

# IT'S TIME!

## PRIMARIS CHRONIC DISEASE MANAGEMENT SOLUTION IMPROVE THE QUALITY OF CARE FOR INDIVIDUAL PATIENTS AND POPULATIONS

Meeting the complex needs of patients with chronic disease is a huge challenge for healthcare providers. Patients with conditions like heart disease and diabetes don't make frequent healthcare visits, so managing these conditions requires strategies that engage the patient in behavior change and self-care as well as more effective care coordination.

Primaris' chronic disease management solution helps providers categorize patients by risk level and identify gaps in care. We then help you look at workflow process, technology, physician and patient engagement strategies to better manage chronic diseases.

### Benefits of Better Chronic Disease Management

#### Better Patient Experiences

Allow the chronically ill patient to keep in touch with their primary care team, and create a feedback loop between the patient and the physician.



#### Fewer Hospital Admissions and Readmissions

Educate patients about their chronic conditions. Support patients by coordinating follow up care to help them follow treatment plans and stay out of the hospital.



#### Higher Quality of Care

Understand individual patients, their priorities and needs. Craft care plans that meet their needs more effectively.



#### Increased Revenue

Train staff on documentation and coding best practices, including new CPT orCCM codes that allow just about any practice to bill for coordinating the care of patients with multiple chronic conditions or who have been discharged from a hospital.



#### Improved Clinical Outcomes

Identify and track opportunities for improvement within the care delivery team. Monitor and manage effectiveness of improvement initiatives to ensure quality outcomes.

#### Reduced Medical Costs

Design treatment plans to improve the health of patients with complex or clinically advanced illnesses and reduce costs by tens of thousands of dollars per patient.



### Why Primaris?

Health systems looking to better manage chronic disease can be assured marked improvement when they partner with Primaris. Our proven methodology is at the core of the Primaris Chronic Disease Management Solution. It is a simple yet powerful tool that helps transform the way healthcare is delivered.

# TIME, the Primaris Healthcare Improvement Model

TIME, the Primaris Healthcare Improvement Model, comprises four areas of focus proven to provide better chronic disease management:

## 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

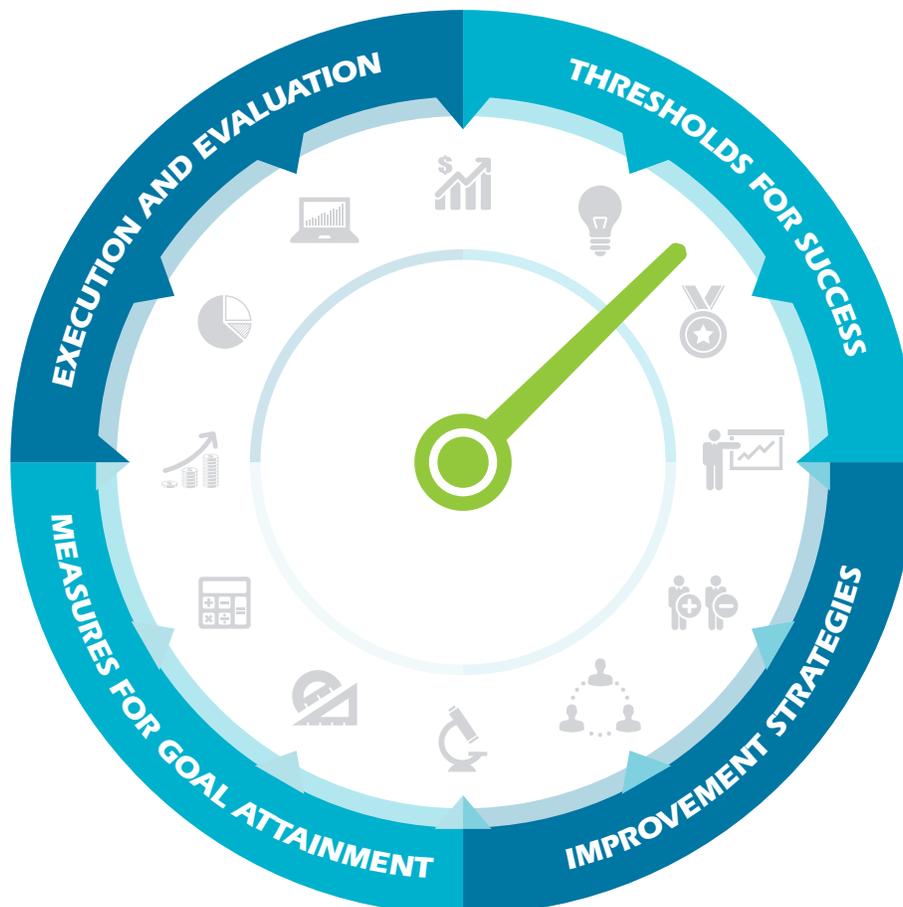
cost reductions. Our goal is to help you achieve all of the thresholds for success in today's performance-driven healthcare system.

