

PO Collaborative



Māhie 2020

ADVANCING THE HEALTH OF HAWAII

June 1, 2017



Agenda

- **6:00 to 6:45 p.m.**
Integrated Health Management Services – Jayme Puu
- **6:45 to 7:15 p.m.**
Pilot PCP Performance Measures – Victoria Mizumoto
- **7:15 to 7:45 p.m.**
Comprehensive Primary Care Plus – Christine Asato

Improving Support for Physicians and Patients



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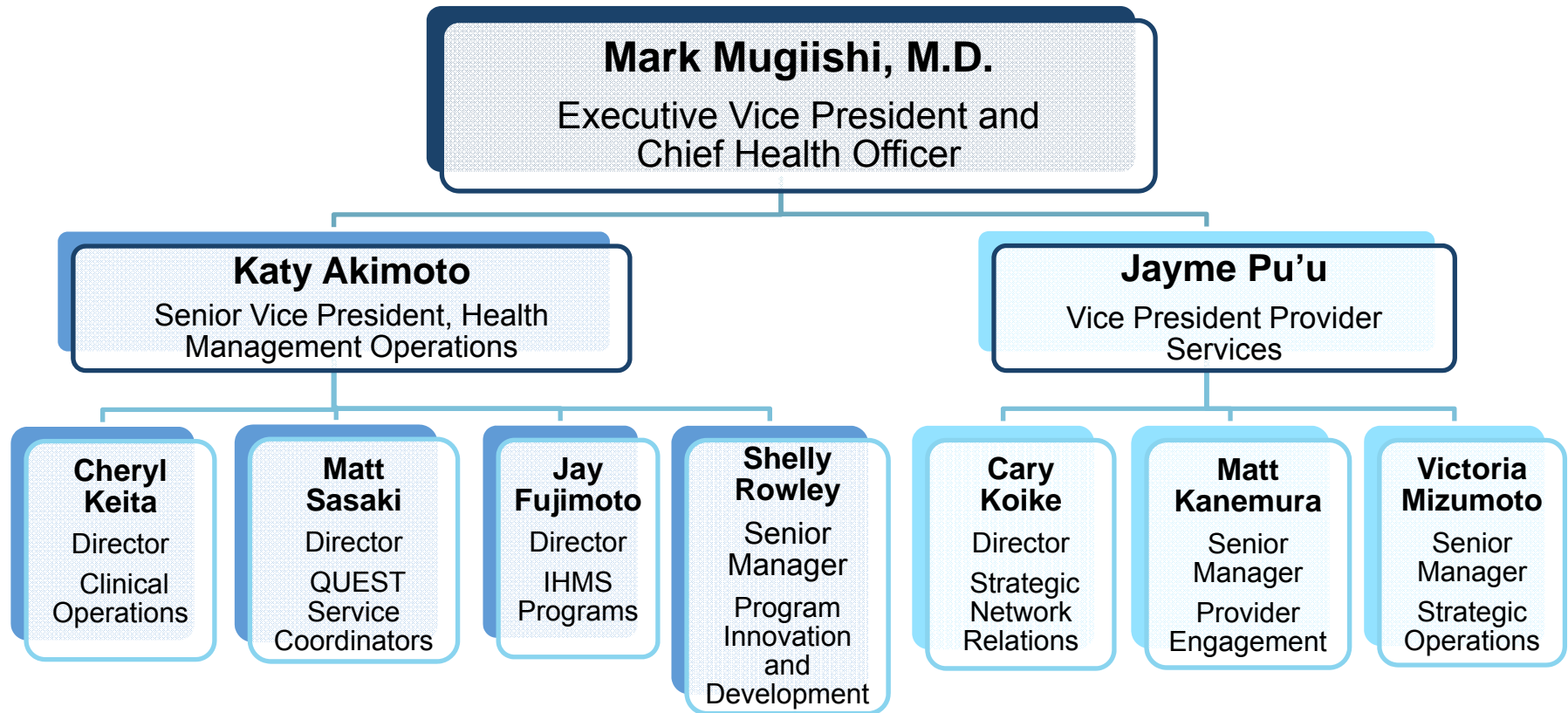
Our Māhie 2020 vision for Hawaii



Supporting the relationship between patient and physician is essential to our Māhie 2020 vision of a strong community health system.

Our goal is to empower every consumer, provider, and stakeholder in health care.

HMSA's Team





Mark Mugiishi, M.D.
Executive Vice President and
Chief Health Officer



Katy Akimoto
Senior Vice President
Health Management Operations



Jayme Pu'u
Vice President
Provider Services



Cary Koike
Director
Strategic Network Relations



Cheryl Keita
Director
Clinical Operations



Matt Sasaki
Director
QUEST Service Coordinators



Jay Fujimoto
Director
IHMS Programs



Shelly Rowley
Senior Manager
Program Innovation and Development



Matthew Kanemura
Senior Manager
Provider Engagement



Victoria Mizumoto
Senior Manager
Strategic Operations

HMSA and Navvis

To better support your relationship with you and your patients, we're partnering with Navvis, a leading health care organization.

NAVVIS



Kasey Green
Vice President
Client Delivery



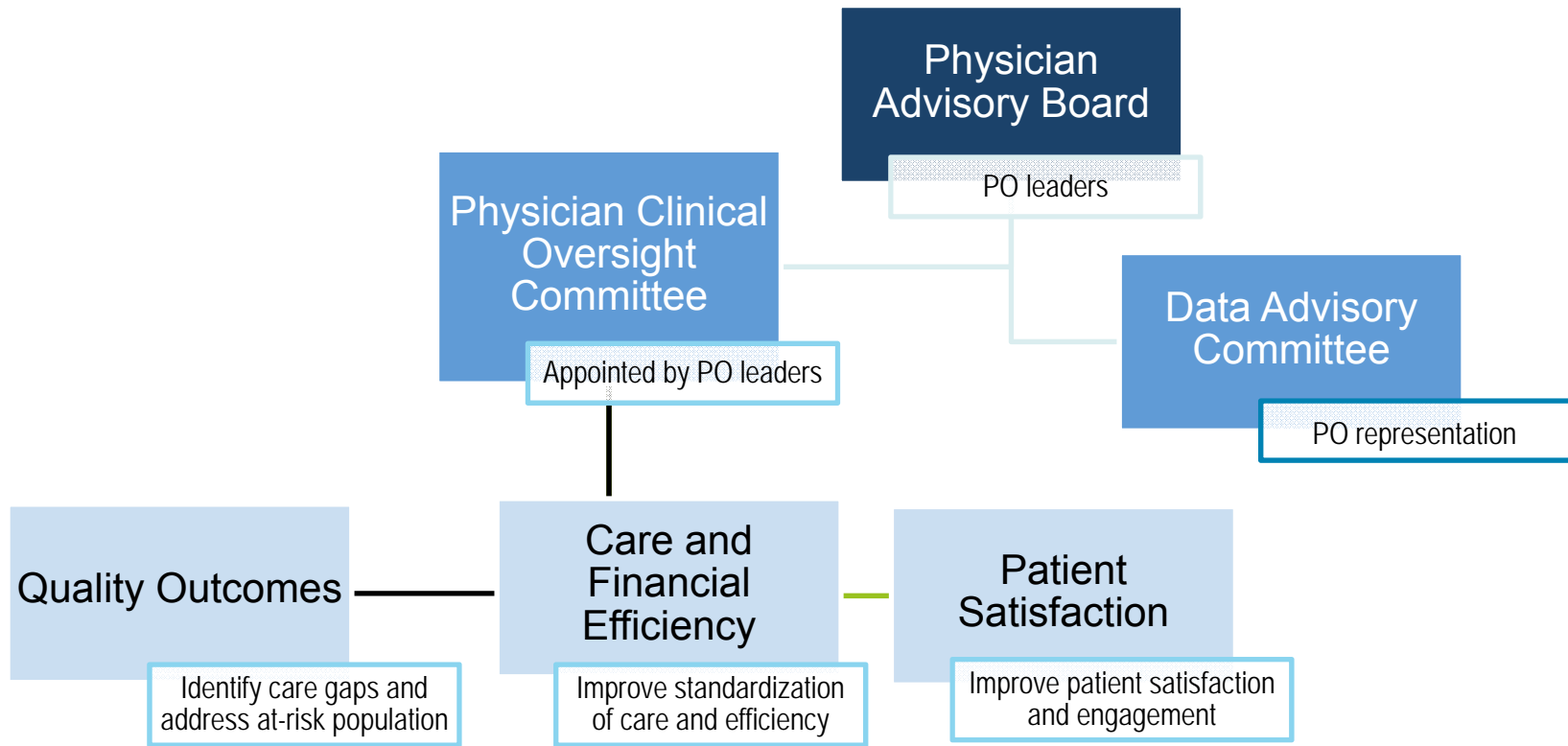
Patricia Iris, M.D.
Medical Director and
Chief Clinical Innovation Officer

Integrated Health Management Services (IHMS)

**Population Management Service Organization (PMSO)
is now called Integrated Health Management Services
(IHMS).**

- “Integrated health” describes the integrated delivery of care that empowers physicians to deliver the best patient care.
- You and your patients will continue to receive the same support from us with IHMS.
- Our staff in the field will continue to serve you, your teams, and our members.

