



East Hawaii IPA

**Payment Transformation
Engagement & Quality Measures
Mid-Year Check-in
June 13, 2017**

TOPIC	Speaker	Time
Provider Performance- -Engagement Measures -Quality Improvement Measures	Lynda Dolan, MD- Transformation Director/Susan Mochizuki, Administrator Michael Kurohara, IT Specialist	30 min
PO (IPA) Performance	Lynda Dolan, MD- Transformation Director/ Susan Mochizuki, Administrator	30 min
Announcements	Susan Mochizuki, Administrator	5 min

PCP ENGAGEMENT MEASURES- 20%



PCP ENGAGEMENT MEASURE	Performance To Date
1. Use COZEVA (monthly check)	100% except for one office
2. Panel Management	SEE SURVEY
3. Ecosystem Engagement	ARE YOU KEEPING A LOG?
4. Sharecare Engagement	Upload Photo and Profile (see list)
5. EPSDT Completion (Peds)	70% Needed (see graph)

MEASURE	Commercial	Akamai Adv.	Quest
1.Use COZEVA (monthly check)	5%	5%	4%
2.Panel Management	5%	5%	4%
3.Ecosystem Engagement	5%	5%	4%
4.Sharecare Engagement	5%	5%	4%
5.EPSDT Completion (Peds)			4%
TOTAL	20%	20%	20%

PMPM Payment rate affected by %s

2. Panel Management

Annual Patient Survey of Sample Including Those Without Visit Claims

In the last 12 months, did this provider or someone else from their Office contact you about your health & well-being (check all that apply)

- Had an in-person visit (1)
- Called me (2)
- Emailed me (3)
- Provider interacted with me via HMSA's Online Care (4)
- Texted me (5)
- Sent me a letter, postcard or brochure/pamphlet (6)
- No contact (7)

75% of sample needs to answer 1,2,3,4,5,6

3. Ecosystem Referral

Keep a log of referrals to Ecosystem- Attest at end of year via COZEVA
of patients referred to each program

ENGAGING ECOSYSTEM

REFERRALS TO COMMUNITY RESOURCES FOR PATIENT SELF-MANAGEMENT

DATE	NAME	INSURANCE	DX	PROGRAM	REFERRAL SENT	PATIENT NOTIFIED	PROGRAM COMPLETED

Engagement with Ecosystem (Coordinated Care)

By signing below, I certify that I have referred HMSA members to programs in the ecosystem to support their health and well-being, including but not limited to the following:

Check all that apply:

- HMSA Care Model
- Diabetes Education Programs- e.g. InControl Diabetes Center, Diabetes 101, Queens' Diabetes Education
- HMSA and Healthways health education workshops - e.g., Diabetes 101, Hypertension Explained, Family Fitness, Stress Bucket
- HMSA and Healthways health coaching - e.g., chronic disease management, depression, substance abuse, smoking
- Dr. Dean Ornish Program for Reversing Heart Disease™
- Healthways Financial Well-Being™ Powered by Dave Ramsey
- Healthways SilverSneakers™ Fitness
- QuitNet™ - tobacco cessation program
- Aloha Kidney - kidney disease education program
- QCIPN Care Coordination
- Hospice- e.g. Islands Hospice, Hospice Hawaii
- Other (e.g. community-based programs or other resources to assist patients in reaching their health and well-being goals)

I also certify that I referred number of HMSA members to the above-mentioned programs.

4. Sharecare Engagement

SHARECARE MEASURE PHOTO UPLOADED-	(Will need to upload profile too)
Dr. Melanie Arakaki	Dr. Bradon Kimura
Dr. Dan Belcher	Dr. Roy Koga
Dr. Pradeepta Chowdhury	Dr. Kevin Kurohara
Dr. Joseph D'Angelo	Dr. Richard Lee-Ching
Dr. Lynda Dolan	Dr. Michelle Mitchell
Dr. Buddy Festerling	Dr. Maria Perlas
Dr. Jon Gerdson	Dr. Heujung Ruesing
Dr. Laurie Hopman	Dr. Craig Shikuma
Dr. David Jung	Dr. Sydney Tatsuno
Dr. Craig Kadooka	Dr. Douglas Yamashita
Dr. Erin Kalua	

