



*East Hawaii* IPA

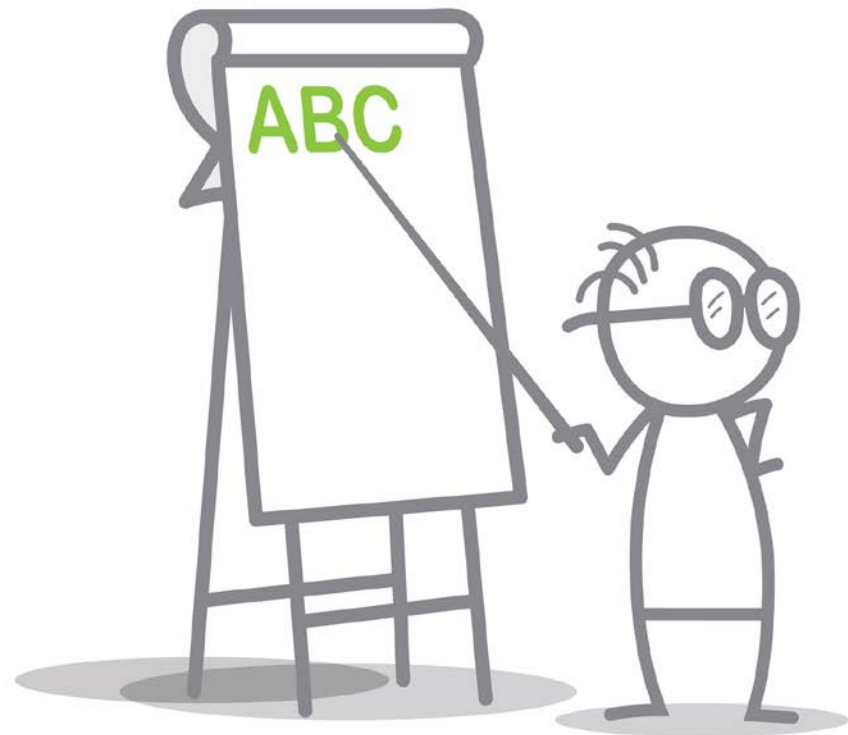
# **Strategic Planning Retreat**

**November 8, 2017**



*East Hawaii* IPA

# Welcome & Introductions




# Linda Colburn

Retreat Purpose  
&  
Guidelines

The background features a series of concentric circles in light gray, some solid and some dashed, creating a ripple effect. A large red speech bubble is centered on the page, with the text "Survey Responses" written inside in white.

Survey Responses

The background features a series of concentric circles in light gray, some solid and some dashed, creating a ripple effect. A bright red speech bubble is centered on the page, containing white text. The speech bubble has a rectangular body and a triangular tail pointing downwards.

What are the biggest  
challenges you currently  
face running your  
independent practice?



## Partners



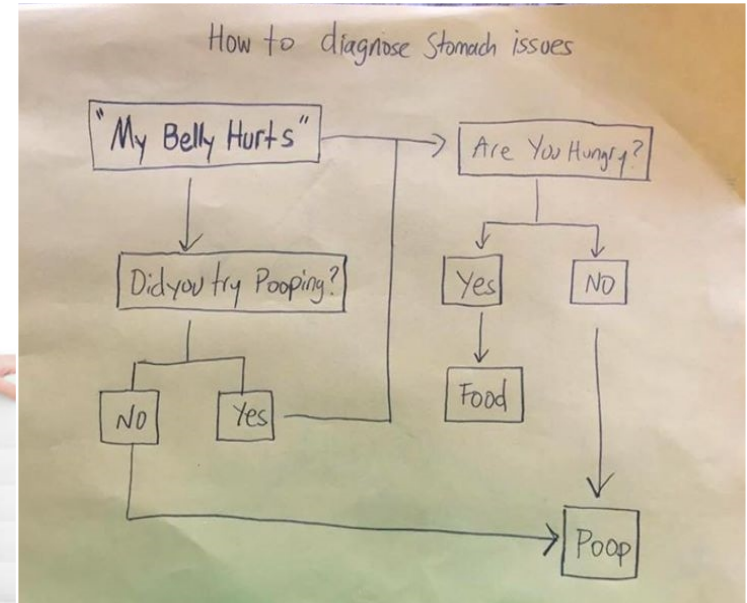
- Communicating with Hospital
- Getting records
- Getting reports from specialists

## People



- Learning new technologies
- Recruiting and training
- HR Management and recruiting
- Billing

## Processes



- CMS & Medicare reporting
- Referral management
- Changing and improving workflow



How close are you to  
retiring?

