

IT'S TIME!

PRIMARIS ACCOUNTABLE CARE ORGANIZATION SOLUTION

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.

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 there. 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.

Real-world applications, real-world results

Here is an everyday example of how Primaris helped one client make quality improvements:

"Primaris performed chart abstraction and analysis for a large academic medical group that was trying to gain a better understanding of Group Practice Reporting Option (GPRO) guidelines and the organization's current performance level. The client wanted an overall estimate of how they would do when they submitted their required quality data through the CMS GPRO the following year so they could proactively begin addressing opportunities for improvement in prevention, disease and/or care modules. In a 2 week time period, Primaris performed data abstraction on 867 charts and delivered recommendations for more than 50 improvement opportunities it had identified."

Another example can be found in Primaris' leadership of an EHR-based program effort at a multispecialty group of 32 providers:

"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 providers succeed in the quality and efficiency areas of accountable care.

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. These include the National Database of Nursing Quality Indicators (NDNQI), Society of Thoracic Surgeons (STS), and American College of Cardiology (ACC). This enables organizations to shift the priority of their quality improvement efforts from simple reporting to making a direct impact on quality.

Additionally, Primaris is active in patient satisfaction measurement. We can help you capture patient insights and identify how to improve patient experiences. This is important because Medicare (and other) ACOs weigh patient satisfaction as part of your quality evaluation. 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.

On the efficiency side of things, 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.

Finally, 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.

These examples highlight a few of the many ways Primaris helps healthcare providers achieve accountable care goals. Contact us today to learn more.

TIME, the Primaris Healthcare Improvement Model

TIME, the Primaris Healthcare Improvement Model, comprises four areas of focus proven to improve patient-centered medical homes:



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.

TIME, the Primaris Healthcare Improvement Model

When you partner with Primaris, we will put our methodology to work as we design an effective Patient-centered medical home Program for your health system. The following services are incorporated into our Accountable Care Organization Solution:

THRESHOLDS FOR SUCCESS

Chart abstraction	Record data that reflects the health information documented in medical record by providers.
Chart review	Measure quality of care and look for opportunities to make improvements.
Program review	Baseline/situational analysis to gather baseline data about existing programs to see if they are optimized.
Data analytics	Analyze available data and summarize into useful information that can be used to increase revenue, cut costs, and improve outcomes.
Patient stratification	Grouping of patients based on key clinical and demographic criteria.
Thresholds report	Summary of what is found.
Security risk assessment	Analyze security vulnerabilities under the Health Insurance Portability and Accountability Act (HIPAA) Security Rule.
Financial assessment	Evaluate business, projects, budgets or other finance-related entities to assess current state and identify potential areas of waste.

IMPROVEMENT STRATEGIES

Root cause analysis	Identify root causes of faults or problems.
Gap analysis	Identify organizational gaps in between organization's practices and identified best practices.
Program Development and Improvement	Primaris will develop a customized patient-centered medical home program for your organization that is designed to enable care coordinators to lead and collaborate with other health care professionals to deliver quality safe care in the least expensive environment, while achieving desired outcomes.
Clinical workflow analysis	Review standard processes around clinical care of patients to identify inefficiencies and recommend improvements.

IMPROVEMENT STRATEGIES

Security Plan	Primaris will develop a plan to ensure your patient data is secure as you analyze and send patient data to physicians and caregivers, reducing the frequency of office visits while improving patient oversight. We will ensure your organization is HIPAA-compliant to protect patient privacy while handling a variety of tasks including care and treatment planning, patient/provider communication and patient-centered medical home.
Physician Engagement Strategies	Align physicians with organizational vision and goals.
Patient Engagement Strategies	Activate patients to collaborate with providers to manage health outcomes.
Change management plan	Transition employees, teams and organizations into a desired future state to achieve business strategy.
Quality improvement plan	Identify processes and outcomes of care that can be improved through the Plan Do Study Act process.
Patient experience design	Create customer touch points to improve patient experience and create loyalty.
Process review, alignment and standardization	Resolve differences between business and clinical processes
Financial Plan	Primaris will work with you to develop a financial plan that estimates revenues, expenses, and profits (or losses) for your patient-centered medical home program. The financial plan will be reflective of services that can be strengthened and maintained, and those that can be reimbursed.