IHMS Governance



IHMS Physician Advisory Board

Members

Mark Mugiishi, M.D. (HMSA)

Brit Reis, M.D. (Castle)

David Nakamura, M.D. (East Hawaii)

Michael Nagoshi, M.D. (Ekahi)

Josh Green, M.D. (Hawaii IPA)

Gerard Livaudais, M.D. (HPH)

Gregg Shimomura, M.D. (PMAG)

Whitney Limm, M.D. (Queen's)

HMSA Support

Katy Akimoto

Patricia Iris, M.D.

Kasey Green

Jay Fujimoto

Jayme Puu

IHMS Clinical Oversight Committee

Physicians

Brit Reis, M.D. (Castle)

David Nakamura, M.D. (East Hawaii)

Michael Nagoshi, M.D. (Ekahi)

Nikki Inamine, M.D. (Hawaii IPA)

Liana Peiler, M.D. (HPH)

Roger Kimura, M.D. (PMAG)

Aurora Mariani, M.D. (HFH)

John Houk, M.D. (Queens)

Joel Kobayashi, M.D. (MSMP)

HMSA Support

Patricia Iris, M.D. (IHMS)

Marc Rosen, M.D. (Medical Management)

Richelle Cardwell (Pharmacy)

Cary Koike (Provider Services)

What to Expect

- We'll keep you updated as the IHMS continues to develop.
- Agenda items for upcoming meetings will cover government programs, staffing, care coordination and technical support.
- One thing that won't change is HMSA's commitment to empowering you and your patients.

IHMS Contact Information

Business hours

Monday-Friday, 8 a.m.-7 p.m.

Saturday, 8 a.m.-5 p.m.

Phone

1 (855) 211-4527 toll free

440-7057 on Oahu

Fax

948-8242 on Oahu

Provider referral form

Available in the HMSA Provider Resource Center

hmsa.com/providers

Pilot PCP Performance Measures



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Goals of Payment Transformation Performance Measures

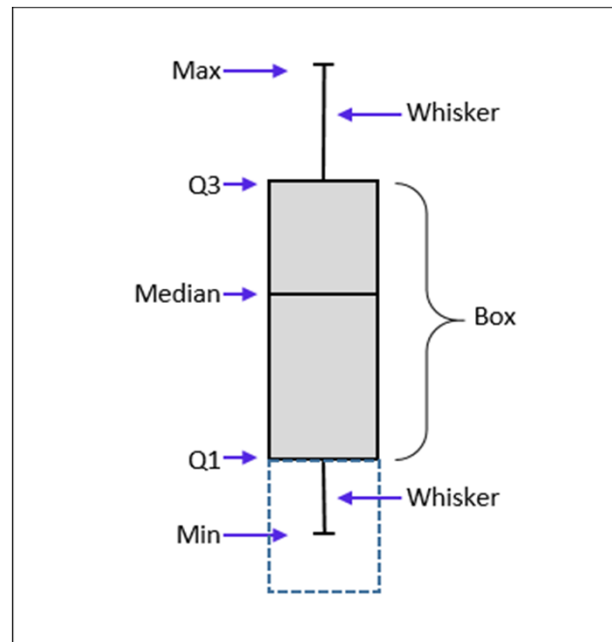
- Make measure sets more clinically meaningful to patients & providers
- Simplify measure sets and scoring to drive desired behavior changes
- Use measure set to emphasize importance of well-being, disease prevention, population health, patient engagement
- Keep PCP's quality payments stable

Definitions

Percent of Maximum Pay: The actual paid amount divided by the maximum potential payment

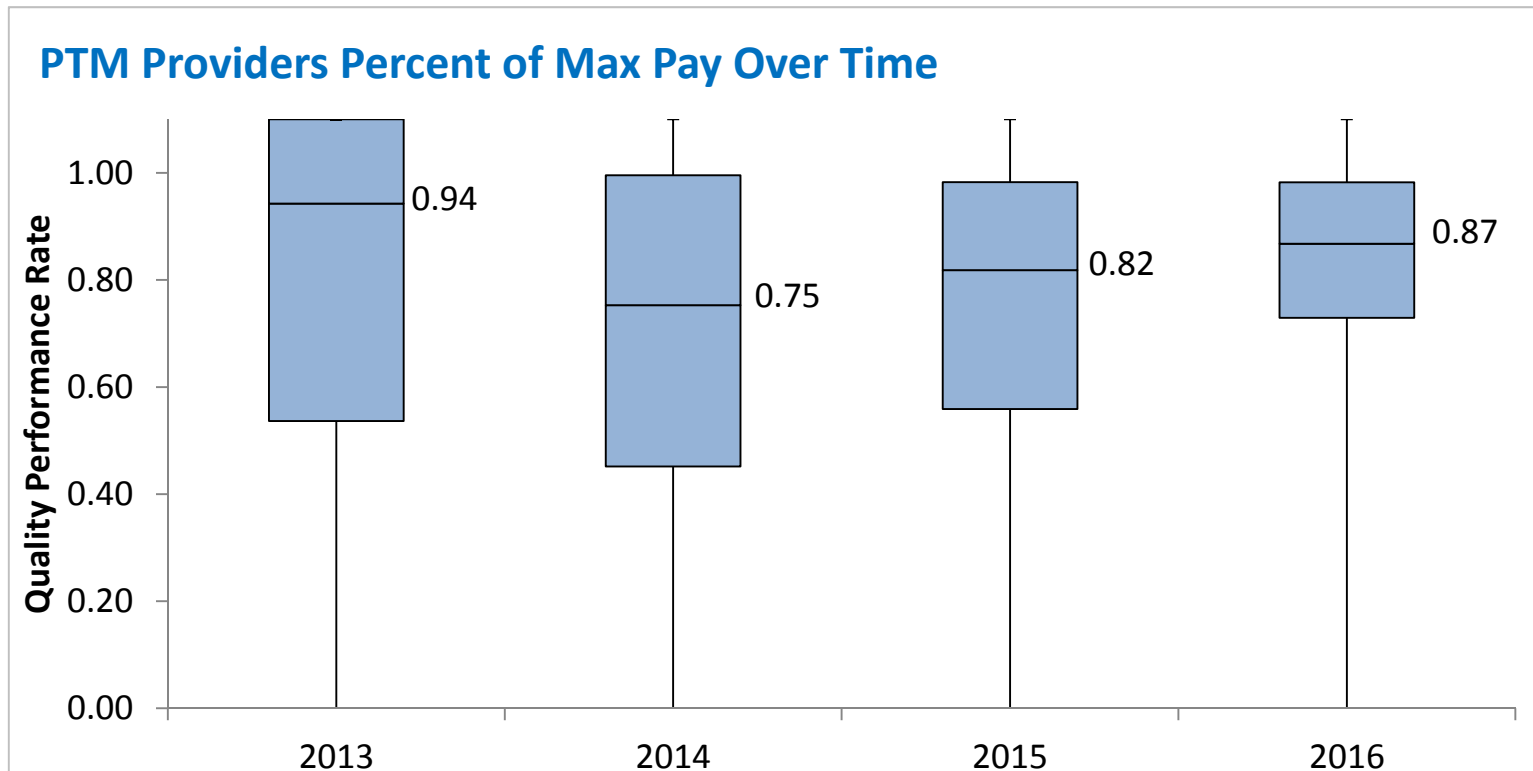
Raw Performance Rate: Numerator (gaps closed) divided by denominator

Box Plots:



Quality - Percent of Maximum Pay

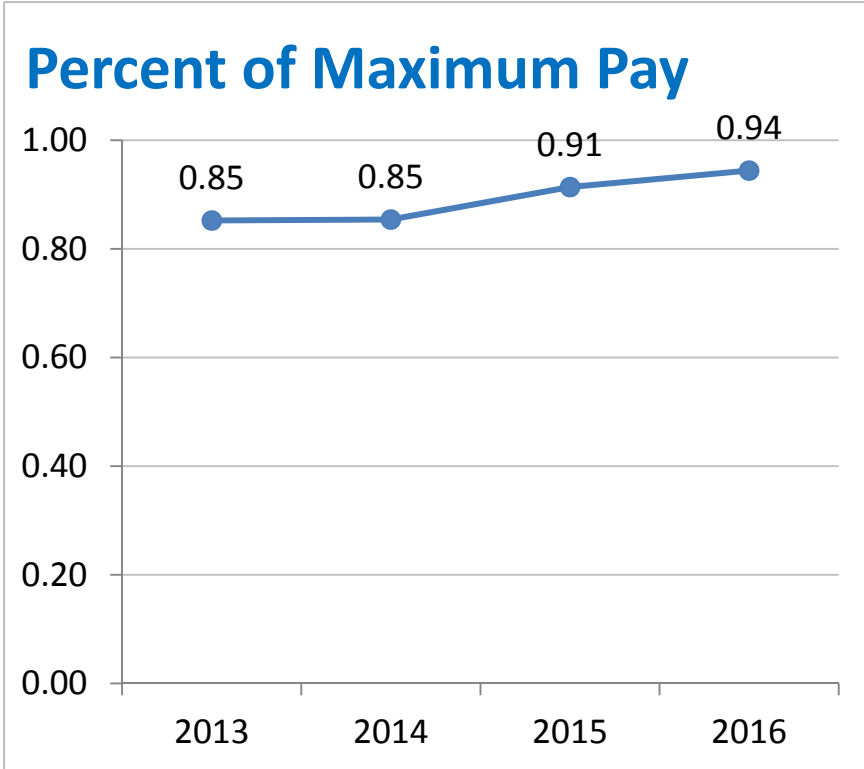
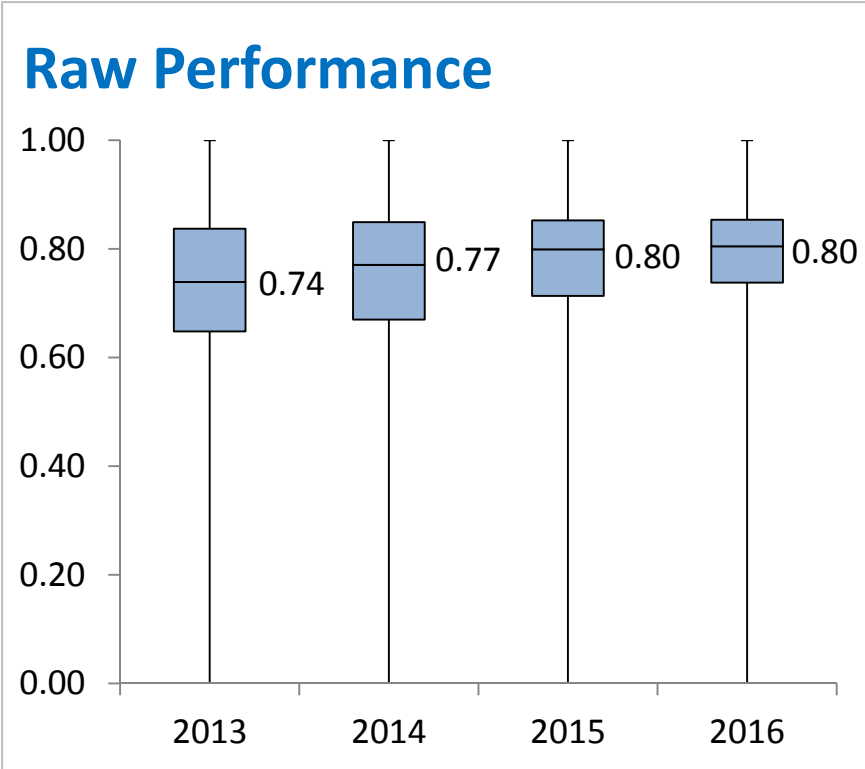
Commercial



- Pay rates remained stable through program transition
- Variance between providers continues to shrink

Colorectal Cancer Screening

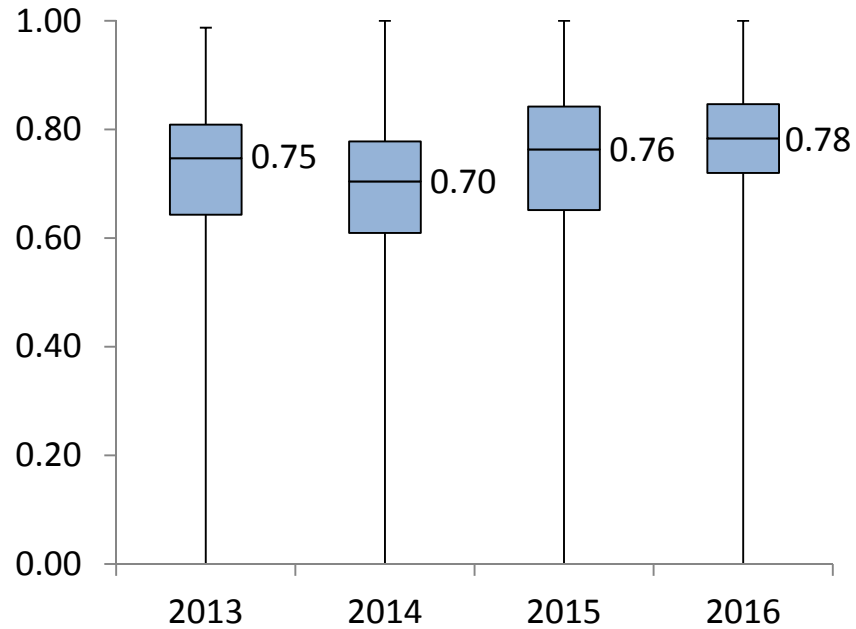
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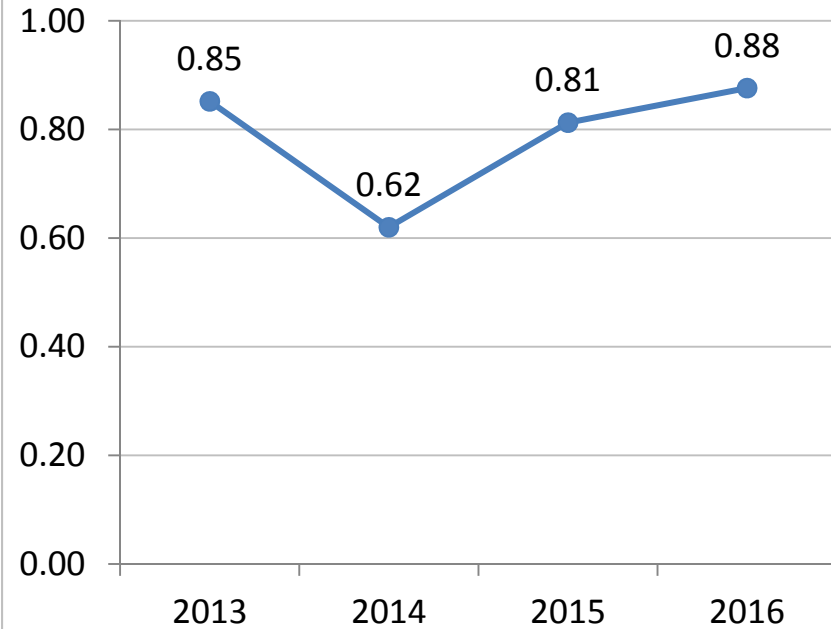
Diabetes Care – Eye Exam

