



Case study: Premier Management Company

North Texas

Texas ACO invests in the Quantum portfolio to improve patient care

Premier Management Company (PMC) manages 3 accountable care organizations (ACOs) in North Texas and Southern Oklahoma. Two of the 3 ACOs participate in the Medicare Shared Savings Program (MSSP): Premier Patient Healthcare, with 250 doctors, and Premier Care Community, with 150 doctors.

PMC, which started in 2013 with 12 physicians, is physician-owned, physician-led, and patient-driven. The organization provides coordinated services to its 47,000 Medicare beneficiaries. The goal is to increase quality while reducing costs for those who are enrolled in the traditional fee-for-service program, while also allowing the member physicians to maintain their independence. In 2016, PMC saw these successes:

- Ranked 12th in shared-savings earnings among national MSSP ACOs
- Ranked 5th in shared-savings earnings nationally compared with other independent physician-based ACOs
- Included in the top 5% in shared-savings earnings amongst all MSSP ACOs nationwide
- Received \$26.3 million in total shared savings
- Earned a quality score of 97.32%
- Experienced a 200% increase in shared-savings earning over 2015

These statistics are even more remarkable when you consider that in 2016, only 30% of the 432 ACOs in the country generated shared savings.

Practice quick facts:

400-physician ACO

12th ranked nationally

\$26.3 million saved in 2016

\$90,000 savings per physician

2017 began using Quantum EHR

Solutions:

- eLabs
- EHR
- PM
- RCM
- Enhanced Results Dataset
- Interactive Insights
- MyQuest patient portal
- Condition-specific screening kits

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Challenge

Even with this success, PMC ACOs still saw some areas they wanted to improve upon. Initially, while the PMC ACOs have been successful in generating Medicare shared savings every year since 2014, in 2015, some of the PMC physicians did not meet the minimum threshold in performance when attesting for Meaningful Use (MU), because they were still using paper charts and had fallen out of attestation for not having an electronic health record (EHR). Looking toward the requirements for the Medicare Access and CHIP Reauthorization Act of 2015 (MACRA), PMC knew that penalties for those doctors would grow if changes weren't made.



The objectives of our ACO are designed around the new reality of healthcare. We want to provide the right cost, quality, and patient satisfaction. We want lead-time to stop the patient from getting worse in their acuity and heading toward the hospital. We want to improve health outcomes.”

– Anwar Kazi, CEO at PMC



For starters, across their network, PMC was struggling with too many lab vendors, which was driving up costs and the ability for their clinicians to receive data quickly. Additionally, the data frequency for Medicare claims patients from the Centers for Medicare & Medicaid Services (CMS) claims to ACOs is every 3 months which contributes to their challenges. PMC not only felt that this was too long to wait for the ACO physicians to take action on the information being provided, but when they did gather the data they needed, they'd have to capture it from a manual chart audit or study printouts of spreadsheets from old claims data and then have to try and aggregate the data sources to have a complete picture. They needed to manage information faster, to better monitor their patient population, and to make more informed decisions for patient care.

Solution

Quest Diagnostics was already a preferred laboratory for PMC, so expanding the relationship around their lab testing made sense. The broad test menu available from Quest, from routine to advanced testing, along with reducing the number of lab vendors, would help PMC gain workflow and cost efficiencies.



Quest has complete and total alignment among its solutions and our physicians, helping them not only with MSSP, but also with MACRA.”

– Michael Camacho, COO at PMC

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PMC had the opportunity to learn about the Quanum™ portfolio of technology solutions for its 2 MSSP ACOs, hoping the solutions could help both meet certain performance and quality measures. After reviewing the breadth of the Quanum portfolio, in 2017, PMC implemented Quanum EHR, Practice Management (PM), and Revenue Cycle Management (RCM) solutions, along with Quanum Interactive Insights™ and an enhanced results dataset to supplement claims information. The combined strength of these solutions will help enhance diagnostic precision, provide insights at the point of care, and ultimately help PMC achieve their performance goals.

“Central to our goals in working with Quest is improving our quality scores,” said Camacho. “We have 33 metrics to report as a Medicare ACO. These tools make that easier.”

