Care Coordination: Data-Driven Approaches

Journey to your Health Care Home

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Roadmap

- New era for healthcare IT
- Expanding health data elements and sources
- Benefits & Challenges of multi-source analytics
- Other Best Practice Case Studies
- Group Discussions on Implementation Strategies
Information Age | Health Care

- Reform Mandates IT care systems and reporting
- Increased demand for easy access to data
- Going from data scarcity to data overload
- Converting data into information
Information Age | Data Pressures

- Quality Indicator Tracking
- Population Management
- Meaningful Use
- Pay-For-Performance
- Predictive Modeling
- Data-Driven Decisions
- State Mandates
Analytics I Health Data Elements

- Demographic Information
- Diagnosis Information
- Service Information
- Medication Information
- Laboratory Results
- Biometric Data (heart rate, BP, weight)
- Social, Environmental Supports
- Patient Attitudes and Perceptions
Data Sources I Claims
Data Sources | Pharmacy/PBMs
Data Sources | Laboratories
Data Sources | EMRs/HIEs
Data Sources | Monitoring Devices
Data Sources  I Member Interviews
Data Sources | Member Portals
Integrated Data I Data Challenges

- Building secure data channels with external data sources – IPsec /VPN/ Web-Services
- Mapping new data formats (HL-7, EDI, proprietary)
- Risk of Duplication of EMR and Claims Data for the Same Event/Service
- Limitations of current predictive models
- Regulatory limits for data exchange (BH, HIV)
Integrated Data | Benefits

- More accurate predictive risk analysis
- More timely identification of risk and clinical or service opportunities
- More complete/accurate care profile
- More accurate risk-adjusted rates & leverage in financial negotiations
- Better cost-driver analysis
Integrated Data | Ideal Risk Analytics

DATA SOURCES
- Eligibility Data
- Claims Data
- Prescription Data
- Lab Data (if available)
- EMR Data

Predictive Modeling Engine → Clinical Gaps-in-Care Engine

HRA Analytics Engine

- Predictive Risk Score
- Gaps-in-Care Results
- HRA Score

Weighted Risk Score

RISK STRATIFICATION

HIGH
LOW

if historic data is not available
Reform | Care Coordination

- Data Uploading and Extraction
- Patient Identification
- Initial Assessment
- Care Planning
- Care Interventions
- Reporting and Monitoring

Meaningful Analytics

Care Management/Care Coordination

Evaluation (Analytics)
Clinic Care Model | Strengths

- Patient-centered care management approach
- Co-location of care managers with physicians
- Strong patient relationships with in-person contact
- Strong social-support and patient advocacy focus
Clinic Care Model | New Approaches

- Predictive analytics identifies caseload
- Predictive analytics identifies care opportunities
- Remote monitoring devices add to care management opportunities
- Interventions driven by a strong focus on measurable outcomes – improved health and decreased costs
Clinic Care Model I New Approaches

- Evidence-based decision support tools guide staff to areas of impactable focus

- Decision support tool empower a wider range of care management staff – role of non-clinical staff expands.

- Interactions generate discrete, quantifiable and reportable data elements

- Single care plan shared across a diverse care team – within and outside the clinic
Case Studies  Medicaid ACO/CCO

- Involves 4 of 7 regions in Colorado
- Involves a health plan, community clinics, private practices and hospitals
- Based upon a web-based care communication and coordination platform
- Shared care plans, medical profile history, predictive risk analytics, gaps-in-care analytics, physician practice guidelines, patient assessments and educational tools
Case Studies  I  ER-Clinic-Plan

- County uninsured program 35,000 lives
- Links county ERs, 14 clinics, 200 private PCPs & a Health Plan
- Involves data sharing/analytics, clinic care coordination, ER referrals
- Uses an integrated web-based platform covering clinical analytics to care management and e-referrals using an integrated longitudinal care record
Challenges | Opportunities

- Fragmented IT systems
- Expenses of new predictive analytic tools
- Limited training opportunities for care managers
- Siloes between IT/data teams and medical management teams
- Legacy systems with no provider interface option
- Change is never easy
Implementation Strategies

- Create data-driven, decision-making culture across all levels of the organization

- Involve front-line staff and program leaders early on in planning stages.

- Select the right care management and analytic tools that are easy to implement

- Incentivize and reward collaboration between care staff (internal and external)

- Senior leadership support throughout the process
Implementation - Keys to Success

- The Right Vision
- The Right Partners
- The Right Tools
- The Right Time
Questions | Open Discussion
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