2017-2022



Many physicians  
will be around for  
awhile

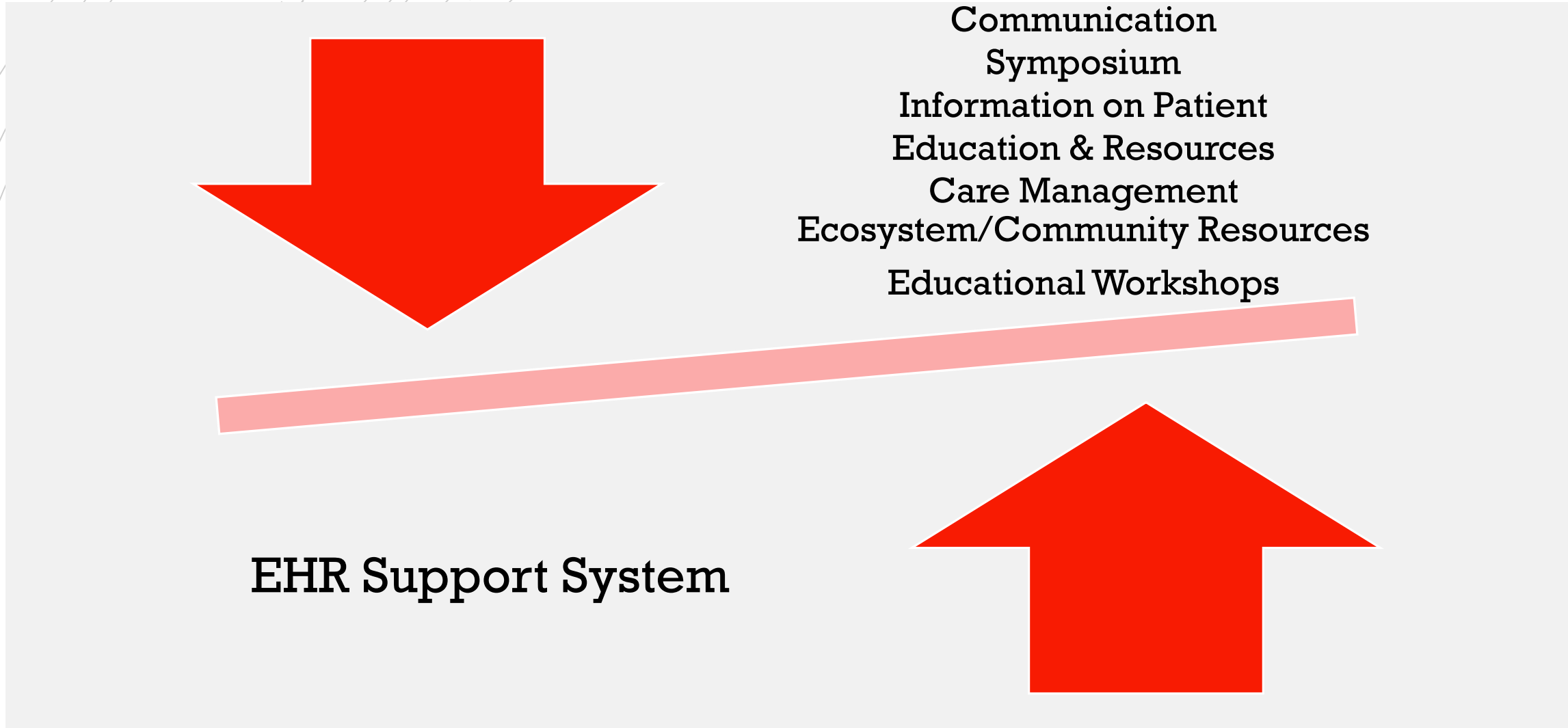
>2022







What current E-HI services  
or supports are most  
valuable?



The diagram is set within a light gray rectangular frame. At the top right, a list of initiatives is presented. A large red arrow points downwards from this list towards the 'EHR Support System' text at the bottom left. A pink arrow points upwards from the 'EHR Support System' text towards the list of initiatives. The initiatives listed are: Communication Symposium, Information on Patient Education & Resources, Care Management Ecosystem/Community Resources, and Educational Workshops.

