Managed Care’s Information Tsunami

Presented by:

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Today’s Agenda...

- Growing Healthcare Data
- Data THEN and NOW
- Data Governance
- Visualizing Data
- Selecting the Right Metrics
Growing Healthcare Data
Growing Healthcare Data
Healthcare Silos

- Ownership
- Reliability
- Accessibility

HIPAA
Data Landscape Today

- Medicaid Managed Care
  - MLTC, FIDA, DISCO, HARP
- DSRIP
- Quality Pools (NHQI)
- Recovery Audits (RAC, ZPIC, OMIG)

Payment Reform

- Patient Centered Care Coordination
- Transitions in Care
- Continuity of Care Document (CCD)

Care Delivery

- Performance Monitoring
- Data Analytics (Pepper)
- Predictive Modeling
- CDSS

Technological Enhancements

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Data THEN and NOW
Data THEN and NOW

OLD
Collect data for payment

NEW
Use data for better care

Analytics
- Clinical Care Guidelines
- Predictive Modeling
- Clinical Cohorts
- Risk Stratification

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Building Infrastructure

Committing Resources

Technology
- Software
- Hardware

Human Capital
- Skilled Staff
- Roles and Responsibilities
- Experts

Workflows
- Changing who, what, where, when and how data is collected
Software

- Individual Providers
  Electronic Medical Record (EMR)
  - Secure Accessibility
    - Mobile Devices – HIPAA complaint messaging, orders and chart access
  - Document Management
    - Unstructured Data
  - Real Time
  - Analytics

Clinical Analytics

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Software

• Health Systems
  – Data Warehousing
• Health Catalyst
Software

NYSDOH Infrastructure Initiatives

Medicaid Analytics Performance Portal (MAPP)
- Will be live by end of 2015, less than 1 year from inception
- Support care management for the Health Home population

All Payer Database Project RFP
- Data Warehouse and Data Analytics
- Issued April 2015, due September 3, 2015, start December 2015
NYSDOH All Payer Database Project RFP

- Collect post-adjudicated claims data (“encounter data”)
- Obtain information about insured individuals, their diagnoses, services received and cost of care
- Essential component of any health care payment reform (e.g., Accountable Care Organizations [ACOs], bundled payments, shared savings)
- Provide underlining data necessary to understand whether we are bending the cost curve
- Claims data can be used for:
  - Risk adjustment/risk based payment/payment reform
  - Evaluation of clinical risk
  - Quality measurement
  - Price and cost transparency
  - Access to care
  - Research

Source:
Data Governance
Data Governance

The overall management of the availability, usability, integrity, and security of the data being used.

Data Governance Methodology

<table>
<thead>
<tr>
<th>Corporate Goals &amp; Strategies</th>
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<tbody>
<tr>
<td>IT Strategy</td>
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“Why”

Data Governance

• Roles / Responsibilities
• Policies
• Procedures
• Business Rules
• Data Usage Awareness
• Data Context Awareness
• Workflow
• Data Audits
• Measures / Metrics
• Reporting

Data Management

• Data Maintenance (create, update, delete)
• Data Quality
• Data Integration
• Data Lifecycle (creation-archive)
Data Sharing and Accessibility

Source: http://healthbizdecoded.com/2013/05/hies-meeting-the-sustainability-challenge/
Visualizing Data
Providers learn to make “Pie”

“Pie” has replaced donuts in relationship building
Visualizing Data

How kids clean their room:

1% cleaning
29% complaining
70% playing with all the stuff they found.

Household Management 101
Decision Support

Dashboards allow you to monitor clinical and financial metrics in real time.

A picture is worth a 1,000 words
Dashboard Features:

- **Color Coding**
  - Red, Yellow, Green
  - Zero in on areas requiring attention or detect trends
- **Quality Indicators** being monitored in near real time and compared to national averages
- **Drill Down capabilities**
Decision Support

Alerts and Warnings draw attention to potential issues

**BRINGS THE DATA TO YOU**

- Temp out of range
- Patterns
  - Discharges based on time of day, provider, diagnosis, etc.
Selecting the Right Metrics
Volume is easier to measure than Value

- Volume straightforward
- Two dimensional data
- Value is in the eye of the beholder - Subjective
- Quality data is multi-dimensional (outcomes, satisfaction)
- Measuring quality takes a different skill set
Understand the Metrics

Example - Nursing Home Quality Pool

Potentially Avoidable Hospitalizations (PAH)

**PAH Diagnosis**
- Heart failure
- Respiratory infection
- Electrolyte imbalance
- Sepsis
- Anemia
- Urinary Tract Infection

**Admitting Diagnosis**
Based on SPARCS data is used to determine PAH condition

**SNF MISSING DATA**
Readmissions to the hospital within 30 days from community
Data Sources

Internal
  • EMR

External
  • NY Healthdata.gov
  • CMS.Data.gov
Avoiding Analysis Paralysis

- Metrics will change as transition continues
- Avoid alert fatigue
- Don’t be afraid to change
- Metrics to support accomplishments
- Metrics to identify potential issues
Thank you!

Questions?
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