MEASURES FOR GOAL ATTAINMENT

Goal Statement	Primaris will work with you to create a well-defined purpose that is real, practical, and shared. The goal statement will summarize the improvement you think can be made within a realistic timeframe.
Multi-Year Goal Setting	Primaris will work with you identify and commit to achieving specific, measurable goals. Our focus will be on setting multi-year goals that will enable your organization to drive incremental improvement over time to achieve all success thresholds.
Timeline Planning	Timelines for designing and implementing new programs can vary from six months to several years. Primaris will work with you to create a detailed timeline that maps to your organization's goals and program requirements.

MEASURES FOR GOAL ATTAINMENT

Resource Planning	Primaris will work with you to plan and identify resources across the organization required to coordinate care effectively. We will identify patients according to risk factor and clinical condition, and plan resources accordingly to ensure patients receive the right care at the right time in the right modality.
Budget Planning	Primaris will work with you to determine estimated revenues and expenses, looking at the total budgetary impact to your organization.
Prioritization	Once Primaris has identified gaps, we will focus attention first on the improvements that will substantially improve patient care and clinical outcomes. We will establish short- and long-term priorities that will enable you to achieve your goals.
Action Plan	Primaris will develop an action plan that includes a set of recommendations that address how to put recommended improvement strategies in place.

EXECUTION AND EVALUATION

Strategy Implementation and Execution	Primaris will take your patient-centered medical home plan from paper to day-to-day operation. We will help you implement changes in the delivery system required to achieve seamless care and the health outcomes you seek. We will help you strengthen the primary care team and develop multidisciplinary teams that can oversee the care of people over time. We will track progress with comparative information and performance benchmarking.
Project Management	Primaris will keep your patient-centered medical home project moving forward to meet expected results in a timely, cost-effective manner. Primaris will maintain transparency throughout the entire planning process to manage risk and achieve desired goals.
Facility marketing	Help your organization stand out in the crowd.
Facility positioning	Provide actionable recommendations to drive growth and improve your return on investment to reinforce your role in the market and grow key program areas.
Policies, Processes and Procedures	Primaris will ensure that you have structured and effective systems, policies, and procedures. Primaris will make sure that you've put a strong focus on analyzing and addressing PCMH issues.
Process Mapping	Primaris will use process mapping to identify current workflows, identify existing barriers, and highlight potential areas for quality improvement.

EXECUTION AND EVALUATION

Staff Training and Education	When individuals work well together, everyone wins. Good teamwork creates a positive environment, fosters good relationships among coworkers, and lightens the load on all individuals. Most importantly, teamwork provides consistent, quality of care to clients. Research has shown, employees who feel part of a strong team are happier and more productive. Primaris Master TeamSTEPPS training will provide the evidence-based teamwork system to improve communication and teamwork skills.
Team Development	When individuals work well together, everyone wins. Good teamwork creates a positive environment, fosters good relationships among coworkers, and lightens the load on all individuals. Most importantly, teamwork provides consistent, quality of care to clients. Research has shown, employees who feel part of a strong team are happier and more productive.
Just-in-Time Analysis and Reporting	Primaris will help you create the structure, process, and outcome measures required to assess progress toward your goals, while enabling you to evaluate access, continuity, communication, and tracking of patients across providers and settings. Primaris will analyze this measurement data to prepare just-in-time reports that will help you make timely, informed decisions.

It's TIME to achieve Accountable Care Success

Are you ready? Contact Primaris today to design an effective Accountable Care system that transforms the way you deliver healthcare services.



200 N. Keene St., Ste. 101, Columbia, MO
www.primaris.org | online@primaris.org
(800) 735-6776 | (573) 817-8300

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