decision Support-- provided clinical and business impact

- Monitor patient adherence
 - Prescription fills
 - Lab test performance
 - Screening and preventative care
 - Follow-up visit compliance
- Accurate coding yields
 - Risk adjustment and better reimbursement
 - Focused disease management and predictive modeling
- Revenue management
 - Increase reimbursement
 - Decreased unpaid readmissions



Polling Question

What will be the primary HIT initiative within your organization over the next 12 months?

1. Adopt Electronic Health Records
2. Migrate internal data, such as clinical, claims, and financial
3. Connect to a regional or state HIE
4. Enhance business analytics and reporting capabilities
5. Don't know/no plans



Data Aggregation Improves Care Delivery

Scenario:

- 76 year old woman--follow-up to hospital admit for “pancreatitis”
- No records provided
- HIE data provided
 - Hospital discharge summary including discharge medications and diagnoses
 - Abdominal CT revealed **diverticulitis**
 - Anemia was documented during her admission

Result:

- The correct diagnosis was given at the point-of-care leading to more directed and appropriate subsequent testing and management
- Avoided delay in diagnosis, unnecessary tests and risks to the patient



NTSP's Success Factors which Assure Sustainability and Satisfaction

- Hospital partner with a shared vision
- Physician champions and trusted governance to increase adoption and use
- Community-wide participation
- Pay-for-performance incentives
- System added-value enhancements
 - Clinical decision support
 - Quality reporting
- Better communication between providers and patients
- Feedback response and analysis

Putting Accountability into Accountable Care

- Patient-centered care requires that physicians, hospitals, and payers do what is best for the patients
 - Aligning with other community partners
 - Engaging across the community to improve outcomes
 - Breaking down the competitive barriers
 - Sharing clinical data
- Physicians make better clinical decisions with more information at the point of care



Polling Question

What best describes your organization's current status regarding ACO participation?

1. Discussion among potential partners
2. Forming an ACO coalition
3. Early operational ACO
4. Optimizing established ACO
5. Don't know/no plans/no interest



Polling Question Results- May 26, 2011 HFMA Webinar

**What best describes your organization's
current position on participating as an ACO?**

Answers

- 58.3% Discussion among potential partners
- 11.1% Forming an ACO coalition
- 4.2% Early operational ACO
- 0.0% Optimizing established ACO
- 26.4% Don't know/no plans/no interest



Questions?

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North Texas Specialty Physicians



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