Determining which Quanum solutions to implement is up to the individual physician practices; however, PMC is able to assist, subsidizing some of the cost of the EHR, PM, or RCM when adopted by its physicians. Given Quest’s expansive connectivity across the PMC network the solutions are right within clinicians workflows making them easier to use. Additionally, Quest is also engaged directly with providers through a vast field representative team and works with PMC to help support adoption efforts.

Quest delivers PMC multiple data sources in order to provide a comprehensive look at a patient and manage their patient population. The enhanced results dataset from Quest is patient-centric, meaning PMC receives a patient’s lab testing results regardless of whether the ordering physician belongs to the PMC network. The dataset is delivered monthly, providing PMC with more recent and reliable data. Quest also provides a Quality Reporting Document Architecture (QRDA) file extract from PMC’s practices using Quanum EHR. Both of these data extracts are delivered in a way that ensures alignment with PMC’s analytics tool requirements.

“Quest is a well-known international lab company, they have high-quality products and quick turnaround. It’s a fantastic company to be associated with. We had great experience with Quanum eLabs, so it was natural to want to gain a better understanding of the other technology that Quest offers.”
– Michael Camacho, COO at PMC



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Additionally, Quest provides physicians with actionable insights within the physician's EHR and aggregates data via a Consolidated Clinical Document Architecture (CCDA) extract from multiple sources, creating patient profiles and prioritizing high-risk patients. While the physician is seeing the patient or planning for the patient visit, a ribbon displays when an ACO patient is in context within the EMR, alerting them to potential needed actions in order to close gaps in care. This point-of-care tool helps physicians identify gaps in care quickly, and within their workflow, so they can be addressed in real time.

This technology allows capture of quality metrics, and for the physician to react to information they otherwise would not have had ready access to.

Additionally, Quest began working with PMC on a number of condition-specific medical programs to improve quality and financial performance, along with developing innovative outreach efforts to clinicians and patients that will allow for a systematic approach to engaging clinicians and patients in their healthcare network. These initiatives include:

Colorectal:

Distributing Quest's InSure[®] FIT[™] colorectal cancer screening test kits to physicians and patients that have screening requirements. This simple-to-use, at-home kit helps determine risk, as well as any steps for prevention or treatment.

Diabetes:

Engaging physicians with patients who have A1C screening requirements to seek laboratory draws at their closest access point. Premier is also the pilot for home-based A1C testing. This blood test is important for the detection and treatment of Type 1 and Type 2 diabetes. HbA1c tests also help the physician monitor and treat these life-threatening diseases.

Cardio:

Any patient that has a Cardio-IQ[®] test is eligible for enrollment in the 4myheart[®] Program, which provides heart-friendly management programs, including certified diabetic counselors, along with weight management and exercise programs.



Collaborating with Quest has really helped us in making our lives and the physician's lives much easier. For us, it's really moved us into the 21st century when it comes to how we capture and measure quality.”

– Michael Camacho, COO at PMC

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Outcome

The solutions from Quest have helped PMC meet its goals in the areas it had hoped to improve upon.

“This breadth of technology from Quest works seamlessly and is extremely helpful to us in meeting our quality measures,” said Camacho. “Physicians can address issues beyond what is captured in the EHR. While the EHR provides a solid foundation, the technology powered on top of the EHR can tell a physician if, say, the patient has been to the emergency room 3 times in the last 3 months, or if they have a risk of falling – these are things a physician may or may not be aware of as they are seeing the patient. The technology communicates activity outside the physician’s office, and that is what is so helpful.”

Camacho said the physicians also appreciate the technology for its access and ease of use. Popular features of the EHR include the iPad® functionality, customization, and many cloud-based templates.

“We’ve had physicians who were not using Quantum EHR want to switch after they see what this EHR can do,” he said.

Of the 12 physicians who had not been meeting MU, because they were still using paper charts, 9 have already shifted to the Quantum EHR.

“Getting these physicians to quickly transition to an EHR was huge,” said Camacho, “but it was easy after having Quest representatives sit down and showcase the features and shortcuts. This demonstrated value to the physicians who were concerned that an EHR would slow them down.

Dr. Cherry Chandi of Highland Village, Texas, and a member of the PMC ACO, is one doctor who switched from paper to the Quantum EHR.

