



HEALTHCON

“ACO SUCCESS STORY”FROM A DIFFERENT PERSPECTIVE

By: Dr. Shelton Hager, Samantha Sizemore, and Dr. Alicia Wright

Creating A Successful ACO

By: Dr. Shelton Hager

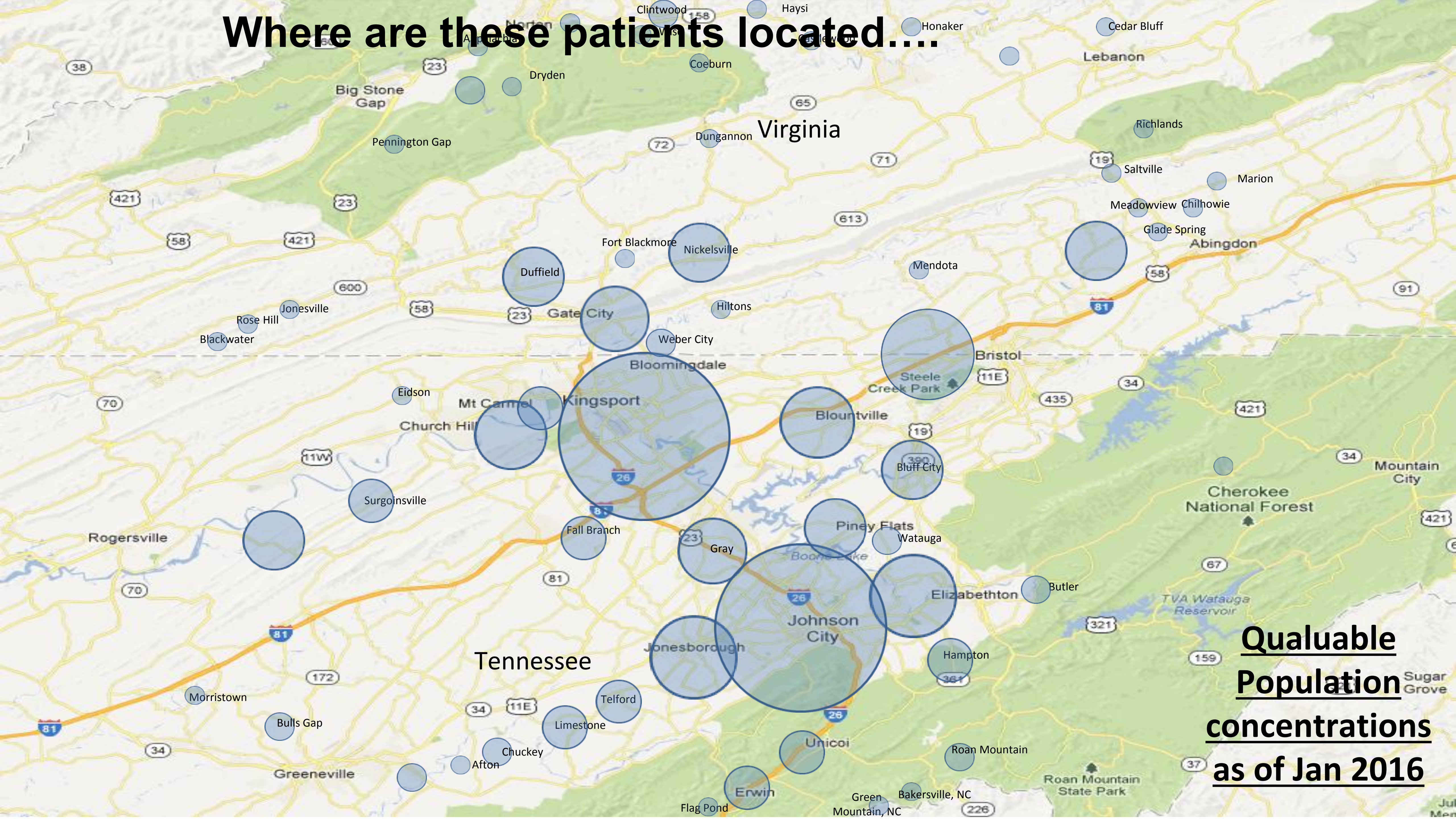
Who is Qualuable Medical Professionals LLC?

Qualuable Medical Professionals, LLC
submitted an application for certification as an **Accountable Care Organization (ACO)** for the
Medicare Shared Savings program
on September 4, 2012.

Qualuable received it's official approval December 13, 2012.

Qualuable is comprised of approximately **500 physicians** with approx. **25,000 Medicare Beneficiaries**

Where are these patients located....