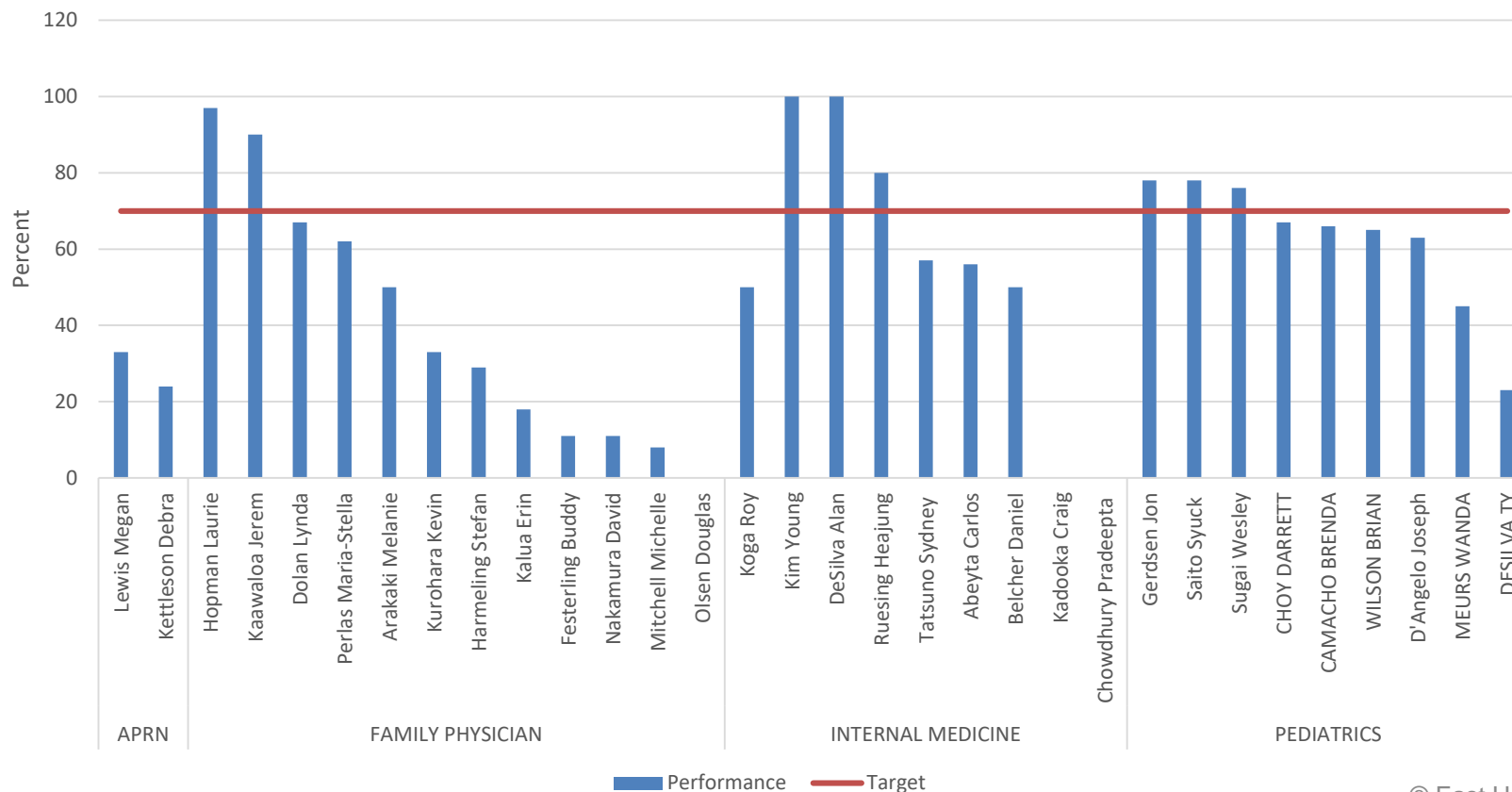
PCP ENGAGEMENT MEASURES-



EPSDT –Early and Periodic Screening, Diagnostic & Treatment Exam Form Completion (DHS 8015 or DHS 8016)