Communication  
Symposium  
Information on Patient  
Education & Resources  
Care Management  
Ecosystem/Community Resources  
Educational Workshops

**EHR Support System**

# Comments

**Efficacy of IPA  
impact on  
reimbursement**

**Support for non  
eClinicalWorks EHR**

**Payment  
Transformation is  
driving PCP care**



*East Hawaii* IPA

**WHERE ARE WE NOW?**

**November 8, 2017**



*East Hawaii* IPA

## **MISSION**

**To empower independent healthcare providers on  
Hawai'i Island to improve quality, increase access &  
lower costs to achieve better health**





*East Hawaii* IPA

# Strategic Planning Retreat

## August 5, 2016



East Hawaii IPA Strategic Retreat

August 6, 2016

# 2016 PARTICIPANTS

## MEMBERS

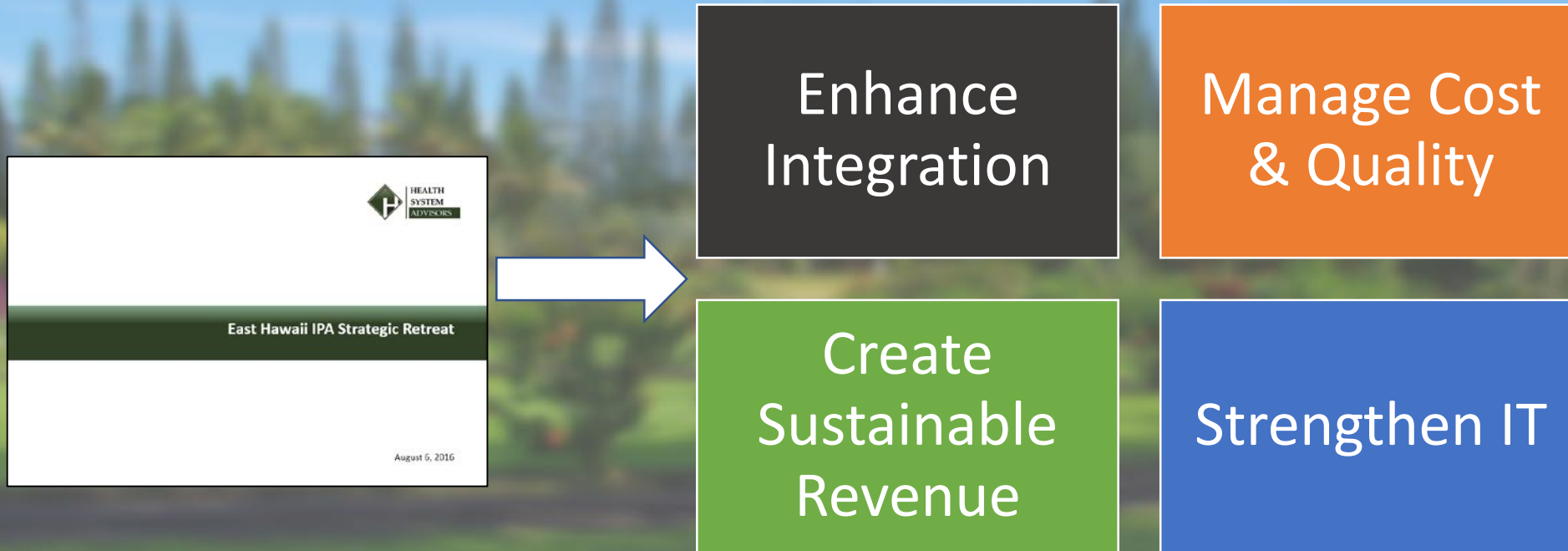
- Dr. Ernest Bade
- Dr. Daniel Belcher
- Dr. Brenda Camacho
- Dr. Darrett Choy
- Dr. Lynda Dolan
- Dr. Matthew Dykema
- Dr. Sheareen Gedayloo
- Dr. David Jung
- Dr. J. Nohea Kaawaloa
- Dr. Kevin Kurohara
- Dr. Henry Lee Loy
- Dr. Richard Lee-Ching
- Dr. David Nakamura
- Dr. Mary K. Nordling
- Dr. Craig Shikuma
- Dr. Sydney Tatsuno

## Staff & Consultants

- Jessica Anderson
- Chiara Beckner, Facilitator
- Sylvia Belcher
- Bob Colvin, Facilitator
- Ruth Kai
- Diane Kurohara
- Wendy Matsuura
- Crystal Perry
- Susan Mochizuki, EHI IPA
- Mike Sayama, Community First
- Kahea Wakinekona
- Nola Yamada



# STRATEGIC PRIORITIES



Enhance  
Integration

# HOW DID WE DO IN 2017?

Resource Center

Weekly Alerts

Care Management  
Services

Workshops  
& Webinars

More Members!