Commercial

Raw Performance Rate



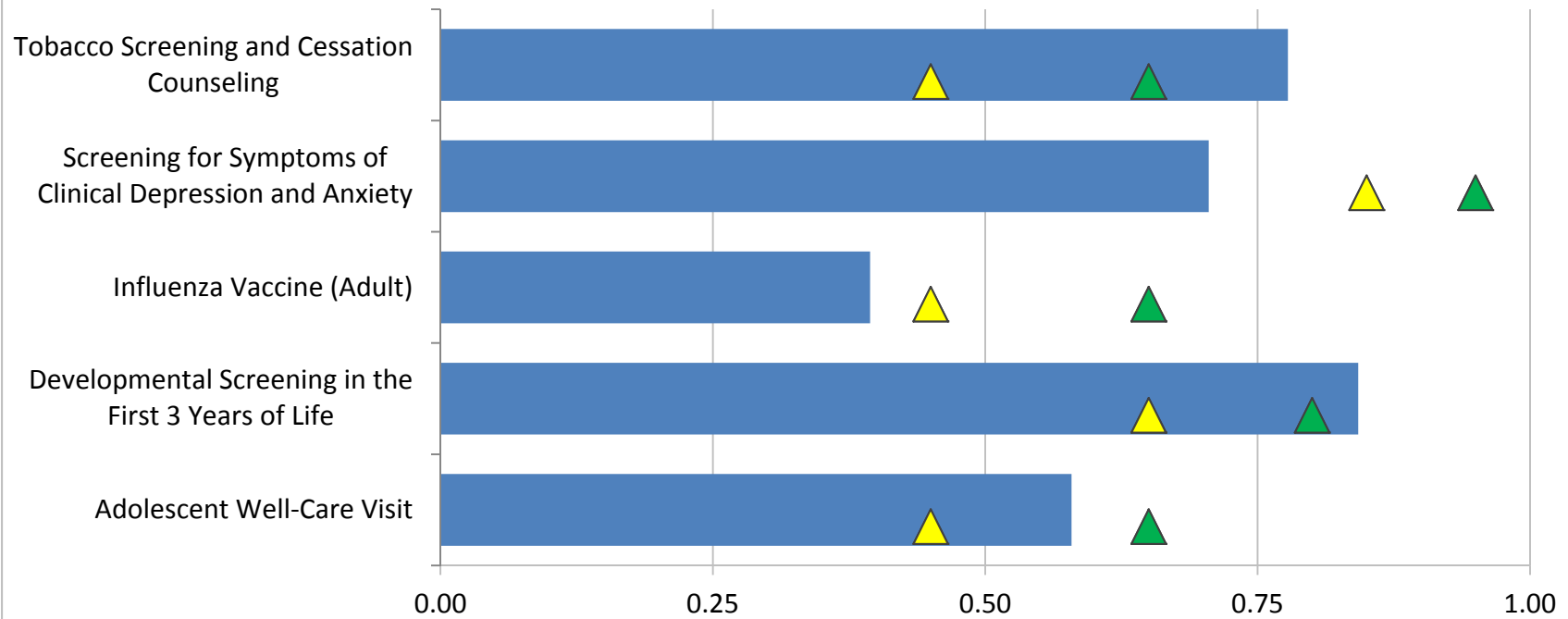
Percent of Max Pay



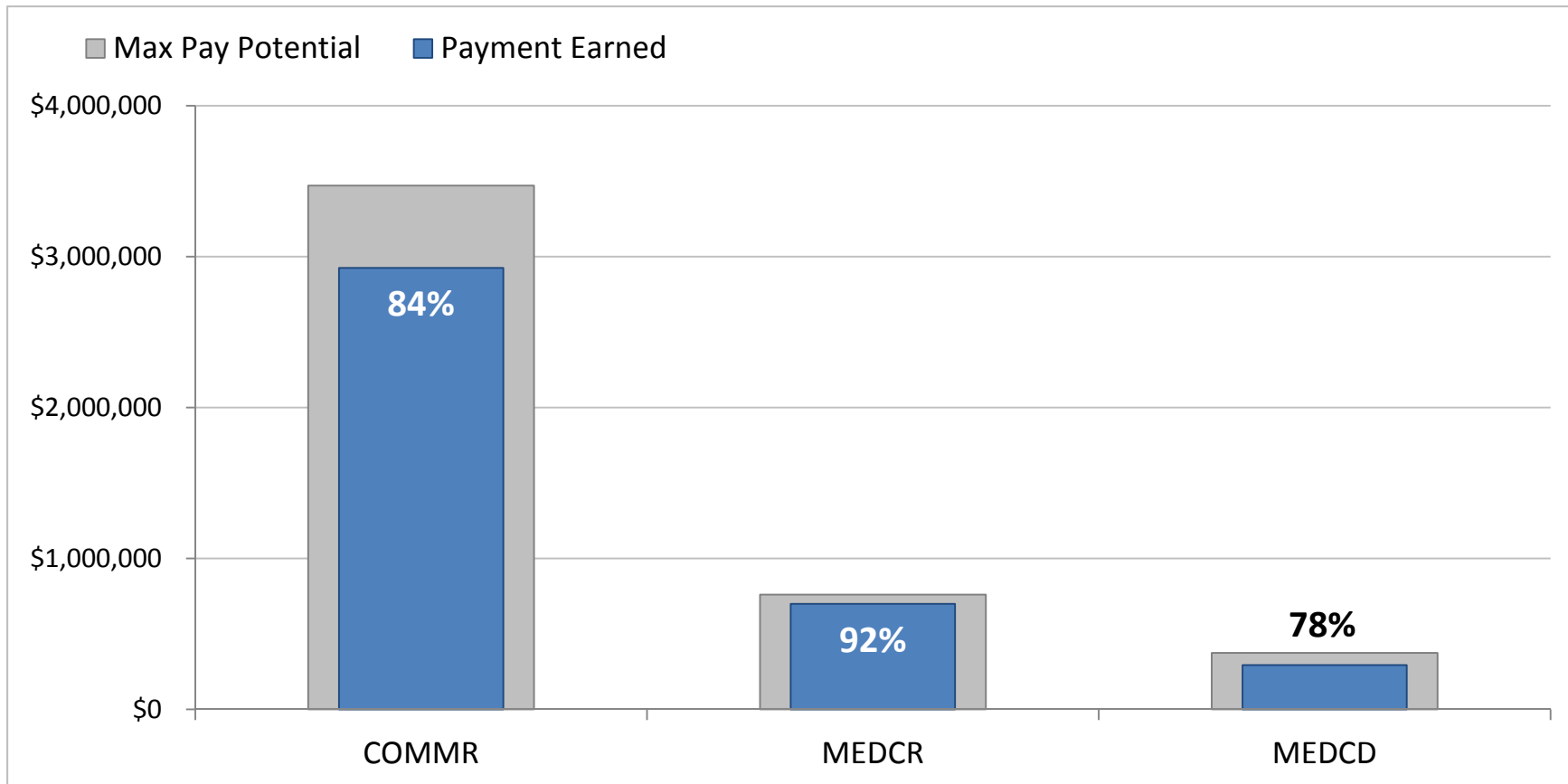
PTM New Measure Performance

New Measure Raw Performance (All LOB)

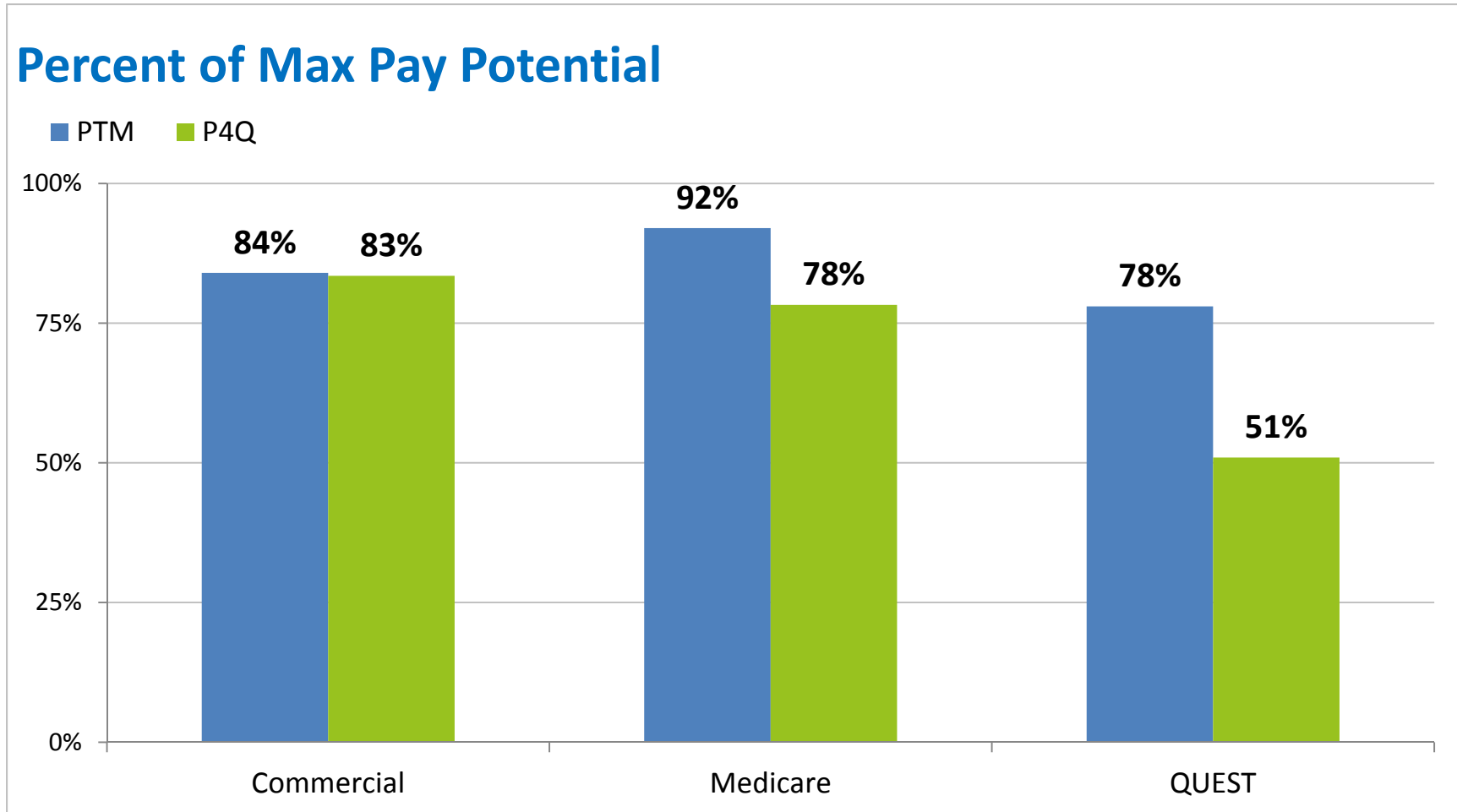
■ Raw Performance ▲ Minimum Rate ▲ Target Rate