QUEST Patients < 21 years; 70% performance goal

➤ **Will not be scored for payment purposes- display only**




PCP QUALITY PERFORMANCE MEASURES



P4Q

- Breast Cancer Screening
- Colorectal Cancer Screening
- Cervical Cancer Screening
- Influenza Vaccine (Adult)
- Diabetes Care-HbA1c ≤ 9
- Diabetes Care- BP Control $< 140/90$
- Diabetes Care- Nephropathy
- Diabetes Care- Eye Exam
- BMI Assessment
- Advance Care Planning
- Tobacco Screening/Cessation Counseling
- RCC (Review of Chronic Conditions)
- Screening for Clinical Depression/Anxiety- PHQ 4
- Annual Wellness Visit

How Much Quality Performance \$\$s Left to Earn?

Total Left to Earn Until 12/31/17  \$1,868,000

Biggest Tickets...

➤ Advanced Care Planning	\$147,900
➤ Adolescent Well Care Visits	\$250,100
➤ Cervical Cancer Screening	\$190,200
➤ Colorectal Cancer Screening	\$133,500
➤ Influenza (Adult) Vaccine	\$173,300
➤ Screening for Depression/Anxiety	\$102,700
➤ Well-Child Visits, 3,4,5,6 Years	\$111,000



PCP QUALITY PERFORMANCE MEASURES



Performance Measures

How much money is left on the table

Number of remaining members to achieve max payout

How much each member in the measure is worth

A	B	C	D	E	F	G	H	I	J	K
Measure Name	Denominator	Numerator	Performance Rate	Minimum Threshold	Target Threshold	Payment Earned	Payment not yet earned	Members to achieve max pay out	Payout at Maximum Payout	Payout Per member
Advanced Care Planning	233	106	45.49%	45.00%	65.00%	\$ 1,787.79	\$ (2,953.13)	54	\$ 4,740.92	\$ 29.78
Adolescent Well-Care Visits	4	0	0.00%	45.00%	65.00%	\$ -	\$ (81.39)	3	\$ 81.39	\$ 29.78
Body Mass Index	229	177	77.29%	85.00%	95.00%	\$ -	\$ (1,164.88)	45	\$ 1,164.88	\$ 5.26
Breast Cancer Screening	127	84	66.14%	75.00%	85.00%	\$ -	\$ (2,584.11)	27	\$ 2,584.11	\$ 23.48
Cervical Cancer Screening	114	77	67.54%	75.00%	85.00%	\$ -	\$ (2,319.59)	22	\$ 2,319.59	\$ 23.48
Childhood Immunization Status	0	0	0.00%	85.00%	95.00%	\$ -	\$ -	0	\$ -	\$ -
Colorectal Cancer Screening	245	178	72.65%	65.00%	80.00%	\$ 3,200.08	\$ (1,785.01)	25	\$ 4,985.09	\$ 24.66
Diabetes Care- Blood Pressure Control (<140/90)	67	29	43.28%	75.00%	85.00%	\$ -	\$ (1,363.27)	30	\$ 1,363.27	\$ 23.48
Diabetes Care- eye exam	67	39	58.21%	65.00%	80.00%	\$ -	\$ (1,363.27)	17	\$ 1,363.27	\$ 24.66
Diabetes Care - HbA1c Control (≤9)	67	57	85.07%	75.00%	85.00%	\$ 1,244.88	\$ (118.38)	2	\$ 1,363.27	\$ 23.48
Diabetes Care - Medical Attention for Nephropathy	67	43	64.18%	85.00%	95.00%	\$ -	\$ (1,363.27)	22	\$ 1,363.27	\$ 21.05
Developmental Screening in the First 3 Years of Life	0	0	0.00%	65.00%	80.00%	\$ -	\$ -	0	\$ -	\$ -
ShareCare RealAge Assessment	158	0	0.00%	5.00%	10.00%	\$ -	\$ (921.01)	50	\$ 921.01	\$ 18.78

