Practice Transformation Analytics Dashboard for Clinician Engagement

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2019 NAPCRG International Conference on Practice Facilitation
June 26, 2019
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
• 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

<table>
<thead>
<tr>
<th></th>
<th>Practices</th>
<th>Practice Sites</th>
<th>Practitioners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Enrollment</td>
<td>48</td>
<td>109</td>
<td>839</td>
</tr>
<tr>
<td>Current Enrollment</td>
<td>32</td>
<td>73</td>
<td>291</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th></th>
<th>Total Beneficiaries</th>
<th>Cost</th>
<th>National Benchmark</th>
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<tbody>
<tr>
<td>Practice Total</td>
<td>381</td>
<td>$10,518</td>
<td>$12,380</td>
</tr>
<tr>
<td>Diabetes</td>
<td>163</td>
<td>$15,583</td>
<td>$18,420</td>
</tr>
<tr>
<td>*COPD</td>
<td>33</td>
<td>$25,358</td>
<td>$29,613</td>
</tr>
<tr>
<td>*IHD</td>
<td>34</td>
<td>$24,524</td>
<td>$22,117</td>
</tr>
<tr>
<td>*CHF</td>
<td>34</td>
<td>$29,641</td>
<td>$33,953</td>
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</tbody>
</table>

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

- 69th Percentile

- Phase 4

### CRISP Connectivity

- Yes

### Patient and Family Engagement

- Active e-tool: NO
- Health Literacy Survey: NO
- Shared Decision-Making: YES
- Support for Patient & Family Voices: YES
- Patient Activation: NO
- Medication Management: YES

### Practice Transformation Progress

<table>
<thead>
<tr>
<th>Phase</th>
<th>#</th>
<th>%</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 1</td>
<td>1</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Phase 2</td>
<td>12</td>
<td>12</td>
<td>100%</td>
</tr>
<tr>
<td>Phase 3</td>
<td>13</td>
<td>13</td>
<td>100%</td>
</tr>
<tr>
<td>Phase 4</td>
<td>16</td>
<td>13</td>
<td>81%</td>
</tr>
<tr>
<td>Phase 5</td>
<td>2</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>44</td>
<td>39</td>
<td>85%</td>
</tr>
</tbody>
</table>
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

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

- 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
Acknowledgements

All Participating Practices and Patients

**MHCC**
- David Sharp, PhD
- Melanie Cavaliere, MS

**NJII**
- Sarah Balzano
- Raydelin Hernandez
- Melissa Denino
- Pavandeep Singh
- Sangeeta Bawa

**University of Maryland**
- Niharika Khanna, MD, MBBS, DGO
- Michael Dark, MPH, MA
- Elena Klyushnenkova, PhD, MSPH
- Lauren Gritzer, MPH

**Practice Transformation Coaches**
- Hannah George, MBA, MSN, RN
- Candice Morrison, MBA
- Michelle Zancan, RN, BSN

**MCMS**
- Susan D'Antoni
- Karissa Miller

**Discern Health**
- Russ Montgomery, PhD, MHS

**Zane Networks**
- Alexandra Jellerette
- Luigi Leblanc
Thank You