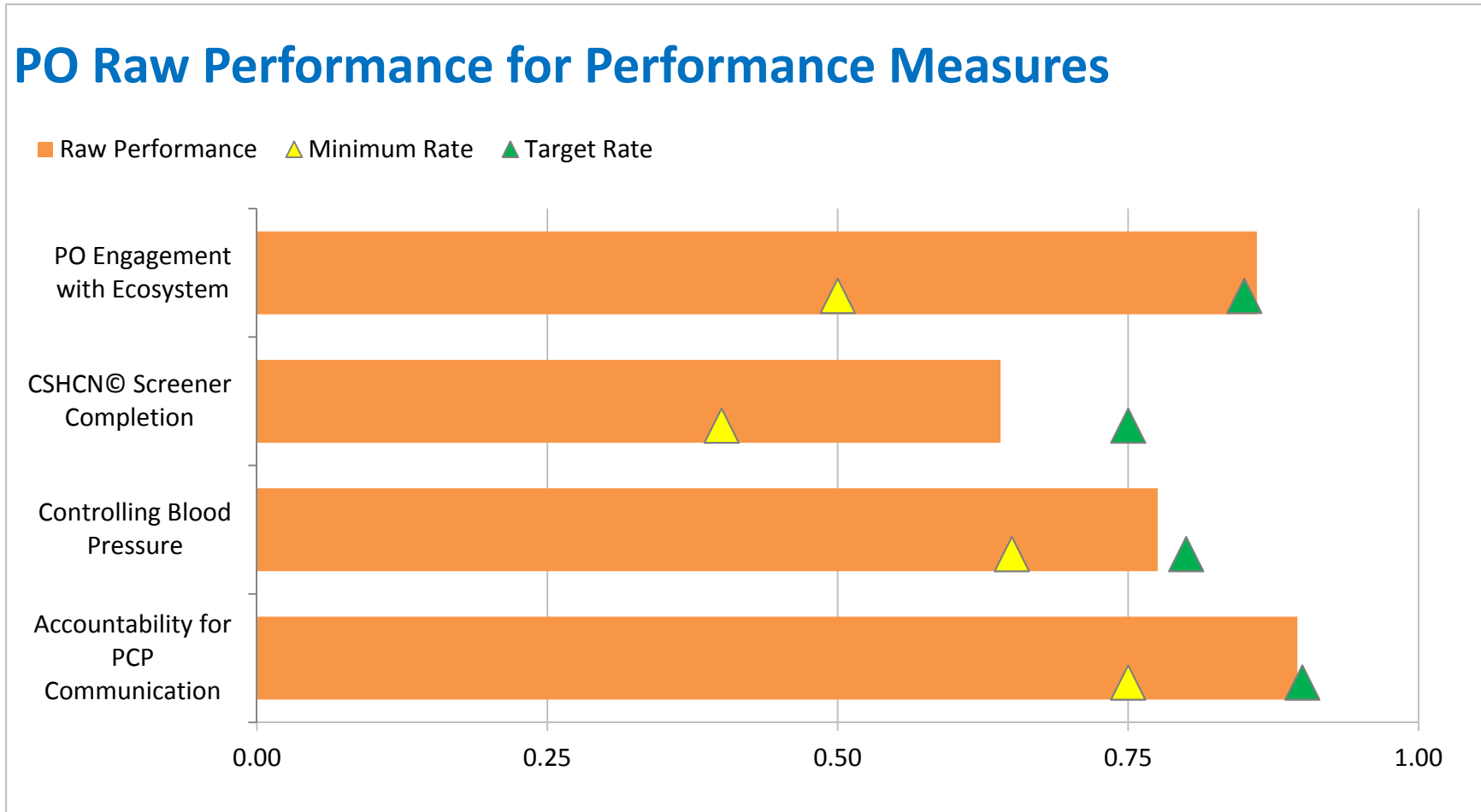
PTM PCP Payment Earned by LOB



2016 Quality Program Pay Rates



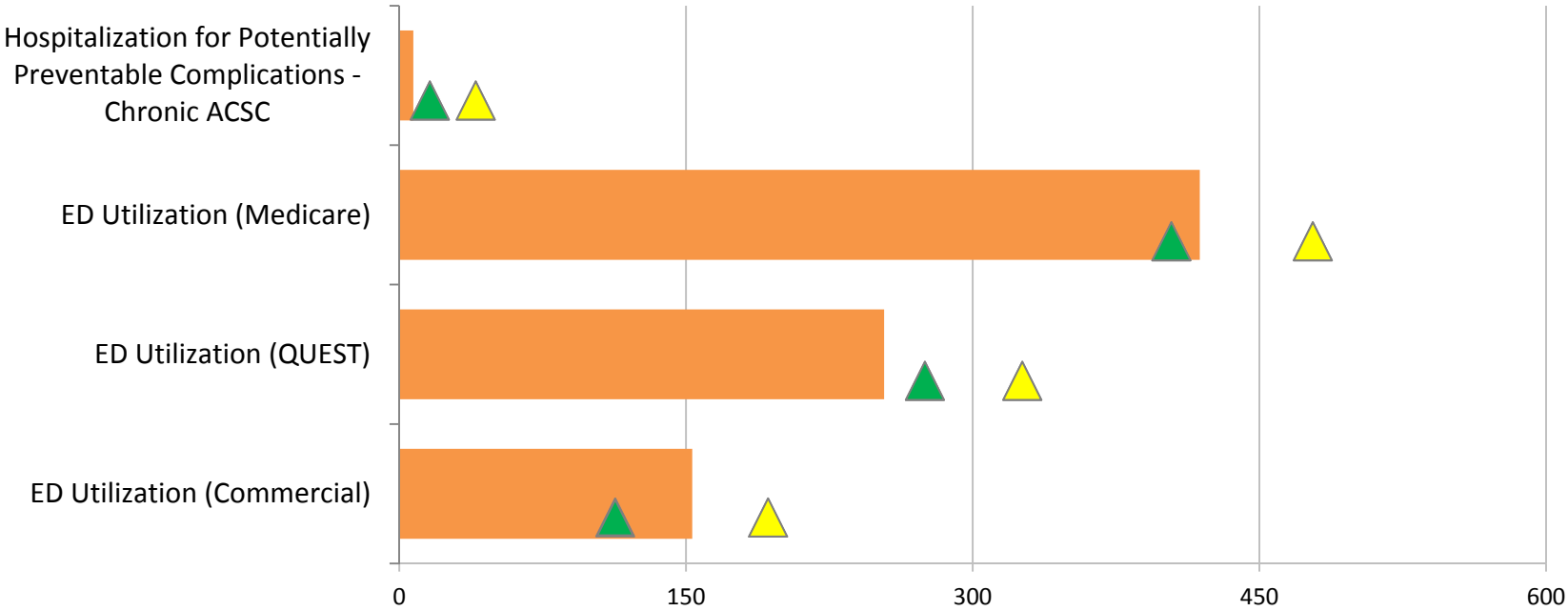
PTM PO Performance by Measure



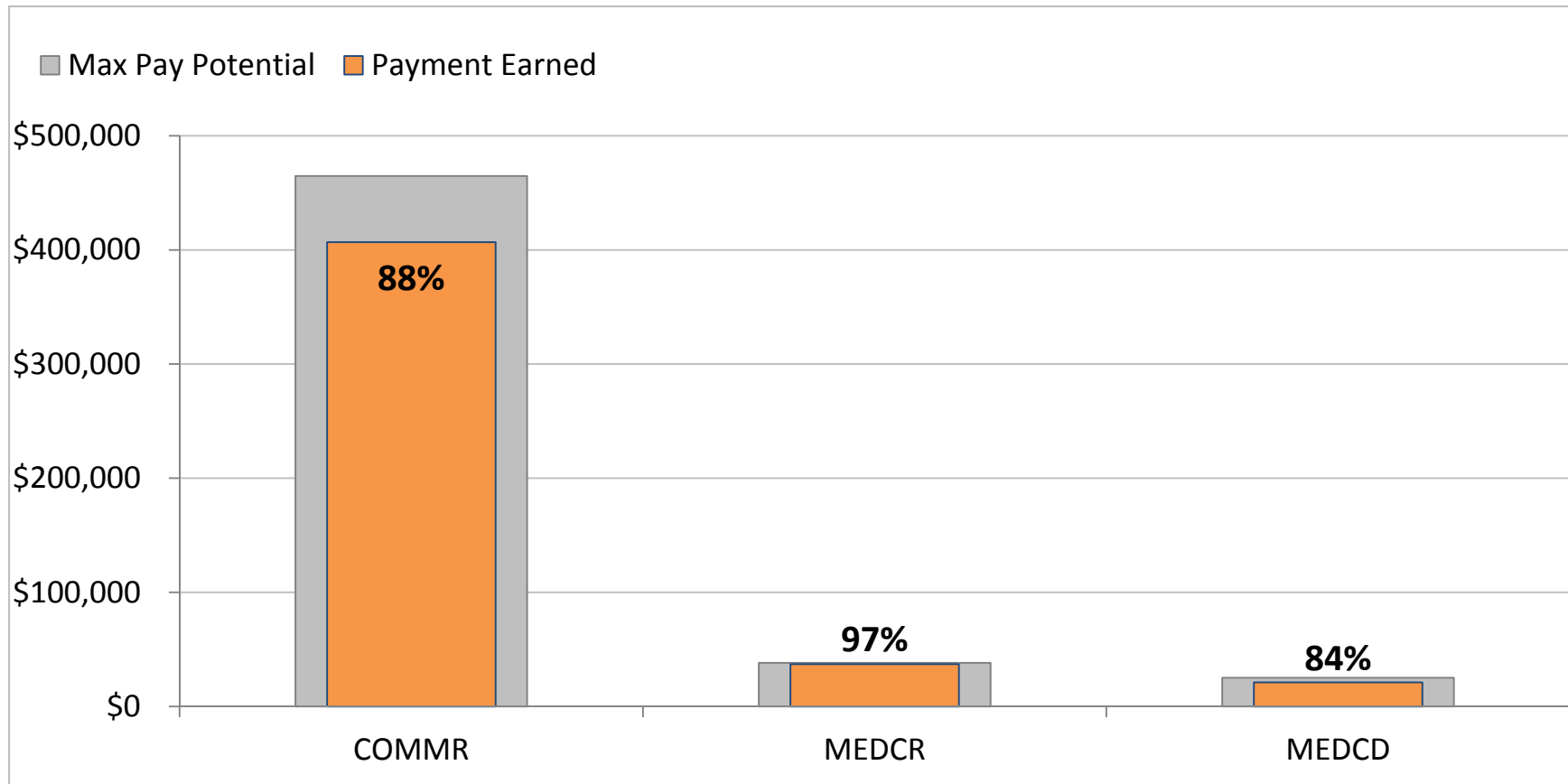
PTM PO Performance by Measure

PO Raw Performance by Measure

■ Utilization per 1,000 ▲ Minimum Rate ▲ Target Rate



PTM PO Payment Earned by LOB



PTM Quality Summary

- As a group quality scores remained constant, with slight improvements