Red = High Value

Green = Low Value

PCP QUALITY PERFORMANCE MEASURES



Column Header	Explanation
Denominator	Total member count for a given measure
Numerator	Number of "compliant" members for a given measure
Performance Rate	$(\text{Numerator} / \text{Denominator}) * 100$
Minimum Threshold	Lower threshold for performance rate
Target Threshold	Upper threshold for performance rate
Payment Earned	Amount of measure earned YTD based on performance rate
Payment not yet earned	Amount of measure left to be earned based on performance rate
Members to achieve max pay out	Number of members to get the maximum payout for a given measure
Payout at Maximum payout	Maximum dollar amount that can be earned for a given measure (110%)
Pay out per Member	Max dollar amount that can be earned divided by the denominator for a given measure

PO (IPA) ENGAGEMENT



PO (IPA) ENGAGEMENT	Performance To Date
1. Facilitating Timely Access for NEW Patients	Monthly report- 100%
2. Facilitating Timely Access for EXISTING Patients	SEE SURVEY
3. Facilitating Timely Access for ALL LOB	Monthly report- 100%
4. 24/7 Coverage for Attributed Members	NEED CONSISTENCY (see table)
5. Participation in PO Collaborative Meetings	100% Attendance To Date

MEASURE*	
1. Timely Access for New Patients	20%
2. Timely Access for Existing Patients	20%
3. Timely Access for ALL LOB	20%
4. 24/7 Coverage for Members	20%
5. Participation-PO Collaborative Meetings	20%

***Each measure is worth approximately \$73,000 to IPA**

2. Facilitating Timely Access for Existing Patients

Questionnaire sent to a sample of your patients every quarter..



In the last three months how easy was it to get the care, tests or treatments that you needed?

- 1. Never
- 2. Sometimes
- 3. Usually
- 4. Always
- 5. I did not need care

75% of patients asked must answer 2, 3, or 4

4. 24/7 Coverage for Attributed Members

All PCPs have 24/7 coverage using AT LEAST ONE OF THE FOLLOWING:

Able to access 24/7:

- PCP directly via phone
- Another provider in group or designee directly via phone
- Via Live Answering Service in timely manner
- Through an online platform when care isn't accessible in person or by phone (HMSA online care)

75% of patients asked must answer 2, 3, or 4

➤ ***IPA Must Attest***



2. FACILITATING TIMELY ACCESS FOR EXISTING PATIENTS
AND
4. ATTEST ALL PCPS HAVE 24/7 COVERAGE

IPA Recommendations:

Must have 24/7 access to provider or provider's delegate

Options:

- Use LIVE answering service
- Forward calls to your back-up provider's office
- Refer to Urgent Care- provide numbers?
- Refer to HMSA On-Line care
- Forward to provider's cell phone

HOW TO ADDRESS COMPLAINTS RE: CANNOT GET THROUGH OR CANNOT LEAVE MESSAGES DURING REGULAR BUSINESS HOURS??



- 2. FACILITATING TIMELY ACCESS FOR EXISTING PATIENTS
AND
4. ATTEST THAT ALL PCP'S HAVE 24/7 COVERAGE...**

PCP PROCESS- AFTER HOURS	# OF OFFICES
Forwards Call to Doctor or Doctor On Call	11
Uses LIVE Answering Service	17
Voice Mail & 911	1
Call 911	2
No Message	2

OTHER ISSUES REGARDING ACCESS

On Call Doctor Doesn't Return Calls or Makes Appointments Available

On Business Days Cannot Get Through

Messages Not Returned Promptly

Staff Don't Know When Office Will Be Closed for Vacations/Holidays

PO Quality Performance Measures



PO Quality Performance Measures	Performance	Target
1. Hospitalized for Potentially Preventable Complications- Chronic ACSC	2/1000	40-16/1000
2. ED Utilization	98/1000-----	Commercial 193 Quest 478 Akamai 326
3. CSHCN-Children w/ Special Health Care Needs Screener	29%	40-75%
4. Controlling Blood Pressure	35%	65-80%
5. PCP % Report PO Helped them Use Ecosystem	???? See Survey	50-85%
6. PCP% Report PO Helped them Understand PT	???? See Survey	75-90%

