

IT'S TIME!

PRIMARIS OPERATIONAL EFFICIENCY PROBLEM SOLUTION

Partner with Primaris to Attain Operational Efficiency Goals

How will you attain the operational efficiency improvements that will keep your hospital, physician practice or long-term care facility in good financial health? Fee-for-services models are being surpassed by value-based care, and many organizations have legitimate concerns that their financial stability may be jeopardized in the transition.

Fortunately, concerns about maintaining a sound financial state can be addressed by partnering with experts in the field of medical quality management.

Many healthcare organizations already have seen the benefits of working with Primaris to transform the way their services are delivered as the U.S. moves to a value- and outcomes-based business model that incentivizes performance and quality. Among them are a number of facilities based in Missouri, the state for which Primaris served as the Centers for Medicare & Medicaid Services' (CMS) designated Quality Improvement Organization (QIO) for 30+ years:

Citizen's Memorial Hospital has reduced surgical site infections and improved patient care, attaining 100 percent compliance for seven of eight SCIP (Surgical Care Improvement Project) measures.

The Kansas City Quality Improvement Consortium is driving to a goal of reducing Medicare fee-for-service readmissions by 20 percent across a community of 15 hospitals and more than 30 downstream providers.

Community Hospital in Fairfax, Missouri was able to begin to collect data on rates of receipt of the pneumococcal polysaccharide

vaccination (PPV), enhancing its ability to compile performance measures for that in support of improving pneumonia management.

Midwest Chest Consultants in St. Charles, Missouri educated staff on vaccination documentation and improved from 38 percent to 58 percent on the PQRS pneumonia immunization measure.

Sooner Internal Medicine in Joplin, Missouri achieved an impressive rate of 75 percent blood pressure control in patients with hypertension and 81 percent of patients with ischemic vascular disease are on aspirin.

TIME for Improved Results

Such results should come as no surprise, given Primaris' 30-year track record of excellence in the medical quality management field. As a QIO working closely with providers, federal, state and private partners and others in local communities, Primaris has had a significant role in the strides that have been made across the nation in reducing hospital readmissions and healthcare associated infections.

According to data released in the summer of 2014 from CMS, QIO-supported efforts have prevented

more than 95,000 hospitalizations and 27,000 hospital readmissions among Medicare beneficiaries, resulting in nearly \$1 billion cost savings from improving care transitions. From February 2011 to August 2013, CMS also reports that QIOs' efforts with their partners also resulted in a 53 percent reduction in central line-associated blood stream infections. Additionally, QIO-assisted hospitals were able to reduce the total number of Medicare patient days in which a catheter was used by more than 85,000 days nationwide – a huge accomplishment,

given that catheter-associated urinary tract infections are a major source of hospital acquired infections.

to drive measurable healthcare improvements and cost reductions.

Through its TIME healthcare improvement model, Primaris has delivered its own documented returns-on-investment to customers in hundreds of healthcare organizations worldwide. The TIME operational efficiency solution includes four areas of focus:

1. Thresholds for Success

Identify your minimum acceptable performance standards and gather data to see how you currently align with those determinations.

2. Improvement Strategies

Conduct a root cause analysis to discover what is thwarting your efforts at meeting those defined performance standards to avoid financial penalties and receive monetary incentives.

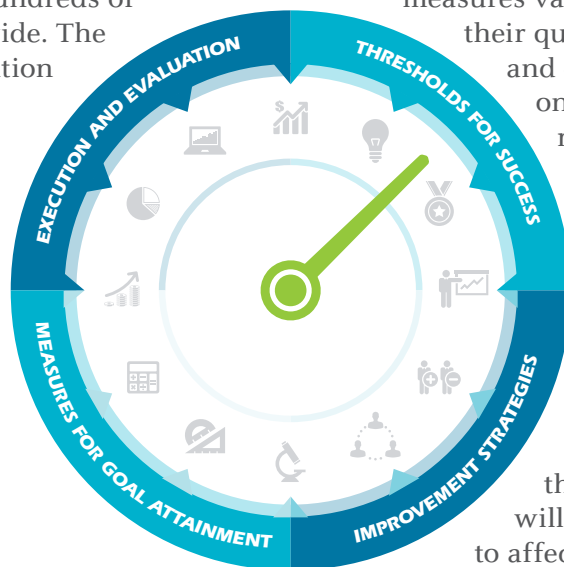
3. Measures for Goal Attainment

Set multi-year goals to drive incremental improvements that ultimately close the gap between where you are and where you want to be.

4. Execution and Evaluation

From processes and procedures, to workflows, to training, to documentation, to office design, to technology or any other improvement strategy, we combine implementation with ongoing evaluation

Organizations that leverage the TIME model, for example, can take advantage of retrospective quality measures validation audits, benchmarking their quality metrics against outcomes and data reported for specific diseases on clinical data registries. The model utilizes Primaris' expertise in registry abstraction and core measures abstraction to achieve the data accuracy and consistency that healthcare organizations need for gaining true insight into how they compare in providing quality performance for various conditions, and from there conduct the analysis that will help them move the bar higher to affect patient outcomes, including readmissions and mortality.



“We help our customers, beginning with learning quality measurement and ending with the improvements and cost reductions that result,” says Primaris CEO Richard A. Royer. The work each practice or facility undertakes on its own today with the help of models like TIME will feed into the increasingly data-rich environment of tomorrow, when physicians and institutions will come together to provide coordinated total system care for pools of thousands of people, he says.

From Patient Care to Customer Care

It's critical to contract with a partner who can take healthcare data and translate it into actionable quality improvement processes, of course. But it is equally important that that partner be firmly committed to your organization and its goals, and it makes that evident through exceptional customer response.

You'll find that to be the case at Primaris. Not only will you get the benefit of consulting that will uniquely position your organization or practice to operate at optimal levels in an increasingly value-based environment, but you will enjoy a highly personalized relationship with your customer service

representatives. What to expect: A partner who will work with you to fully understand your needs and agree upon budget before moving forward, and who will deliver ongoing support, including immersion into your own IT systems, on a real-time, hour-to-hour basis. That's something that most other consulting firms just can't, or won't, do.

If that level of service – and decades of experience in helping healthcare organizations meet their operational efficiency goals – appeals to you, contact Primaris today.