- Majority of PTM providers earned 73 - 98% of Maximum Potential Payment
- Variation between PCP performance continues to decrease, with lower performing PCPs improving

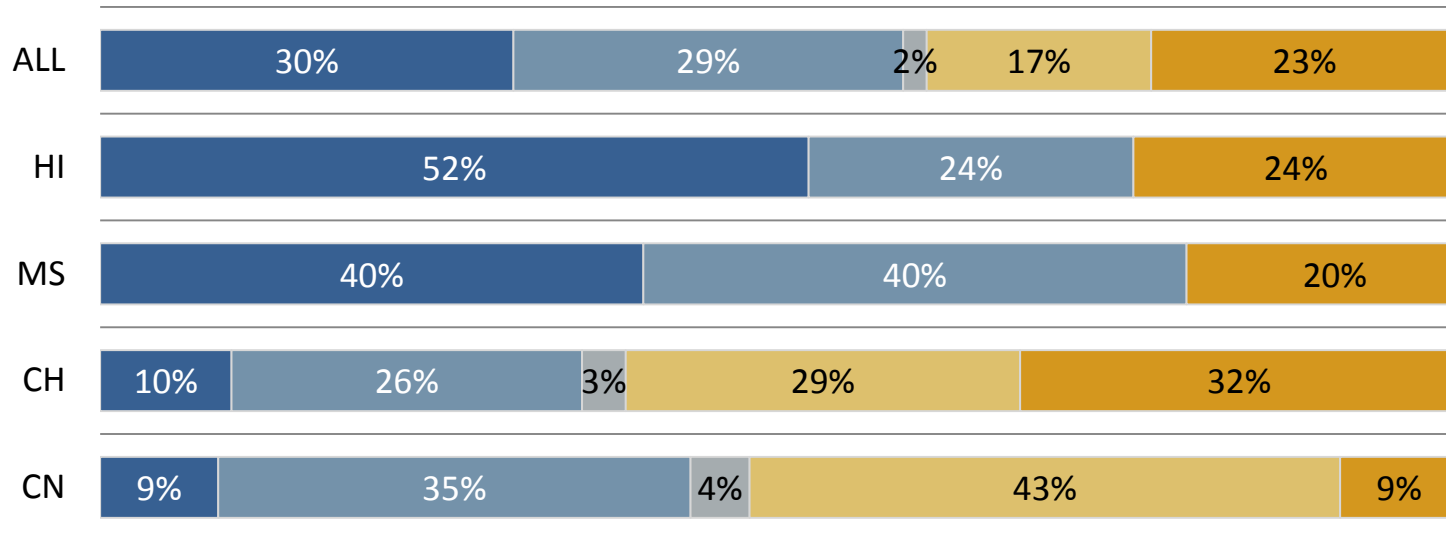


Provider Survey Results

Cozeva Usage

Who is the primary user of Cozeva?

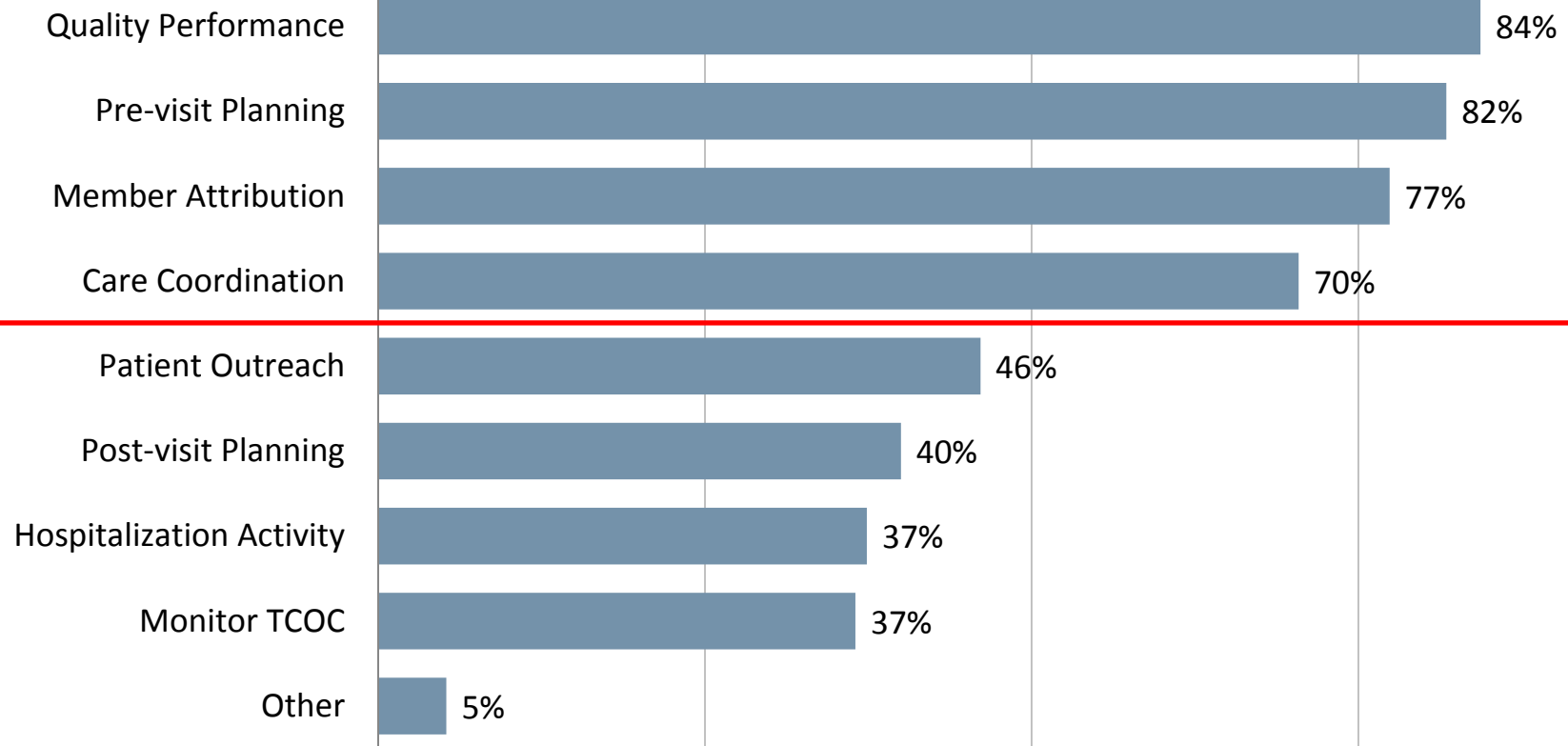
■ Yourself (PCP) ■ Medical Assistant ■ Nurse ■ Care Coordinator ■ Other