## 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 measureable healthcare improvements and cost reductions.



## It's TIME for Action

When you partner with Primaris, we will put our methodology to work as we design an effective Chronic Disease Management Program for your health system. The following services are incorporated into our Chronic Disease Management Solution:

Thresholds for Success	
<b>Chart Abstraction</b>	Quality measures have taken center stage under new care and reimbursement models, intensifying pressure on providers to monitor and make improvements to ensure top performance. Primaris analyzes the information contained in your medical records to look for quality indicators which have been defined by best practice standards and/or quality measures. Our teams of experts identify patterns and trends, offer recommendations for improvement and provide real-time feedback of your performance on quality measures. This allows you to make improvements early to maintain high performance levels.
<b>Chart Review</b>	As we help you design an effective chronic disease management program, Primaris will look for opportunities to make improvements in physician-to-physician communication by fostering the development of processes to enhance the chart review process, streamline communication, and better manage chronic conditions.
<b>Program Review</b>	Primaris will review your existing chronic disease management efforts to determine current structure and population served, and then we will work with you to implement best practice models of caring for the chronically ill, while addressing patient education and activation, self-management support, physician-to-physician communications, use of information systems, delivery system changes and types of personnel involved in care coordination.
<b>Patient Stratification</b>	Primaris will assess your overall patient population and group patients based on key clinical and demographic criteria. Next, we will filter appropriate patients into the newly designed Chronic Disease Management program and place other patients in more suitable programs. By segmenting patients using multiple filters, Primaris can ensure patients are matched into a chronic disease management program that is both clinically effective (addressing the patients specific needs for maximum benefit) and operationally efficient (using limited care management resources most appropriately).
<b>Focus Groups and/or Patient Surveys</b>	Through surveys, interviews or focus groups, Primaris will gather feedback from patients, providers, or partners about the quality of services provided and/or their satisfaction with the existing program, or needs for a newly designed program.
<b>Data Analysis</b>	Analyze data from chart abstraction, chart review, patient stratification, focus groups and program review.
<b>Thresholds Report</b>	Once we've conducted a review of your chronic disease management efforts, our team will create a report that summarizes our analysis into useful, actionable information that can be used to increase revenue, cut costs, and improve outcomes. This report will also identify the success thresholds for your program. It will outline how much improvement is required to meet and exceed the success thresholds, deliver recommendations that will inform the design and execution of your chronic disease management program, and discuss budget impacts.

Improvement Strategies	
<b>Root Cause Analysis</b>	Primaris will conduct a root cause analysis designed to identify primary or underlying causes of patients experiencing problems when trying to obtain medical records and test results, and breakdowns in physician-to-patient communications. Because Primaris focuses on identifying processes that can be redesigned to help the patient remain out of the hospital and take more ownership for managing their disease, a root cause analysis allows you to make program decisions based on collected data and facts.

<b>Clinical Workflow Analysis</b>	Primaris will work with you to gain a solid understanding of clinician workflow so we can identify the most vital chronic disease management processes and address inefficiencies. We will then create custom workflow checklists based on your unique needs to optimize the delivery of care within your organization and across your network of partners.
<b>Gap Analysis</b>	Primaris will review your organization's chronic disease management objectives and conduct a readiness assessment and gap analysis to determine whether the workflows support the data that needs to be collected, how the data will be reported, and whether your organization's process, procedures, staffing and technology is optimized to achieve business objectives.
<b>Program Development / Improvement</b>	Primaris will develop a customized care n program for your organization that is designed to enable clinicians to lead and collaborate with patients and other health care professionals to deliver quality safe care in the least expensive environment, while achieving desired outcomes.
<b>Technology Considerations</b>	Primaris will assess your existing technologies and identify areas where existing technology investments can be maximized to reduce chronic disease management inefficiencies and streamline clinical and business processes. We also will identify opportunities where further automation can deliver substantial improvements in chronic disease management while reducing costs for your organization.
<b>Security Plan</b>	Primaris will develop a plan to ensure your patient data is secure as you analyze and send patient data to physicians and patients/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 care coordination.
<b>Physician Engagement Strategy</b>	Gaps in communication across sites of care undermine chronic disease management and integration. From internal communications for processes and physician involvement in leadership and decision-making to physician outreach support and solutions, Primaris will work with you to deliver a streamlined physician engagement plan that aligns physicians with your health system's vision and goals.
<b>Patient Engagement Strategy</b>	Primaris will develop a patient engagement strategy focused on activating patients to collaborate with providers to manage health outcomes. Patient engagement may take the form of automated preventive service reminders delivered via email, or high-touch care management in the patient's home, and/or in-person goal setting with the doctor.
<b>Change Management Plan</b>	Primaris will develop a change management plan that includes educating providers and other staff members about the need for better disease management. We will work with you to implement a systematic change management process to guide your transition to effective chronic disease management.
<b>Quality Improvement Plan</b>	Primaris will work with you to identify processes and outcomes of care that can be improved through the Plan Do Study Act process. We will help you understand total cost of care and identify potential savings resulting from achieving quality and performance improvement goals. Primaris will implement quality assurance and quality control processes that provide structured mechanisms for ongoing improvement. We also will detail a plan for integrating with other new or existing care management or quality improvement processes underway.
<b>Patient Experience Design</b>	Primaris will help you improve the patient experience, including access to care, quality and reliability of care. We will design a chronic disease management program that improves the patient experience and provides smooth transitions between the patient, health care team, and the patient's medical neighborhood.

