



CASE STUDY '17

Mercy ACO

 **Datashop**

Overview

As healthcare space expands and moves to value-based care, new challenges related to data, quality, cost and outpatient care keep coming up.

ACOs today span across multiple hospitals, clinics, and other provider locations which are on different EMRs, PMS, and RCM systems. This poses a major challenge for ACOs who need to report and track quality, utilization and financial measures to payers. At the same time, care management team must have access to complete patient 360 view to manage patient's journey and coordinate their care in the most efficient process.

Data Integration and Reporting

THE CHALLENGE

Mercy ACO faced major challenges in their healthcare data integration. Since the data was coming in from 20+ urban and rural sites with disparate data sources, lacking a common standard, gaining insights into this vast amount of data without a data integration platform was almost impossible. Also, vendors did not provide connectivity to tier-2 EMRs used by rural ambulatory sites and they had to deal with:

- Different data feeds
 - CCDA and HL7
 - Different EMRs
 - ADT feeds
 - Billing / Claims data
- Incomplete data coming in from various sources affecting clinical quality delivery.
- Integrating all sources of clinical information together to develop a unique patient record will all necessary information.
- The existing vendor, McKesson did not commit to cost effective integration of Rural sites
- Due to data being in different formats and coming from multiple sources it was challenge to report accurately and effectively on Financial and Utilization measures.

20+

Rural and Urban
Sites

100%

Risk Stratification
Accuracy

SOLUTION

To ensure success in their value-based outcomes, Mercy ACO appointed Innovaccer Inc. and chose to deploy its proprietary product, Datashop.

Datashop helps organizations integrate data siloes and derive actionable insights with descriptive analytics and achieve better clinical outcomes. Datashop Client helped Mercy ACO counter the mentioned challenges they were facing. The platform was able to

- Datashop's EMPI easily integrates data from multiple sources, enabling physicians, health coaches, and interdisciplinary care teams to identify patients at risk
- The big data architecture makes the platform scalable to handle more sites and bigger sets of data in near future.
- The modular architecture to streamline data requires no coding and helps handle data variation

ROI

- 100% accuracy in Risk Stratification via CMS-HCC for Medicare population and HHS-HCC for commercial population
- 5% tolerance level in Financial measures validated and compared with payer reporting
- 10% tolerance level Utilization measures validated and compared with payer reporting
- Performance drill down available at TaxID, PCP Location, and PCP level. Helps Mercy ACO in identifying low performers and high performers and inculcate best practices.

Holistic view of the patient's entire health and allowing care coordinators to intervene whenever required based on clinical data

Performance drill down available at TaxID, PCP Location, and PCP level.

Care Management and Patient 360

THE CHALLENGE

In order for the health coach to deliver effective care by focusing on right data, they needed the right set of information at the right time to focus on right set of patients. In modern day healthcare, ACOs face severe challenges as they don't have a manual override to set their strategies and priorities to map patients to health coaches within a network, based on measures, performance, risk scores, and disease categories.

- Teams finding themselves in need of updated data, and IT teams on the challenges with proper data articulation.
- Tedious excel sheet increasing the amount of work and reducing the efficiency.

SOLUTION

Datashop care replaces the manual labor of running through static reports on Excel, and creates automated and intelligent work queues that match patients on various parameters and automatically assign them the most suitable care team. The module also lets health coaches view the complete, 360 profile of a patient - demographics, clinical data, claims, billings, measures, episodes, risk scores, etc. and work with this information to come up with the most suitable care plan. Mercy ACO leveraged Datashop's Care Management - an end-to-end comprehensive care management suite to:

- Prioritize patients as per the risk of their health.
- Helps health coaches take notes and store it digitally for all patients' vital clinical history, medical records, treatments, billings and risk scores were aggregated into a single patient record
- This gives a holistic view of the patient's entire health and allowing health coaches to intervene whenever required based on clinical data

>1100

care coordination
hours saved per week

1.5x - 2x

projected savings

ROI

- Data Management, Reporting, and Care Management are on same platform, thus care management is data driven
- More than 1,100 care coordination hours saved per week by removing manual efforts of finding patients to work on

Data Management, Reporting, and Care Management are on same platform, thus care management is data driven

OVERALL ROI

- Projected Medicare “Total Cost of Care growth” is lower than national average and the difference between National average and “Total cost of care” is higher than last year
- Projected 1.5-2X savings in commercial from last year based on better reporting and gap closure.

Contact Us

At Innovaccer, we create products that transform the way organizations use data. Our products and services are deployed at Hospitals, Accountable Care Organizations (ACO), Health Information Exchange (HIE), critical government, commercial, and non-profit institutions around the world to solve sophisticated and world changing problems. Simply put, we accelerate innovation through the power of data.

To know more about how Datashop Care can help you build an Intelligent Operations Framework, advantages, timelines and other features – please contact us at:

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