Primary users of Cozeva are primarily **PCPs** or **Care Coordinators**

Cozeva Usage

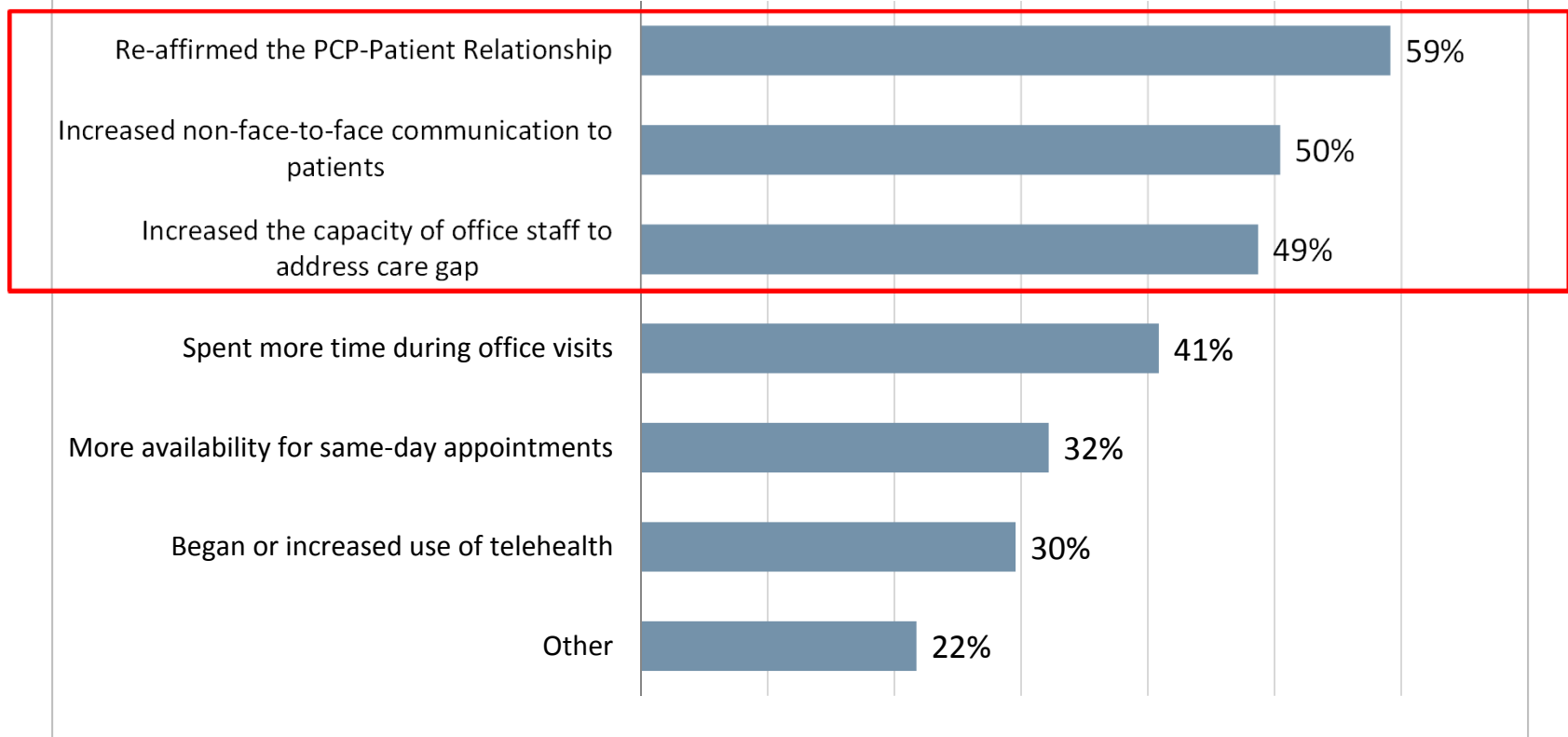
How does your office staff use Cozeva? (All POs)



Note: Instructions were to select all that apply

Practice Patterns

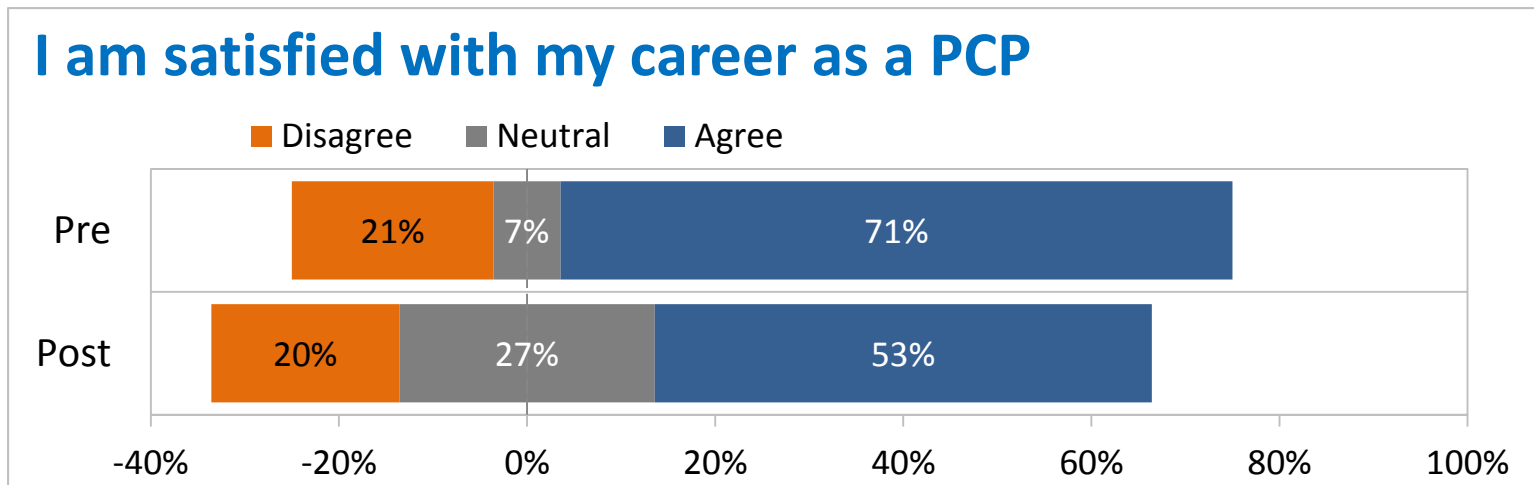
How have you changed the way you engage members?



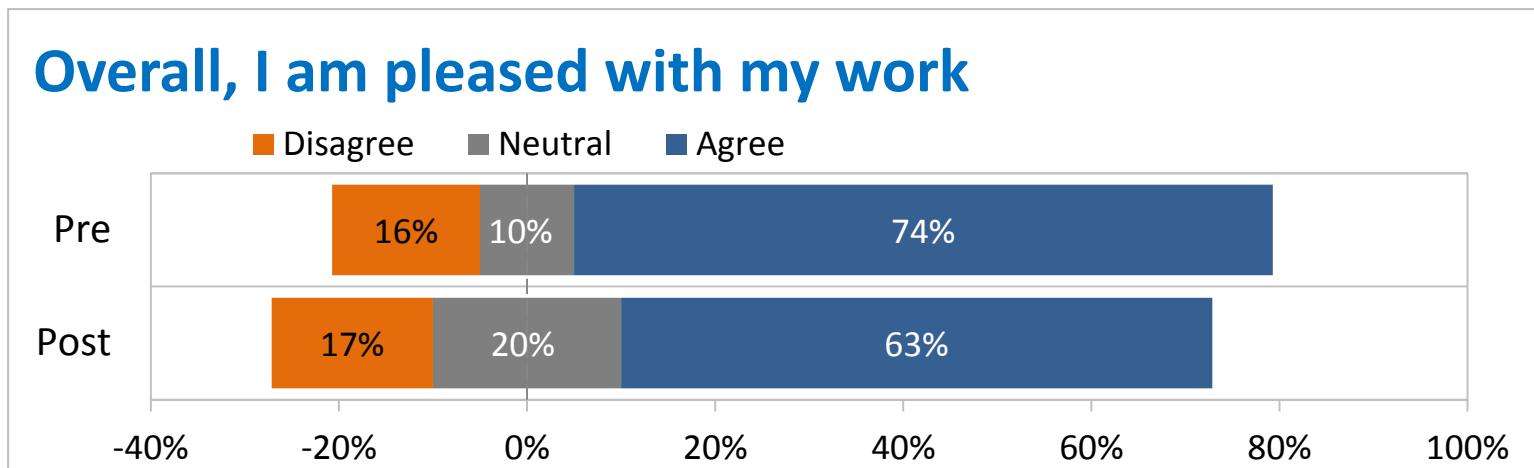
Note: Instructions were to select all that apply