MEASURE	Commercial	Akamai Adv.	Quest
1. Hospitalized for Potential Prev. Complications	16.67%	20%	
2. ED Utilization	16.67%	20%	20%
3. CSHCN Screening	16.67%%		20%
4. Controlling Blood Pressure	16.67%	20%	20%
5. PO Engagement with Ecosystem	16.67%	20%	20%
6. PCP% Report PO Helped Them Understand PT	16.67%	20%	20%

Each measure worth approximately \$35K

PO Quality Performance Measures



1. Hospitalized for Potentially Preventable Complications (HPC)-Chronic ACSC

PCP Name	COMMR (visits per 1000 members)	MEDCR (visits per 1000 members)	MEDCD (visits per 1000 members)
Abeyta Carlos	0	0	0
Arakaki Melanie	0	0	0
Belcher Daniel	10	9	0
CAMACHO BRENDA	0	-1	0
Chowdhury Pradeepta	0	0	0
CHOY DARRETT	0	-1	0
D'Angelo Joseph	0	-1	6
Dawson John	2	11	0
DeSilva Alan	2	15	0
DESILVA TY	0	-1	0
Dolan Lynda	0	0	0
Festerling Buddy	2	0	5
Gerdsen Jon	0	-1	0
Harmeling Stefan	0	14	0
Hopman Laurie	1	0	0
Jung David	0	0	0
Kaawaloa Jerem	0	30	0
Kadooka Craig	0	0	0
Kalua Erin	0	93	3
Kettleison Debra	5	40	10
Kim Young	2	0	0

PCP Name	COMMR	MEDCR	MEDCD
Kimura Bradon	3	0	-1
Koga Roy	0	10	5
Kurohara Kevin	2	0	0
Lee-Ching Richard	7	0	0
Lewis Megan	0	-1	-1
MEURS WANDA	0	-1	1
Mitchell Michelle	2	0	4
Morita Aaron	0	0	0
Nakamura David	1	10	0
Olsen Douglas	2	0	0
Ono Benjamin	0	16	0
Perlas Maria-Stella	0	0	0
Ruesing Heajung	1	36	0
Saito Syuck	2	-1	0
Satta Sukchai	0	14	26
Shikuma Craig	2	0	0
Sugai Wesley	2	-1	1
Tatsuno Sydney	2	0	0
WILSON BRIAN	0	-1	1
Yamashita Douglas	3	9	0