<b>Process Review, Alignment and Standardization</b>	From admissions to diagnostics to patient care to discharge planning to readmissions, Primaris will analyze and identify process and patient-flow issues. We will assess opportunities to change workflows to generate long-term process and patient flow improvements, and will identify key performance indicators and measurements that can help you make real-time operational decisions and continuously improve patient flow.
<b>Financial Plan</b>	Primaris will work with you to develop a financial plan that estimates revenues, expenses, and profits (or losses) for your chronic disease management 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

<b>Goal Statement</b>	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.
<b>Multi-Year Goal Setting</b>	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.
<b>Timeline Planning</b>	Timelines for designing and implementing care coordination 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.
<b>Resource Planning</b>	Primaris will work with you to plan and identify resources across the organization required to manage chronic conditions 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.
<b>Budget Planning</b>	Your chronic disease management program requires a budget. Primaris will work with you to determine estimated revenues and expenses. We'll look at line items such as physician billing, staff salaries, supplies, patient education materials, medical supplies, office space, technology and more to ensure you're looking at the total budgetary impact to your organization.
<b>Prioritization</b>	Once Primaris has identified gaps in chronic disease management, we will focus attention first on the improvements that will substantially improve health outcomes for your patient population. From forging partnerships and adopting health information technology to accelerating adoption of culture change strategies, we will establish short- and long-term priorities that will enable you to achieve your goals.
<b>Action Plan</b>	Primaris will develop an action plan that includes a set of recommendations that address how to better coordinate care and develop care plans. The plan will enable multiple providers to connect, facilitating better communication with patients, families, and other care team members. It will detail how we plan to improve information sharing and automate connections between patients, health care providers, and community-based organizations, enabling improved disease management, care coordination and health outcomes.
<b>Goal Setting Across Continuum of Care</b>	Primaris will help you facilitate goal setting across the continuum of care by bringing together various care providers to determine what the goals are, how they should be set, and how they should be measured.

<b>Goal-to-Actual Reporting</b>	Once we've worked with you to establish specific goals and desired results, Primaris will implement a process for tracking your actual results and comparing the actual results to the desired results. This will enable you to either take corrective action for things that aren't working as desired or revise your goals or desired results based upon your new level of knowledge.
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**Execution and Evaluation**

<b>Strategy Implementation and Execution</b>	Primaris will take your 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.
<b>Project Management</b>	Primaris will keep your 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.
<b>Facility Marketing</b>	When you are helping someone transition from the hospital, doing a safety check in their home, and helping communicate with family members, patients naturally want to continue using a healthcare provider that delivers a best in class experience. Primaris will help you market your chronic disease management program as a differentiator for your health system in an effort to improve patient loyalty and drive increased revenues.
<b>Facility Positioning</b>	Primaris will leverage your chronic disease management program to position your organization as a preferred partner in the region.
<b>Pilot Projects</b>	Primaris will use the Plan-Do-Study-Act cycle to guide pilot implementation efforts for your program. This method involves a "trial and learning" carried out over a course of four repeated steps.
<b>Clinical Documentation Improvement</b>	Clinicians generally are not using EHRs to their full capacity to manage a patient population. Although features are present in many systems that could make more data available for quality measurement, they are often underutilized. Primaris will work with you to determine how to best improve data collection processes and workflows to improve clinical documentation and, as a result, chronic disease management.
<b>Policies and Procedures</b>	Primaris will ensure you have structured and effective systems, policies, procedures, and practices to create, document, execute, and update a plan of care for every patient. We will work with you to audit and revise your existing policies and procedures relating to care coordination, case management, utilization management, assessment and stratification. Chronic disease management policies and procedures will reflect the principles of self-directed care, follow-up and monitoring of cases. Policies and procedures also will govern how your organization will make referrals and follow up with specialists and other healthcare providers in the referral network.
<b>Process Mapping</b>	Safe patient transitions depend on effective communication and a functioning care coordination process. Primaris will use process mapping to illustrate current handover practices between ambulatory and inpatient care settings, identify existing barriers and facilitators to effective transitions of care, and highlight potential areas for quality improvement.

<b>Staff Training and Education</b>	<p>No matter how well-designed a chronic disease management program may be it requires skilled, knowledgeable professionals to fulfill its goals. Primaris will facilitate training sessions for teams that include primary care physicians, mid-level providers such as nurse practitioners, and office staff. Sessions will focus on competencies and training requirements for effective chronic disease management.</p>
<b>Team Development</b>	<p>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.</p>
<b>Just-in-Time Analysis and Reporting</b>	<p>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.</p>

## **It's TIME to Improve Chronic Disease Management**

Are you ready? Contact Primaris today to design an effective Chronic Disease Management Program that transforms the way you deliver healthcare services.



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