Qualuable Population concentrations as of Jan 2016

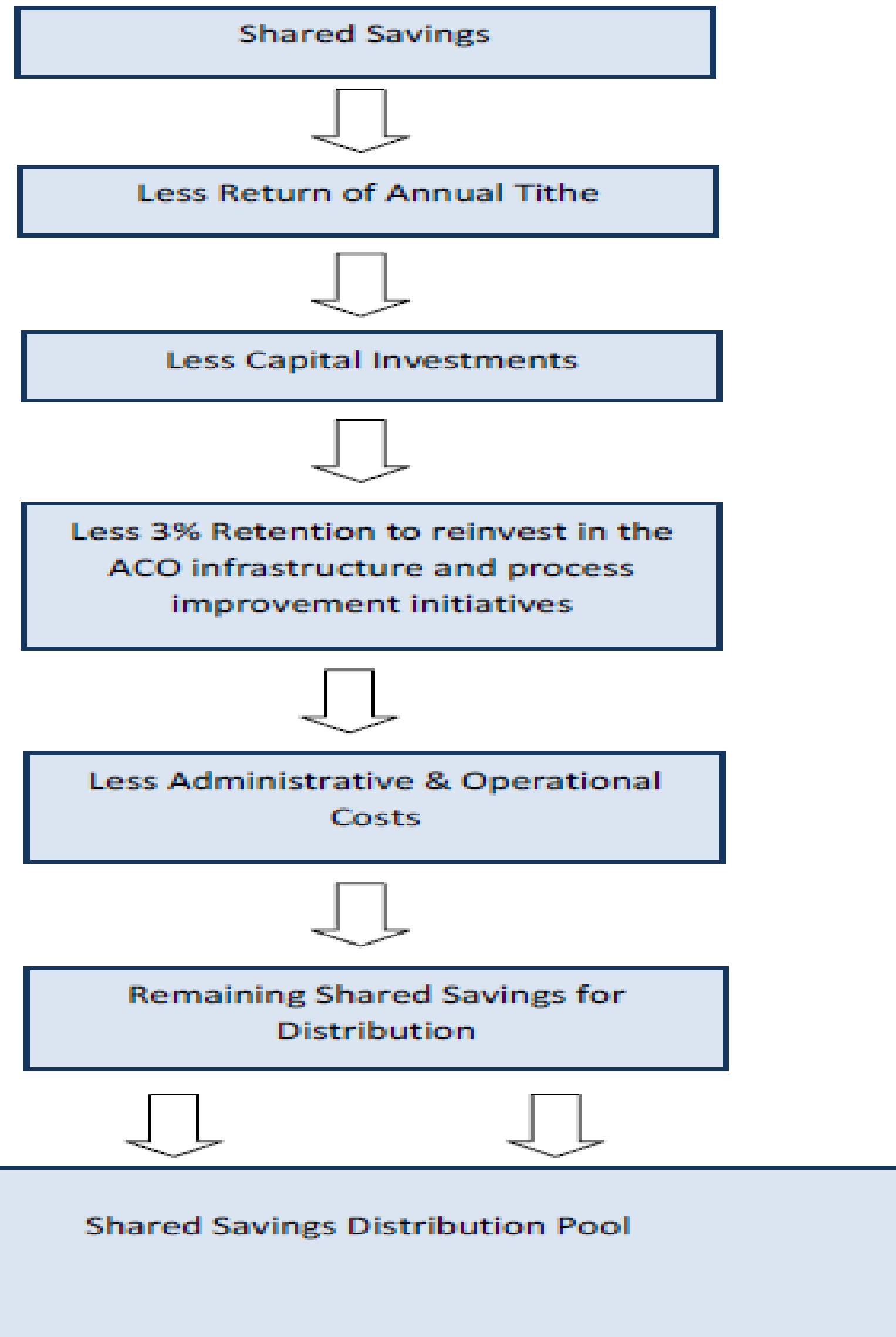
What are the Qualuable membership requirements?

- Member participants are obligated to the following:
 - Must be a Medicare-enrolled entity
 - Must currently use or implement an EMR platform
 - Must participate in the OnePartner Health Information Exchange & sign the data sharing agreement
 - Must hold and maintain all professional licensure, DEA registration, Board Certification/Eligibility and program integrity
 - Must agree to work together to improve quality and care of health services to beneficiaries attributed to the ACO under the Medicare Shared Saving Program
 - Must actively participate in clinical integration and adhere to quality assurance and evidence-based clinical guidelines
 - Must participate in patient experience surveys

How are Shared Savings calculated by CMS?