PO Quality Performance Measures

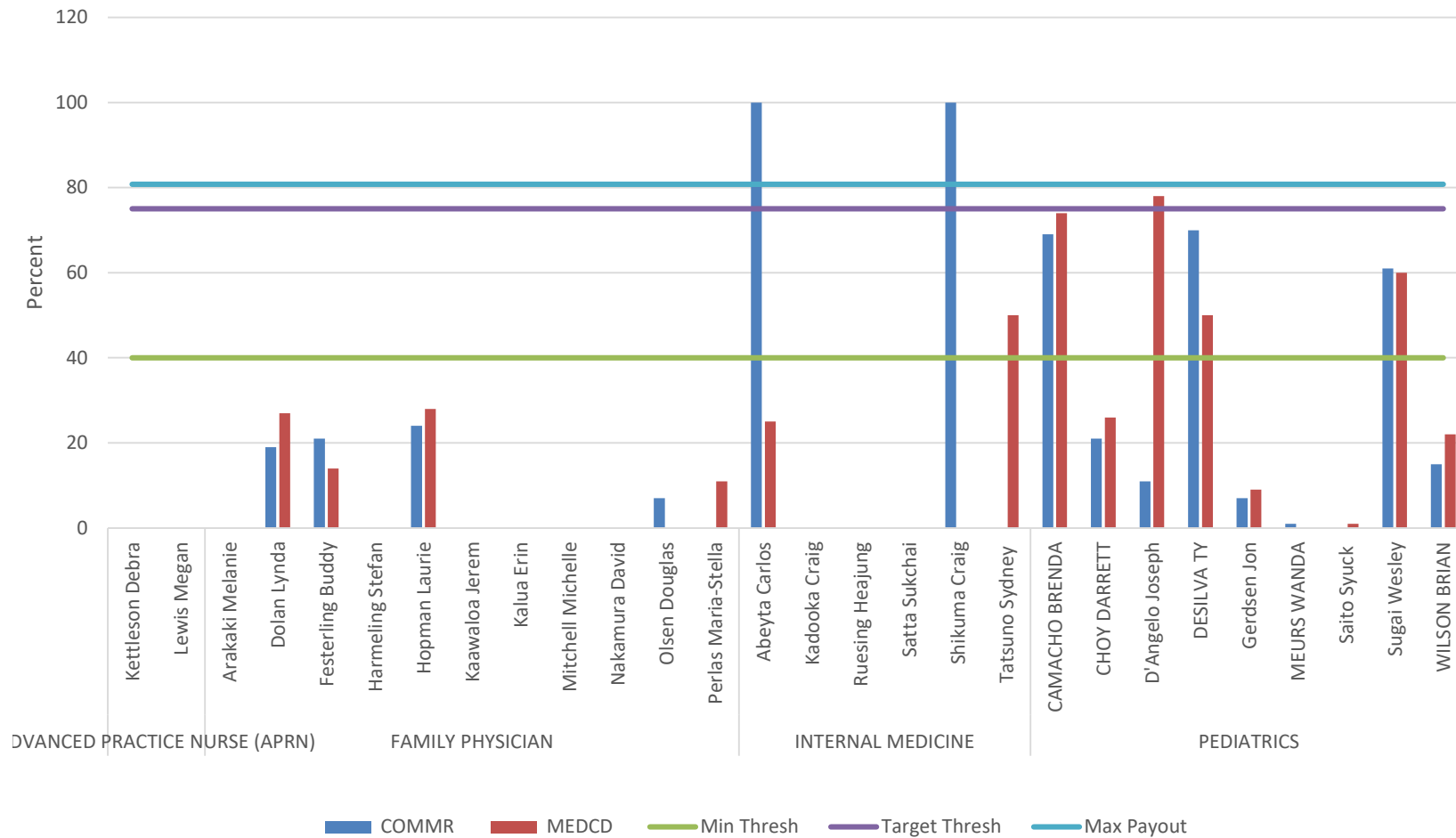


2. Emergency Department Utilization

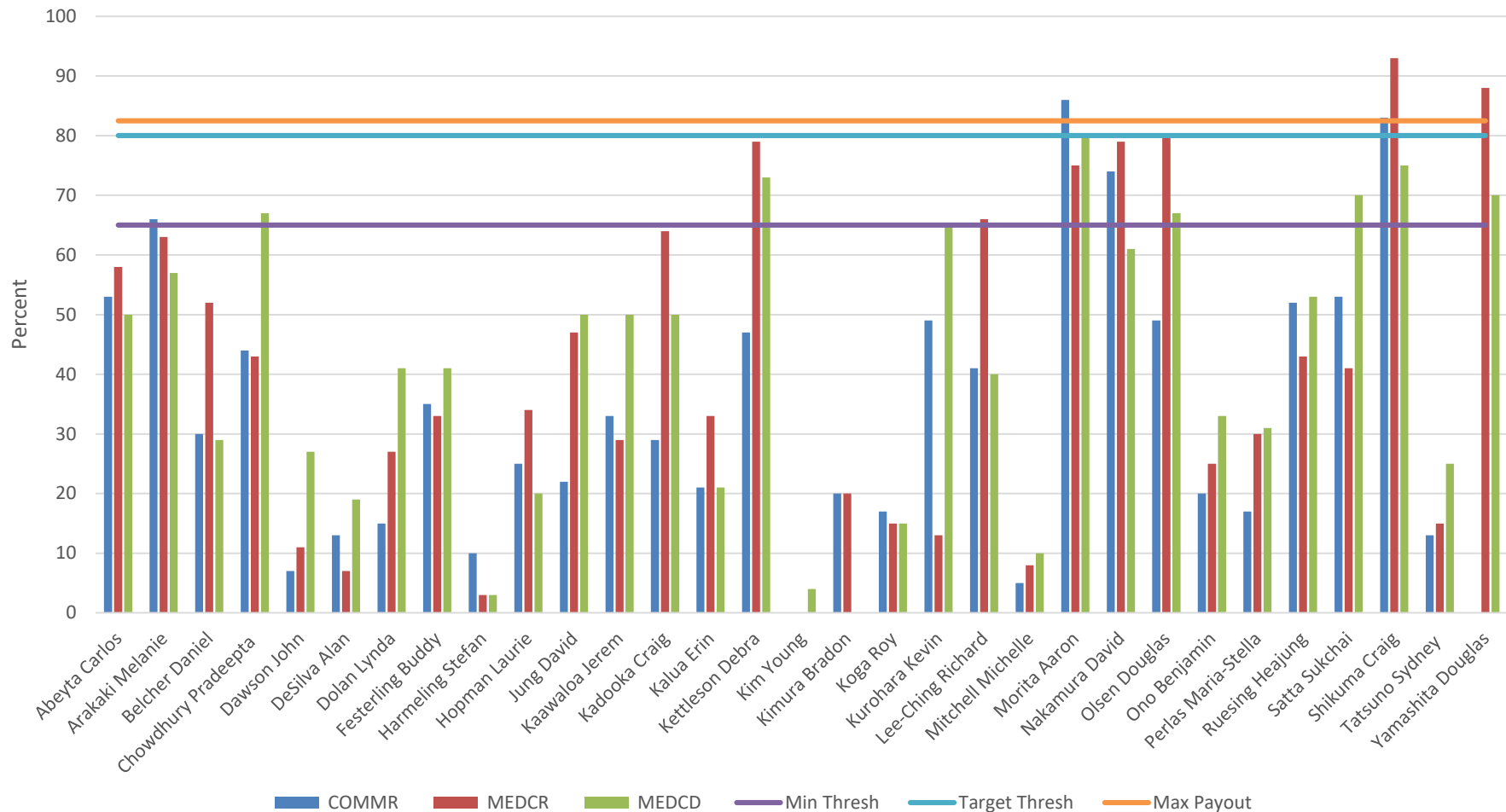
PCP Name	COMMR (visits per 1000 members)	MEDCR (visits per 1000 members)	MEDCD (visits per 1000 members)
Abeyta Carlos	124	276	155
Arakaki Melanie	51	86	80
Belcher Daniel	85	116	85
CAMACHO BRENDA	51	-1	141
Chowdhury Pradeepta	49	131	258
CHOY DARRETT	56	-1	108
D'Angelo Joseph	65	-1	157
Dawson John	89	144	265
DeSilva Alan	67	113	132
DESILVA TY	23	-1	167
Dolan Lynda	49	43	97
Festerling Buddy	65	65	177
Gerdsen Jon	49	-1	141
Harmeling Stefan	96	83	151
Hopman Laurie	49	127	48
Jung David	55	36	203
Kaawaloa Jerem	81	121	91
Kadooka Craig	54	127	63
Kalua Erin	126	163	183

PCP Name	COMMR	MEDCR	MEDCD
Kettleson Debra	74	120	151
Kim Young	63	250	91
Kimura Bradon	63	59	-1
Koga Roy	63	60	175
Kurohara Kevin	65	87	164
Lee-Ching Richard	84	278	116
Lewis Megan	0	-1	-1
MEURS WANDA	53	-1	107
Mitchell Michelle	49	36	157
Morita Aaron	87	147	208
Nakamura David	60	78	204
Olsen Douglas	57	79	96
Ono Benjamin	85	81	208
Perlas Maria-Stella	81	72	160
Ruesing Heajung	80	71	131
Saito Syuck	87	-1	152
Satta Sukchai	59	203	154
Shikuma Craig	43	33	26
Sugai Wesley	57	-1	128
Tatsuno Sydney	64	121	48
WILSON BRIAN	71	-1	109
Yamashita Douglas	85	147	59

