

JANUARY '18

Care Management at Mercy ACO

Case Study

The background of the page is white with several large, overlapping red geometric shapes. These shapes include triangles and trapezoids with rounded corners, arranged in a way that creates a sense of depth and movement. The red is a vibrant, solid color.

About Mercy

Who they are

Mercy ACO, one of the largest Accountable Care Organizations in the Midwest U.S. with 400+ service locations, is currently managing more than 310,000 patients under 20+ value-based agreements. The Mercy ACO Network today consists of six regional chapters, that includes 196 participant organizations with over 3,500+ providers.

Goal

Founded in 2012, Mercy ACO set out with the vision to foster engaged and patient-centric care across the care continuum through innovation and coordination. To bring this vision to reality, Mercy ACO started work to develop data driven patient engagement strategies that could assist providers in coordinating care, manage resources, and monitor performance, all while engaging patients in their care. To accomplish it, Mercy ACO set out on an aggressive data integration strategy in 2015 to connect hundreds of disparate systems across its participant organizations while co-developing an integrated Care Management platform housed within the same data architecture.

15+

Different EHRs

20+

Value-based Contracts

100+

Clinical Data Systems

3,500+

Providers

Challenge

Numerous EHRs and their multiple versions

Patient data across Mercy ACO Iowa Participants was housed in numerous disparate data sources. Absence of a common standard for storing patient data resulted in siloed data and operational inefficiency. This barrier was further multiplied with the addition of numerous EHRs and their distinct versions, billing systems, ADT feeds, State HIE feeds, and Payer Claims files.

Lower value-based program payouts

Each one of Mercy's 20+ value-based agreements is measured at the pre-defined population, thereby making it extremely challenging for the ACO to identify opportunities to improve quality and reduce cost. . In addition, ACO's inability to identify missed and erroneous codes resulted in lower risk adjustment, that further reduced its value-based program payouts.

Inefficient care coordination

Decentralized care coordination staff and complicated workflows made task handoffs difficult across the care continuum. Best practices for effectively coordinating care required a daily update on admitted and discharged patients, but every acute facility had a different way of working lists that only captured their facilities patients. Therefore, Mercy had to adapt a custom automation procedure for every practice site to absorb these feeds on a daily basis.

Description of Innovative Solution

Solution 1 Big Data Lake

Mercy ACO co-developed and deployed Innovaccer's Big Data Lake architecture to integrate disparate data sources (EHRs, Billing data, Immunization feeds, ADT feeds, Scheduling feeds, Payer Claims, and the State of Iowa HIE). The Big data technology has then been able to generate unique patient 360 profiles, thus creating a longitudinal record of care across the Mercy ACO Network.

A total of 100+ clinical data systems with 15 different branded EHRs have been integrated over the past 12 months. Mercy ACO now has the data architecture to further drive clinical integration, bring in additional data sources, and manage an increasing number of patients under value-based care.

Solution 2 Value-based Analytics

With the integration of ACO Participant data systems and payer provided claims files, Mercy ACO and Innovaccer have co-developed a platform to track value-based care Key-Process-Indicators (KPIs) and value-based contract metrics in nearly real time.

Importantly, Mercy ACO has been able to analyze **cost variations in standardized episodes across different chapters, sites, and physician groups**. Personalized performance reports for every physician in the network (3,500) have been developed to provide a complete view of the attributed population and opportunities to improve care and reduce cost. Importantly, algorithms have been developed using prior patient diagnoses to identify potential codes that have been either missed, or incorrectly assigned, thereby providing a more accurate estimation of population risk, and cost-saving opportunities.

Solution 3 Automated Care Management

With creation of unique patient 360 profiles, all members of the care teams across Mercy's network have access to the complete patient's data, including clinical history, diagnoses, lab-results, care-programs as well as the patient's goals, and community resources available to patient. Innovaccer has helped Mercy develop a 'Social media' like patient care timeline to increase the visibility of care team interactions and inculcate a more patient-centered approach to close clinical gaps.

Description of Results

Since its inception in 2012, Mercy ACO Iowa has reduced overall healthcare expenditures by more than \$70 million as a result of its value-based efforts and has returned nearly half of these amounts in shared saving payments to its members. Aligned with its vision, Mercy ACO has focused on being proactive to implement a patient-centric approach and transition to value-based care across the Iowa market.

As Health Coaches are central to ACO's Care Model, so is the use of data to guide their work and enable transition to a value based care. Over the past 18 months, Mercy ACO has overcome significant hurdles in the acquisition of data across a complex network of providers and payer agreements. To date Mercy has seen 300% increase in Health Coach documented interventions over prior systems with an average 95.7 interventions monthly per Health Coach/per Month, a measure that's ever increasing.

In addition, through successful integration of data with care delivery processes, the Mercy ACO network has been able to accomplish the following over the past year (2016 v. 2017);

Increase Annual Wellness
Exam rates by

31%

Increase Primary Care
Providers visits

14.26%

Reduce ED
Utilization

6.65%

Reduced 30-day
Readmission rate by

7.14%

Increase Health Coach
interventions

300% to 95.7

per Health Coach/per Month

About Innovaccer

Innovaccer Inc. is a leading healthcare data platform company focused on delivering more efficient healthcare through the use of pioneering analytics and transparent and accurate data. Innovaccer's aim is to simplify complex data from all points of care, streamline the information, and help organizations make powerful decisions and realize strategic goals based on key insights and predictions from their data. Its products have been deployed across more than 500 locations with over 10,000 providers leveraging it at institutions, governmental organizations, and several corporate enterprises such as Mercy ACO, StratiFi Health, Catalyst Health Network, Osler Health Network, and PHIX HIE. Innovaccer is based in San Francisco with offices around the United States and Asia.

For more information, please visit [innovaccer.com](https://www.innovaccer.com).



San Francisco
Suite 200, 565 Commercial Street
CA 94111
United States