ACO Participants will continue to receive traditional Medicare fee-for-service payments under Medicare Parts A and B and also will be eligible to receive a portion of the shared savings by satisfying quality performance, patient satisfaction and cost metrics for its assigned beneficiary population. (33 measures)

Shared Savings Distribution Model



Year One

(1/1/13 – 12/31/13)

- **Qualuable at a glance: Year 1**
 - Number of Allocated Lives: 26,609
 - Number of Participating Physicians: 506
 - 164 Primary Care / 234 Specialists / 51 ER physicians / 61 Hospitalists
 - More than 90 practice location
- **Year 1 Results:**
 - Actual Savings: \$13,692,903
 - Savings Earned: \$6,709,522
 - Quality Score: 76%

Year Two

(1/1/14 – 12/31/14)

- **Qualuable at a glance: Year 2**
 - Number of Allocated Lives: 22,975
 - Number of Participating Physicians: 506
 - 164 Primary Care / 234 Specialists / 51 ER physicians / 61 Hospitalists
 - More than 90 practice location
- **Year 2 Results:**
 - Actual Savings: \$16,622,809
 - Savings Earned: \$7,406,111
 - Quality Score: 91%

Year three (1/1/15 – 12/31/15)

- Qualuable at a glance Year 3
 - Number of allocated lives 21,428
 - Number of participating physicians 565
 - Bench mark \$8,239
- Year 3 results
 - Actual savings aprox 10,000,000
 - Savings earned 5,020,639
 - Quality score 98.13%

Year four (1/1/16 – 12/31/16)

- Qualuable at a glance Year 4
 - Number of allocated lives 23,117
 - Number of participating physicians 588
 - Bench mark \$8,264
- Year 4 results
 - Actual savings aprox 9,980,256
 - Savings earned 4,990,125
 - Quality score 98.89%

Struggles we dealt with and overcame

By: Samantha Sizemore

Data Reporting Requirements

- There are 33 required Quality measures that all ACO's are required to report on an annual basis (22 we are responsible for reporting others are thru survey).
- These measures must be reported annually to receive a portion of any shared savings generated. Higher % Receives Higher \$
- ACO's will be measured on quality performance of these 33 measures and ranked across the ACO program.
- CMS updates these measures annually.

Operationally, Get The Job Done

MEDICARE ASSESSMENT FORM (to be completed once annually) Date of Visit: _____

Please take a moment to answer the questions below to improve the quality of care at today's visit. We appreciate your assistance in completing this form and should you have any questions, please do not hesitate to ask our staff.

Patient Name: _____ Date of Birth: _____ Current Height: _____ ft. _____ in

Do you have an advance directive or living will? YES NO

Have you had a colonoscopy in the last 10 years? YES NO (If Yes, Physician _____ Year _____)

Have you had your stool tested for blood in the last year? YES NO (if Yes, Physician _____ Year _____)

Circle all conditions below that you have a **FAMILY HISTORY** (not you personally) and list whom (family member):

Diabetes _____ Heart Disease _____ Hypertension _____ Cancer: Type _____

Do you use ANY tobacco products (circle: Cigarettes, E-cigs, cigars, dip, snuff, chewing tobacco, pipes)? YES NO

If yes, how long have you used them? _____ How much of them do you use? _____

***If yes, are you interested in quitting?** YES NO

When was your last flu vaccine? _____ When was your last pneumonia vaccine? _____

If you have ***NOT** received the Flu or Pneumonia Vaccine, please circle the reason below:

Allergic to vaccine Allergic to egg products Declined to take vaccine Has Not been Offered

Have you had tests done for your HEART in the last year? YES NO

If yes, where was it performed? _____ MONTH/YEAR: _____

If yes, what was done (please circle): Echocardiogram Cardiac Cath Other _____



Do you take aspirin? YES NO If yes, what is the strength (please circle): 325 mg 81 mg

Are you allergic to aspirin? YES NO

Do you have an Eye Doctor? YES NO / if YES, who do you see? _____ If NO, who

does your eye care? _____ Have you had an eye exam in the last year? YES NO

Have you had a glaucoma screening test in the last year? YES NO



***During the past month, have you felt down, depressed or hopeless?** YES NO

***During the past month, have you felt little interest or pleasure in doing things?** YES NO

Have you had 2 or more falls in the past year? YES NO If yes; Was there an ***injury involved?** *YES NO

Do you often feel unsteady when you first stand up or when walking? YES NO

WOMEN ONLY

When was your last mammogram? _____ Where was it performed? _____



- Patient Outreach
 - Scheduling AWW's
 - Home Visits with C3
 - Routine f/u visits Level 2 & Level 3 patients <120days
- Mammography Outreach
- High Cost Rx Outreach
- Pneumonia/Flu Vaccines



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Is it Really that EASY?