3. CSHCN (Children with Special Healthcare Needs) Screening



4. Controlling High Blood Pressure



Hilo Medical Center ER Utilization



March 29- June 11, 2017

Payment Transformation Attributed Patients

Traditional Medicare or HMSA Commercial/Akamai Advantage

980 Patients– approximately 10 patients/day

500 of 980 “touched by PCP call or appointment”

Two PCPs DO NOT WANT proactive follow-up (patient’s responsibility)

26 PATIENTS who were not “touched” became repeat patients

WHAT IS THE ACCEPTABLE STANDARD OF CARE?

PO Quality Performance Measures



5. PO Engagement with Ecosystem

Office 365 | SharePoint | Jane Bontuyan

ECOSystem Resources

Home
Members
About
Recent
In Browser File Editor
Categories
Referrals Feedback Log
Emergency Services
Advanced Care Planning
Elderly
MISC Site Materials
Site contents

Categories

- 1. EMERGENCY SERVICES
- 2. ADVANCED CARE PLANNING
- 3. ELDERLY
- 4. BEHAVIORAL & MENTAL HEALTH
- 5. CHRONIC/ACUTE ILLNESS
- 6. FOOD
- 7. HEALTH & WELLNESS
- 8. HOUSING
- 9. MEDICAL
- 10. OB/GYN
- 11. PATIENT & FAMILY SOCIAL
- 12. PEDIATRICS
- 13. SUBSTANCE ABUSE
- 14. TRANSPORTATION

ECOSystem Resources

ADVANCED CARE PLANNING

2.1. Conversation Starter Kit
KIT TO HELP START THE CONVERSATION ABOUT YOUR DESIRED PLAN OF CARE.

- 2.1. Hawaii Health Care Directive
 - 2.1.1 Advance Health Care Directive Form (FILLABLE FORM)
 - 2.1.1 Advance Health Care Directive Instructions & Checklist (FILLABLE FORM)
- 2.2. Kupu Care
 - 2.3.0. Admittance Letter
 - 2.3.1. Kupu Care v. Hospice Informational Sheet
 - 2.3.2. Referral Instructions
 - 2.3.3. Referral form for Consult & Admission (FILLABLE FORM)
 - 2.3.4. Patient Informed Consent Form (FILLABLE FORM)
 - 2.3.5. Authorization to Release Confidential Information (FILLABLE FORM)
 - 2.3.6. Condensed Memorial Symptom Assessment Scale (FILLABLE FORM)
 - 2.3.7. Patient Reported Functional Status Form (FILLABLE FORM)
 - 2.3.8. Kupu Care Pain Diagram
 - 2.3.9. Daily Pain Diary (FILLABLE FORM)
 - 2.3.10. Kupu Care Team Diagram (FILLABLE FORM)
 - 2.3.10. POLST (FILLABLE FORM) -PRINT ON LIME GREEN PAPER

(WEBSITE) | PHONE: (808) 934-2913 | FAX: (808) 935-2189

6. PO Communication

PLEASE COMPLETE QUESTIONNAIRE!

PCP Name _____

Please circle:

1. Does EHI IPA regularly inform you of educational workshops and training?
Yes / No
2. Have you participated in EHI IPA meetings, workshops and/or webinars?
Yes / No
3. Has the IPA shown a willingness to answer or find answers to your questions?
Yes /No
4. Has the IPA provided you with information on Ecosystem (Community) Resources?
Yes /No





SAVE THE DATE

East Hawaii IPA 21ST ANNUAL

Healthcare Symposium

AUGUST 18-20, 2017

FAIRMONT ORCHID HOTEL | WAIKOLOA | HAWAII ISLAND | HAWAII

- Applying for AAFP CMEs
- Hotel Registration Deadline- July 17, 2017





WATCH YOUR WEEKLY ALERTS!



Visit our calendar of events at www.ehiipa.com

Download RSVP forms for:

- Super Huddles
- Pediatrician Meetings
- CPC+ Workshops
- Symposium
- Special Events
- Other Meetings

