Practice Transformation Analytics Dashboard for Clinician Engagement

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Disclosure

• None
Transforming Clinical Practice Initiative (TCPI)

- One of the largest federal investments uniquely designed to support clinician practices through nationwide, collaborative, and peer-based learning networks that facilitate large-scale practice transformation
- Centers for Medicare & Medicaid Services (CMS) is investing up to $685M in providing hands-on support to practices for developing skills and tools needed to improve care delivery and transition to alternative payment models
- Initiative’s goal is to generate up to $4B in savings to the federal government and commercial payers
Overview of PTN Services

• Transform clinicians and practices by offering the following assistance:
  • Customized coaching;
  • Leverage meaningful use;
  • Incorporate patient centered medical home (PCMH) concepts into practice workflows;
  • Physician quality reporting support and interpretation of results;
  • Prepare practices for alternative payment models (APM);
  • Data analysis for quality workflow and revenue improvement;
  • Measure outcomes for value-based payments under the Quality Payment Program
GPTN - Maryland Practice Locations

MD Specialty Practices in GPTN

MD Primary Care Practices in GPTN

Active practices

Joined ACOS

Map scale 1:2,500,000

Map scale 1:2,500,000
GPTN - Maryland

|                          | Practices | Practice Sites | Practitioners |
|--------------------------|-----------|----------------|---------------|
| Total Enrollment         | 48        | 109            | 839           |
| Current Enrollment       | 32        | 73             | 291           |

- Performing practice assessments every six months to assess transformation areas, such as patient and family engagement, team-based relationships, and population health management
- Collecting and assessing Key Performance Indicators for practices and providers quarterly
- Working with eligible practices to submit data for MIPS and review feedback reports
- Updating practice analytics dashboards to assist in transformation efforts
Need for an Analytics Dashboard

• Difficult for practices to see the big picture when data isn’t presented together
• Coaches have difficulty sharing data with practices
• Data is fragmented, difficult to obtain
  • Quality and Resource Use Report (QRUR)
  • Electronic health record (EHR) data
  • Claims data
• Some data reports are too technical or full of ancillary information
• Easy way to view transformation progress
Sample Dashboard for Providers

Other Key Performance Indicators not Shown:
- Care Plan
- Colorectal Cancer Screening
- Diabetes: Hemoglobin A1c Poor Control
- Diabetes: Medical Attention for Nephropathy
- Tobacco Use: Screening and Intervention

Practice:
Jane Doe, MD
Tax Identification Number:
123456789
Enrollment Date:
12/12/16

### Quality and Resource Use Report (QRUR) 2016

| Practice Total | Total Beneficiaries | Cost | National Benchmark |
|----------------|---------------------|------|--------------------|
| Practice Total | 381                 | $10,518 | $12,380 |
| Diabetes       | 163                 | $15,583 | $18,420 |
| *COPD          | 33                  | $25,358 | $29,613 |
| *IHD           | 34                  | $24,524 | $22,117 |
| *CHF           | 34                  | $29,641 | $33,953 |
| Readmissions Rate | 58   | 15.36% | 15.29% |

*Chronic Obstructive Pulmonary Disease, Ischemic Heart Disease, Congestive Heart Failure

### Total Cost Difference 2015 to 2016 QRUR:

- $99.86

- 2016 QRUR Average Risk Score 69th Percentile
- Current Phase in Practice Transformation Phase 4
- CRISP Connectivity Yes

### Practice Transformation Progress

- Key Performance Indicators: EHR: SMART EHR
- NQF 0018 - Controlling High Blood Pressure

| Practice Transformation Phase | % Complete |
|-------------------------------|------------|
| Phase 1                       | 100%       |
| Phase 2                       | 100%       |
| Phase 3                       | 100%       |
| Phase 4                       | 81%        |
| Phase 5                       | 0%         |
| Total                         | 85%        |

### Patient and Family Engagement
- Active e-tool: NO
- Shared Decision-Making: YES
- Patient Activation: NO

- Health Literacy Survey: NO
- Support for Patient & Family Voices: YES
- Medication Management: YES
Analytics Dashboard Practice Survey

- Practices were surveyed on their responses to three questions regarding the analytics dashboard:
  - Have you previously reviewed your QRUR data?
  - Is your response to your analytics dashboard positive?
  - Do you plan to act on the data presented on your analytics dashboard?

- Practices were surveyed by coaches during monthly site visits
Survey Results

| Practice Type           | Previously Reviewed QRUR Data | Had Favorable Response to Dashboard | Found Dashboard Data Actionable |
|-------------------------|-------------------------------|------------------------------------|--------------------------------|
|                         | Yes, No. (%)                  | Yes, No. (%)                       | Yes, No. (%)                   |
| Primary care (n = 11)   | 11 (100) 0 (0)                | 8 (73) 3 (27)                      | 6 (55) 5 (45)                  |
| Specialty care (n = 14) | 13 (93) 1 (7)                 | 10 (71) 4 (29)                     | 6 (43) 8 (57)                  |

- Survey response rate was 86% (N=29)
  - 72% had a favorable response to the dashboard

- 48% found dashboard data to be actionable
  - Practices develop action plans to improve key performance indicators
  - EHR challenges prevented accurate data collection and reporting in some practices

- 92% reported previously reviewing QRUR data
  - Many found the QRUR to be cumbersome
Other Responses to Analytics Dashboard

• Coaches found it easier to relay data to practices when using the dashboard
• Dashboard helped to structure conversations with practices
• Dashboard helped to identify areas where improvements could be made
• Promoted celebration among practices surrounding
  • QRUR cost savings
  • Disease burden scores
  • Practice transformation progress
Summary of Analytics Dashboard Key Benefits

• Easy way to compile multiple data reports into one tool for quick review
  • Allows smaller practices without dedicated quality improvement staff to better manage multiple data sources
  • Data review is a critical factor to practice success in health system redesign
• Structures the conversation around practice transformation and potential areas of improvement
• Can be shared with all practice staff to encourage the development of “Champions”
• Shows change over time across multiple data sources
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