

Meeting Reliance ACO's needs for population health management

Reliance was facing a huge challenge. As a first year ACO in Michigan, they were having a hard time managing high-risk patients. Even after engaging a partner to help them produce and utilize the data required to identify and effectively manage these patients, they weren't achieving the results they needed.

Reliance had an idea for evolving their model and approached Synapse, explaining that they needed a way to track ADT. They knew ADT was associated with high costs, and they needed a new solutions-based partner to help them leverage ADT data to realize the potential cost savings.

The Synapse Software Solution

Our team at Synapse built a product for Reliance that connected to the HIE and provided Reliance with real-time ADT alerts. Within less than three weeks we deployed Synapse and automatically collected the monthly CMS claims data for Reliance's entire population.

Synapse software also connected ADT to patient histories, allowing for the creation of specialized reports that classified patients into four separate risk categories, including high risk. Reliance could then actively respond to data in real time, and securely share information and collaborate with their peers online.

In addition, Synapse software allowed Reliance to actively monitor the Michigan HIE Network to observe which of Reliance's members were being admitted, discharged or transferred. All this knowledge was immediately put to use to schedule interventions and provide follow-up care for high-risk patients who may not have contacted Reliance about their incidents.

Results

By using Synapse, Reliance bucked all the trends of a first-year ACO. Most first years lose money, and even mature ACOs struggle to show the savings they are required to make. **Reliance saved more than \$12 million.**

Not only that, Reliance achieved the highest savings in Michigan for a new ACO and the second highest savings in the U.S. for new ACOs, according to the 2014 CMS rankings.

As for us, Reliance chose to implement the full suite of Synapse population health management tools to raise the general quality of care that they provide, improve their day-to-day management and to continue increasing overall savings.

The Synapse experience made simple



Aggregate data

ADT notifications from state-wide HIE network feed directly into Synapse software, combining with EHR data to highlight high risk patients.

3 WEEKS

Synapse helped Reliance go live in fewer than 3 weeks



Engage patients

With real-time data in hand, Reliance engaged immediately with patients, scheduling interventions and follow-up care after ADT incidents.



Manage care

Reliance develops a care plan for each high-risk patient, actively managing chronic disease cases, reducing ER trips and achieving significant savings.

+\$12M

Nearly unprecedented savings achieved within first year of utilizing Synapse ADT alerts.

