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

Map scale 1:2,500,000
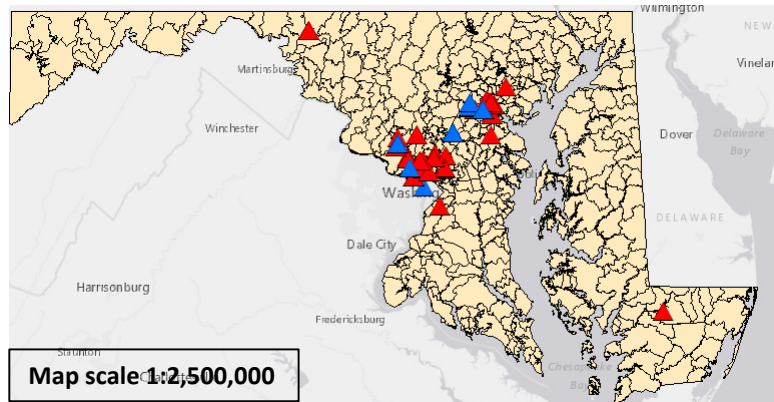
MD Primary Care Practices in GPTN

Map scale 1:2,500,000
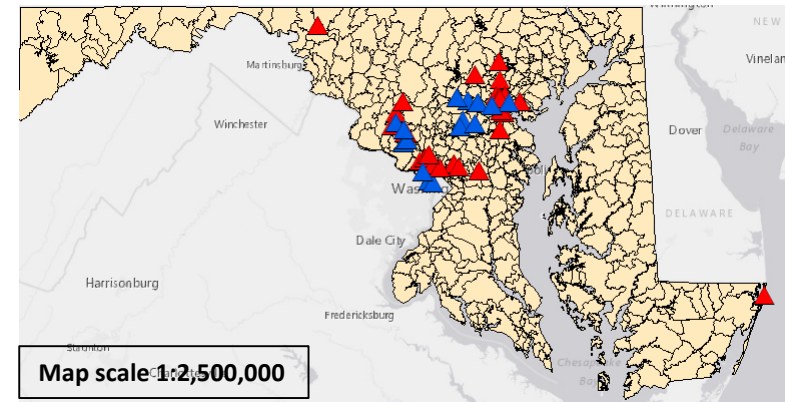
▲ Active practices   ▲ Joined ACOS

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

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Maryland Learning Collaborative

Garden Practice Transformation Network
Practice Transformation Advisors

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

Quality and Resource Use Report (QRUR) 2016	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
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

Key Performance Indicators- EHR: SMART EHR

NQF 0018 - Controlling High Blood Pressure

Performance %   National Benchmark
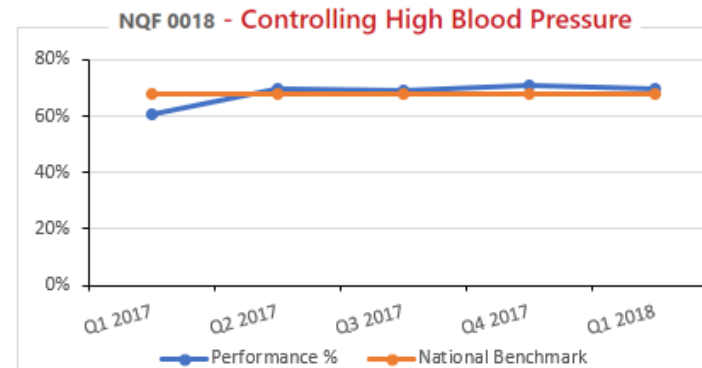
Practice Transformation Progress

SUMMARY	#	Ct	Pct
Counts of Concepts Complete (Counting the Colors)			
Phase 1 =	1	1	100 %
Phase 2 =	12	12	100 %
Phase 3 =	13	13	100 %
Phase 4 =	16	13	81 %
Phase 5 =	2	0	0 %
Total	44	39	89 %

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. (%)	No, No. (%)	Yes, No. (%)	No, No. (%)	Yes, No. (%)	No, 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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Thank You

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