



## IT'S TIME

UTILIZE DATA TO MEASURE  
PATIENT SATISFACTION

REDUCE THE COST OF  
DELIVERING CARE AND  
POTENTIALLY EARN SAVINGS

CAPTURE PATIENT INSIGHTS  
AND IMPROVE EXPERIENCES

DEVELOP PATIENT  
ENGAGEMENT STRATEGIES  
THAT WORK

TO GET INVOLVED IN A CARE  
COORDINATION PROGRAM

# IT'S TIME FOR ACCOUNTABLE CARE SUCCESS

## HOW PRIMARIS CAN HELP YOU ACHIEVE ACCOUNTABLE CARE SUCCESS

Accountable Care Organizations measure your ability to: 1) improve care quality and the patient experience, and 2) reduce the cost of delivering care. Primaris' Accountable Care Solution helps you succeed in both areas.

Primaris offers chart abstraction for both EHR and registry data. Our data mining know-how and support will enable you to see what care patients are receiving and how their health is progressing. We'll arm you with data and insights that show how and where you can make quality improvements.

**EHR data:** Primaris offers support on everything from conducting chart abstraction and analysis services – and offering assistance about what to do with that information, too – to setting up automated actions and alerts for patients based on their status. We are also ready to help educate staff about new policies and practices, and aid in reporting of quality measurement requirements to Medicare.

**Registries:** Primaris also offers hospital chart abstraction services for registries to produce timely, accurate and meaningful registry reporting. This enables organizations to shift the priority of their quality improvement efforts from simple reporting to making a direct impact on quality.

## Primaris helps clients improve the quality and efficiency of care

Accountable Care Organizations (ACOs) have steadily grown in popularity every year since they were introduced. Many expect ACOs to become the long-term standard for healthcare delivery and payment. As more physicians, hospitals and other providers choose to transition to Accountable Care, there is a greater focus than ever on care quality and efficiency, the flagship performance measures of ACOs. Along with this comes a number of benefits for providers, and also many challenges.

One of the biggest ACO challenges providers struggle with is data management. Reliable data is a must-have when you are trying to understand and improve how your organization delivers care. But mining patient data, analyzing it, and sharing it with other providers within an ACO are things that the majority of healthcare providers do not have the know-how or ability to do successfully on their own. In this case, the solution is to find a partner with expertise in both data management and quality improvement.

## IT'S ALL ABOUT TIME

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

The first step in our healthcare improvement model is to identify the success thresholds – or the minimum acceptable performance standards you must achieve – in order to receive your monetary incentives for improving and coordinating healthcare. We also gather baseline performance data to evaluate how you align with the often pre-determined success thresholds. How much improvement is required to meet and exceed the success thresholds?

### 2. Improvement Strategies

Once we've determined where you stand, we focus on developing improvement strategies that will enable you to close the gaps in the quality and efficiency of care across your healthcare organization. We use this knowledge to devise a strategy tailored to address your specific challenges, drive quality improvements and cost reductions. Our goal is to help you achieve all of the thresholds for success in today's performance-driven healthcare system.

### 3. Measures for Goal Attainment

Most healthcare organizations have a lot of work to do, and success doesn't happen overnight. We focus on multi-year goal setting that enables healthcare organizations to drive incremental improvement over time to achieve all success thresholds. Our measures for goal attainment help you increase achievement and close gaps so you can cross the success threshold, avoid penalties and increase monetary incentive revenues.

### 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 to drive measurable healthcare improvements and cost reductions.



## LET OUR EXPERTISE GUIDE YOU

**Primaris has proven experience in both data mining and management, and operational improvement.** As Primaris' CEO Richard Royer points out, "Primaris has been pioneering quality improvement for more than three decades. We can help healthcare providers turn data into actionable quality improvement activities in their business."

**Actionable is the key word.** One cannot passively manage anything let alone a diverse patient population. Insights gained through analytics within the four walls of the hospital are of limited usefulness if not acted upon. The data must not only be brought in, but then meaningfully synthesized (with no additional effort from the clinician who has precious minutes with each patient) to grant insight and credibility to the advice being given.

## MAKING IMPROVEMENTS EACH AND EVERY DAY

**Here is an everyday example of how Primaris helped a multispecialty group of 32 providers make quality improvements with an EHR-based program effort.**

**"Primaris employed a framework that allowed for informed decisions and quality improvement processes. That framework consisted of quality measure reporting through real-time data access, auditing and reporting to achieve better care coordination and patient engagement. It enabled providers to have immediate access to relevant patient and performance data, including performance comparisons against national quality-of-care standards.**

**From capturing, analyzing, and utilizing data to measuring patient satisfaction, and care coordination assistance to chronic disease management, Primaris has the knowledge and experience to help you succeed in the quality and efficiency areas of accountable care.**

**Primaris is active in patient satisfaction measurement.** We can help you capture patient insights and identify how to improve patient experiences. Primaris routinely helps practices gather and assess patient surveys, where individuals can rate and comment on everything from how long it took to get an appointment to the condition of the waiting room to the friendliness of the staff. With our help you will gain insight into patient satisfaction and be able to make corrections to keep negative feedback from counting against your care quality performance.

**Primaris provides assistance with care coordination that reduces costs and potentially earns you savings.** Our solutions enable seamless interoperability of data across systems. This means physicians, hospitals and other care providers within an ACO can smooth care transitions, keep patients healthier, and avoid hospital readmissions and other costly treatment issues.

**Primaris can help you manage the health of patients with chronic conditions so they don't experience acute issues that contribute to healthcare costs.** With our solution you can categorize patients by risk level and identify gaps in care. We also help you develop preventive care processes and patient engagement strategies that work to manage chronic diseases, reduce the need for acute care, and control costs.