AWV'S.
PCS, V10 Note Type, V11 Note Type

Pharmacy, Walmart

Office Visit Documentation
Dragon, M*modal Dictation, V10 Note, V11 Note

Referral to Outside Specialist

Orders, Results, or Procedures??



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Streamline the Process

- LEAN: Remove the Waste!
 - Patient Visit process identified to optimally utilize provider time and standardize visit times.
- Chart Prep Nurse: Reviews all P4V visits and enters alert for gaps identified on each patient.
- Business Plan: Engaged OM's, Nursing Staff, and Providers to brainstorm on an ever evolving plan that encompasses financial data and creative thinking for identifying a future course of action.
- Transition of Care:
 - Workflow; daily hospital census
 - 24-48 hour telephone outreach education
 - 7-14 day follow-up visit scheduled with physician
- Patient Stratification
 - Identify Resources for each category for identified patients
 - ***Level 1, Level 2, Level 3***

We had to “Recover The Fumble”

ACO #13	Fall Screening	Care-2	7.40%	28.40%
ACO #14	Flu Immunization	Prev-7	54.00%	65.80%
ACO #15	Pneumonia Immunization	Prev-8	51.80%	74.60%
ACO #16	BMI screening & follow-up plan	Prev-9	33.70%	50.30%
ACO #17	Tobacco Screening & Cessation	Prev-10	50.40%	55.20%
ACO #18	Depression Screening	Prev-12	0.00%	16.80%
ACO #19	Colorectal Cancer Screening	Prev-6	32.80%	52.70%
ACO #20	Mammography Screening	Prev-5	27.50%	95.70%
ACO #21	BP Screening	Prev-11	0.80%	66.20%
Diabetic Composite - Patients that met all criteria		DM-COMP	0.80%	21.00%
ACO #22	Diabetic: % with A1c <8	DM-15	13.90%	73.30%
ACO #23	Diabetic: % with LDL <100	DM-14	29.60%	69.40%
ACO #24	Diabetic: % with BP <140/90	DM-13	41.80%	73.60%
ACO #25	Diabetic: % of Tobacco non users	DM-17	10.00%	56.00%
ACO #26	Diabetic/IVD: % on Aspirin	DM-16	23.90%	77.90%
ACO #27	Diabetic: % with A1c >9	DM-2	5.20%	14.90%
ACO #28	HTN: % with BP <140/90	HTN	61.20%	69.80%
ACO #29	IVD: % with Lipid Panel and LDL <100	IVD-1	30.80%	64.90%
ACO #30	IVD: % on aspirin or antithrombotic	IVD-2	53.20%	79.20%
ACO #31	HF: Beta Blocker Therapy for LVSD	HF	0.00%	100.00%
CAD Composite - Patients that met all criteria		CAD-COMP	0.00%	89.10%
ACO #32	CAD: Drug Therapy for LDL	CAD-2	65.00%	91.20%
ACO #33	CAD: ACE/ARD Therapy	CAD-7	0.00%	93.90%
2014 Quality Performance Total (Prior to chart audits)			54.21%	81.27%

AOS Healthcare
Home Visits

Medicare
Assessment
Form

EHR FlowSheet

Auto-Orders
Results



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How We Got Here Today....

- Identify Patients at Point of Care
- Education Mailer
- Outreach Patient Lists
- PROVIDER ENGAGEMENT