Provider Satisfaction

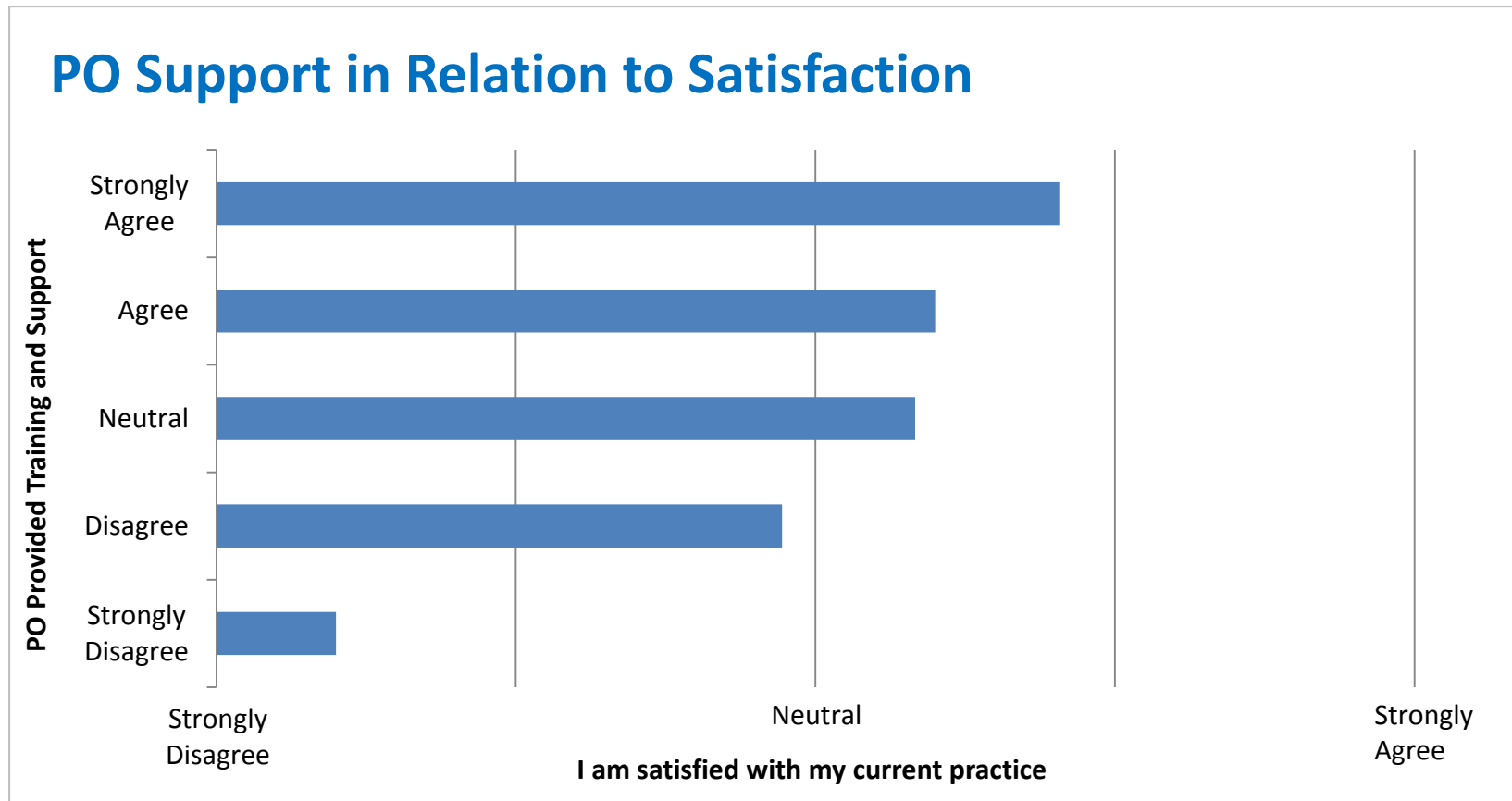
I am satisfied with my career as a PCP

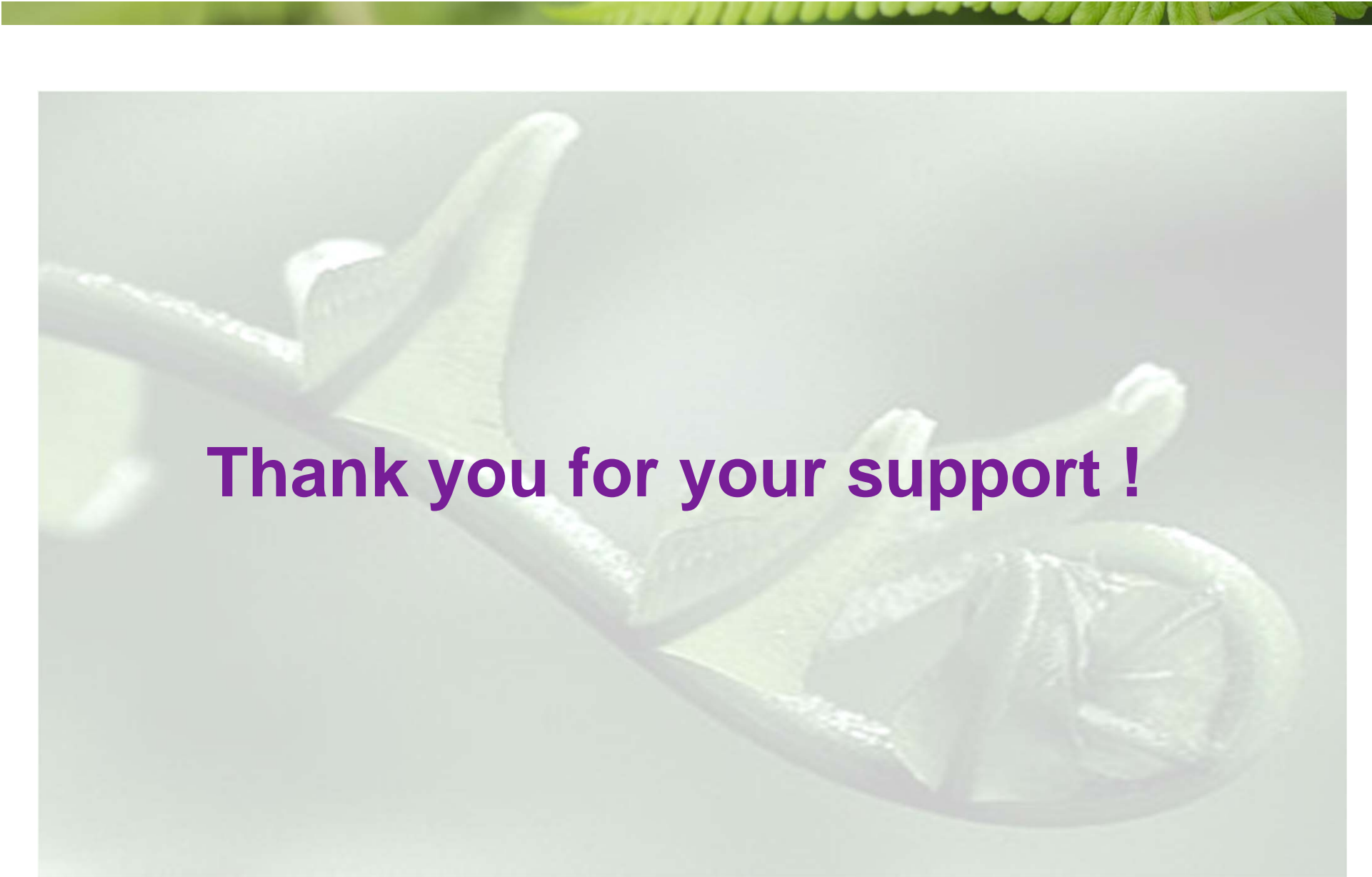


Overall, I am pleased with my work



PO Support





Thank you for your support !