“Since we started using the Quantum EHR, we no longer spend time finding paper charts,” she said. “For prescriptions and refills, we don’t receive callbacks from the pharmacy. And since we’ve implemented revenue cycle management, our collection rate is much higher and we have fewer denials. This has really helped our practice.”

“

The fact that the lab results populate into the EHR really cuts down on staff time. Before we had to print out the labs, and put them in the charts for review. Now everything is already in the EHR. It saves a lot of time.”

– Dr. Cherry Chandi

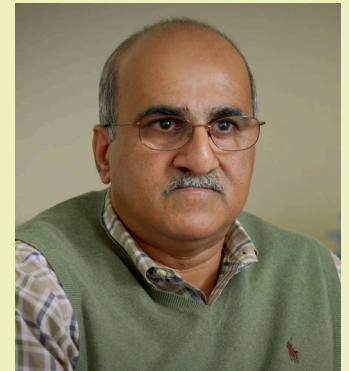


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Dr. Hamid Burney of Arlington, Texas, has been with Premier since the beginning and also adopted the Quantum EHR.

“With paper charts I could not do extensive documentation. The Quantum EHR gave me the tools to create snippets and make my own templates. It gave me better options for documentation and a means to appropriately capture quality measures, which we hope to use to fulfill the requirement for MACRA. This has been very effective for my practice.

– Dr. Hamid Burney



“I appreciate the iPad feature on the EHR. With the iPad, patient notes can be very fluid. It’s easy to use. I can show information to the patient, and I am able to finish my work on time.”

Burney is using Quantum Practice Management to schedule patient appointments and to send reminders, reducing patient no-shows. He also just received a demonstration of the Enhanced Results Dataset from Quest and plans to implement that soon.

“This will help me see what quality gaps are completed, what is pending, and whether we are ahead or behind; then right there and then, I can complete those gaps while I’m talking to the patient,” he said. “This will be a great help, as it will save us a lot of time and will improve the quality of care.”

Camacho concurred that the Quantum solutions have definitely helped with the quality of care, as well as data needed for reporting—whether a physician is reporting for MSSP or MACRA.

“The data we need is instantly shared with us for quality reporting. That’s important, because if we didn’t have that kind of data coming from the EHR and Quantum platform as a whole, we’d have to manually extract that information from another EHR or from paper charts. Now it’s quickly and directly showing up on the physician’s quality scorecard.”

PMC physicians are also seeing patients take better responsibility for their health, which is important in this value-based healthcare environment. For example, patients appreciate access to their health information through the MyQuest™ patient portal, which helps them make informed healthcare decisions.

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Dr. Chandi said her patients are using the portal to view their labs, and have found that really helpful.

“Having insight into their lab results keeps patients motivated to take control of their health,” she said.

With all of these solutions in place to help physicians meet quality measures and improve patient outcomes, PMC is looking forward to seeing what kind of savings it will achieve for the 2017 calendar year. In the meantime, building on their continued success, PMC has plans to expand and grow beyond MSSP with new commercial contracts, Medicare Advantage contracts, and commercial ACO products with other payers.

“As we continue to grow, we want to grow with Quest,” said Camacho. “We feel like we have a winning model that we can replicate across the country with Quest. We enjoy working with a company that provides rapid deployment to help our physicians get the maximum benefit of that particular performance year. Quest delivers.”

Kazi agreed. “Quest has played a huge role for us in tackling the problems we have in the ACO infrastructure. They are working with us on real-time diagnostics, on EHR integration, on point-of-care solutions, and on out-of-the-box solutions like home test kits. Their proprietary algorithms help us take data from disparate sources and combine it with pathology and test results to give us a better picture of a patient’s health. That is something we never see in the independent ACO space. We thrive on keeping patients out of the hospital as does every ACO in the country—so getting the information in real time and getting a lead on the patient’s upcoming acuity is the secret sauce in this business.”

Quest Diagnostics empowers people to take action to improve health outcomes. Derived from the world’s largest database of clinical lab results, our diagnostic insights help reveal new avenues to identify and treat disease, inspire healthy behaviors, and improve healthcare management. The Qunum technology and analytics portfolio offers a robust suite of tools that allow patients, payers and providers to better **analyze, connect, and engage**.

To learn more, call **1.888.491.7900** or email **Info@Qunum.com**.