Qualuable ACO Quality Measures for HMG						
Measure		Description	31-Dec-14	31-Dec-15	30-Dec-16	ACO % Total
	13	Fall Screening	41.10%	70.00%	90.60%	89.60%
Preventative Health	14	Flu Immunization	68.20%	74.30%	89.00%	88.30%
	15	Pneumonia Immunization	76.10%	80.00%	92.90%	87.90%
	16	BMI Screening & Follow-up Plan	72.20%	66.50%	78.10%	87.10%
	17	Tobacco Screening & Cessation	73.10%	93.70%	95.50%	95.40%
	18	Depression Screening	35.80%	65.30%	90.90%	82.90%
	19	Colorectal Cancer Screening	66.70%	77.00%	81.00%	84.10%
	20	Mammography Screening	96.30%	90.00%	95.80%	91.50%
	21	Blood Pressure Screening	80.10%	96.20%	88.40%	85.30%
Clinical Care for At Risk Population, Diabetes, Hypertension, IVD, HF, and CAD	40-N	Depression Remission at 12 months	n/a	R	R	n/a
	27	Diabetic: % with A1c >9 (want % low)	14.40%	R	14.80%	12.80%
	41-N	Diabetic Eye Exam	n/a	R	R	53.10%
	28	HTN: % with BP <140/90	71.00%	73.00%	76.00%	77.90%
	30	IVD: % on aspirin or antithrombotic	88.80%	82.90%	81.40%	85.70%
	31	HF: Beta Blocker Therapy for LVSD	48.10%	80.00%	100.00%	86.00%
	Comp	Diabetic Composite - Score	28.20%	n/a	35.30%	45.50%
	33	CAD: ACE/ARD Therapy	92.30%	89.60%	88.30%	91.50%
			85.35%	92.05%	95.59%	95.59%

The Next Chapter In ACOs

By: Dr. Alicia Wright

February 4, 2014

- The date that ACOs influence pediatrics
 - Value-based reimbursement and pay-for-performance incentives for pediatrics
 - Since this date over 3,000 pediatric physicians received value-based incentive payments
 - Pediatric ACOs have the potential to minimize growth in cost of care while improving quality of care

Pediatric ACO

- Prior focus on ACOs have been Medicare-driven and adult/elderly care focused. Pediatric ACOs more focused on Medicaid population.
- Gaining prominence from State Health Programs
 - Research from early pediatric adopters claim the program is an effective tool for influencing behavior to benefit children
- Challenges with managing this population

Pediatric ACO Quality Measures

- Moving quality in the right direction
 - Implement across the entire pediatric population
 - One-off's do not work!
- Encouragement that more kids are getting....
 - Well-Checks
 - Immunizations
 - Needed Medications

Quality Provider Score Cards

- Feedback is Crucial for a Successful Program

- Developed to track progress and identify opportunities

- Updated monthly for each physician

- Everyone wants to do a good job....they just need to know

Physician Name:						
MeasureDesc	Total	Comple	Gaps	% Rat	Goal	Score
Adolescent Well Care Visits	44	1	43	2.27%	55.47%	Not Met
Adult BMI Assessment	1	0	1	0.00%	87.50%	Not Met
Appropriate Testing for Children with Pharyngitis	5	4	1	80.00%	77.79%	Met
Appropriate Treatment for Children with URI	20	16	4	80.00%	90.71%	Not Met
Childhood Immunization Status-Combo 2	7	1	6	14.29%	77.33%	Not Met
Childhood Immunization Status-Combo 10	7	0	7	0.00%	37.96%	Not Met
Chlamydia Screening in Women	2	0	2	0.00%	53.90%	Not Met
Follow-Up Care for Children Prescribed ADHD Med	2	2	0	100.00%	44.61%	Met
Immunizations for Adolescents-Combo 2	5	0	5	0.00%	79.56%	Not Met
Immunizations for Adolescents-Combo 1	5	2	3	40.00%	79.56%	Not Met
Lead Screening in Children	7	5	2	71.43%	75.73%	Not Met
Weight Assessment and Counseling BMI %	52	0	52	0.00%	72.63%	Not Met
Counseling for Physical Activity	52	0	52	0.00%	60.34%	Not Met
Counseling for Nutrition	52	0	52	0.00%	67.36%	Not Met
Well Child 7 - 11	59	0	59	0.00%	85.00%	Not Met
Well Child Visits in the First 15 Months of Life(min 6)	5	2	3	40.00%	64.91%	Not Met
Well Child Visits Ages 3, 4, 5, & 6 yrs.	44	2	42	4.55%	75.00%	Not Met
TOTALS:	369	35	334	25.44%		

Pediatric ACO Americhoice

Continue to Improve
And Make Progress
Every Year!

Pediatric Patients of
Today may be Adult
ACO Patients of
Tomorrow.....

United (Americhoice)	2014	2015	2016
HMG Monthly Attribution	4,102	3,857	3,866
Measurement Year 1	<div>\$29,959</div> <div></div> <div>Risk Score = 1.87</div> <div>% Shared Savings = 30%</div>		
Measurement Year 2		<div>\$77,361</div> <div></div> <div>Risk Score = 2.13</div> <div>% of Shared Savings = 30%</div>	
Measurement Year 3			<div>\$102,046</div> <div></div> <div>Risk Score = 2.54</div> <div>% of Shared Savings = 33%</div>

Thank You!