# HOW DID WE DO IN 2017?

Manage Cost &  
Quality

Hospital  
Transitions

Performance  
Analysis

Emergency  
Room  
Follow-up

Diabetes  
Management



# HOW DID WE DO IN 2017?

Sustainable  
Revenue

HMSA Special  
Funding

Other Health Plan  
Funding

CPC+ Care  
Management Fees

SBIRT Grant

Strengthen IT

# HOW DID WE DO IN 2017?

EHR Selection

eCW Training &  
Support

GO LIVE!

eCW Lab Interface  
Hub

# ADDITIONAL 2017 WORK

21<sup>st</sup> Annual Symposium

Hawaii Health Partners  
Talks



# WHO ARE WE???



81 Members

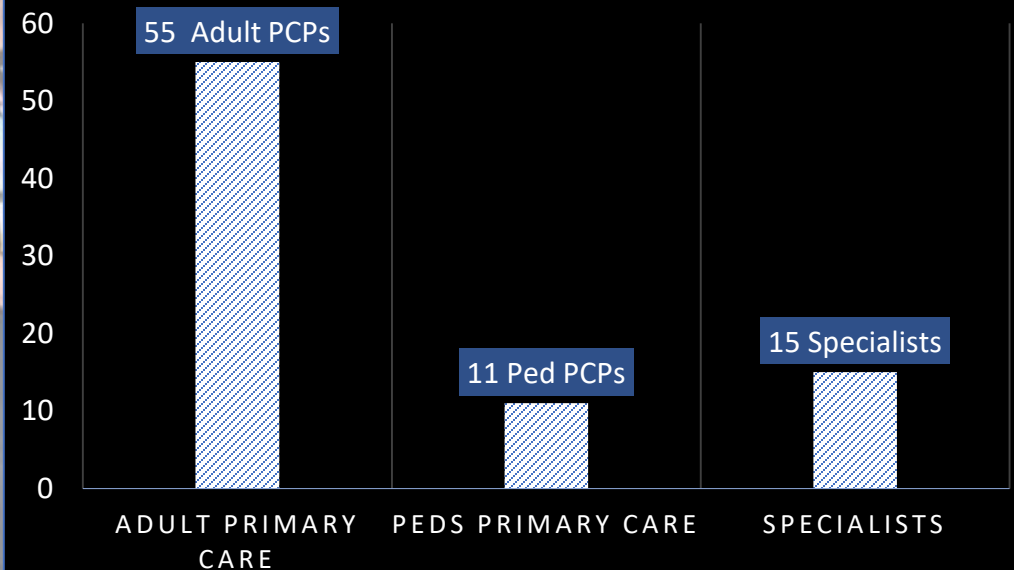
66 Primary Care

- 11 Peds

- 55 Adults

15 Specialists

**EAST HAWAII IPA MEMBERS**





# WHO ARE WE???



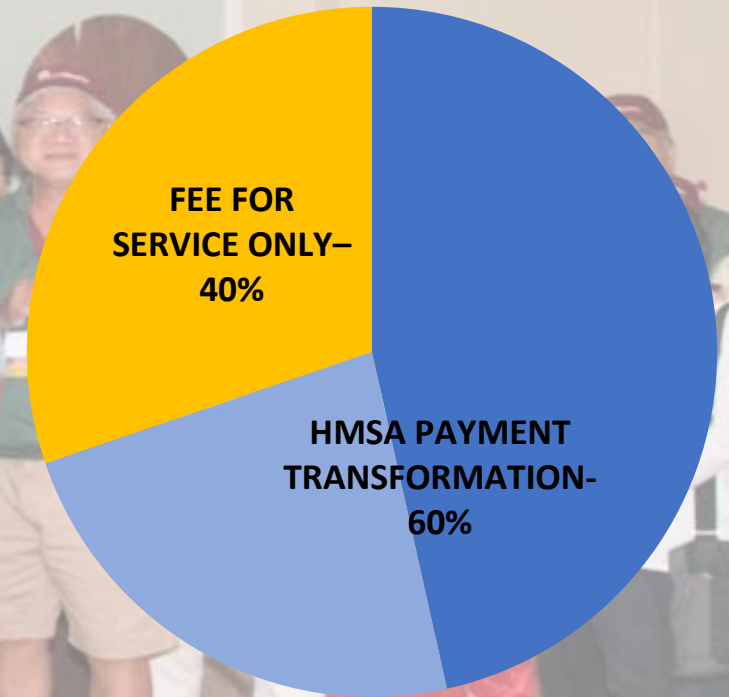
**66 PCPS**

**HMSA PAYMENT TRANSFORMATION PCPS = 40**

IN CPC+ 20

NOT IN CPC+ 20

**FEE FOR SERVICE PCPS = 26**



■ Payment Transformation ■ PT/CPC+ ■ FFS



# WHO DO WE SERVE???

**40 PAYMENT TRANSFORMATION PCPS  
SERVE  
51,000 PATIENTS**

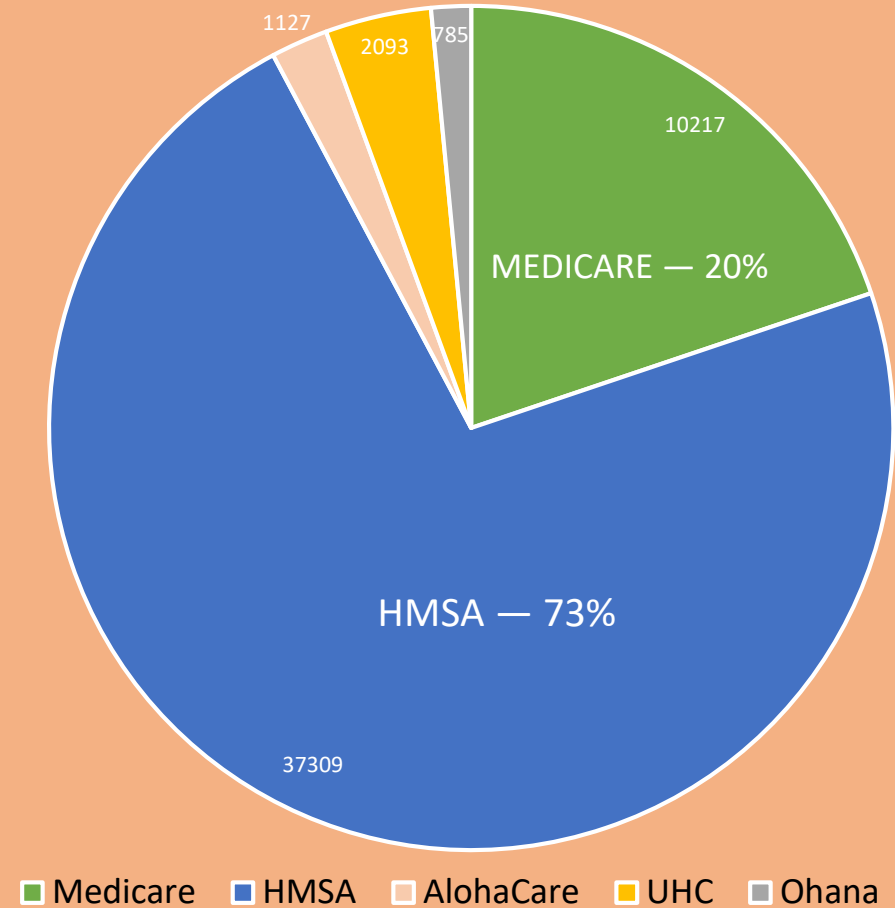
**PATIENT #S:**

**73% HMSA**

**20% Traditional Medicare**

**7% Other (UHC, Aloha, 'Ohana)**

**20 CPC+ PHYSICIANS  
SERVE 26,000 OF  
THESE PATIENTS**



WHERE DO WE GO FROM HERE???



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Biggest barriers to  
providing quality care




## Barriers

Finding and keeping competent staff

Scarcity of specialists

Physician and provider burnout

Poor communication between hospital and primary care



Concerns regarding forming a  
clinically integrated group,  
hospital system or get bought  
out



3-way tie

Paying buy-in fee

Changing EHR

Lose local autonomy & control

# Comments



The diagram consists of a central red box with the word 'Comments' in white. From the right side of this box, several thought bubbles of varying sizes, colored in a light red gradient with red outlines, radiate outwards. Each bubble contains a specific concern or fear. The background is white with faint, light blue curved lines that sweep across the frame.

corrupt

I fear...

I would quit  
first

Losing  
autonomy

Homogenized...

Concern

Going  
broke

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# Current & Future Options

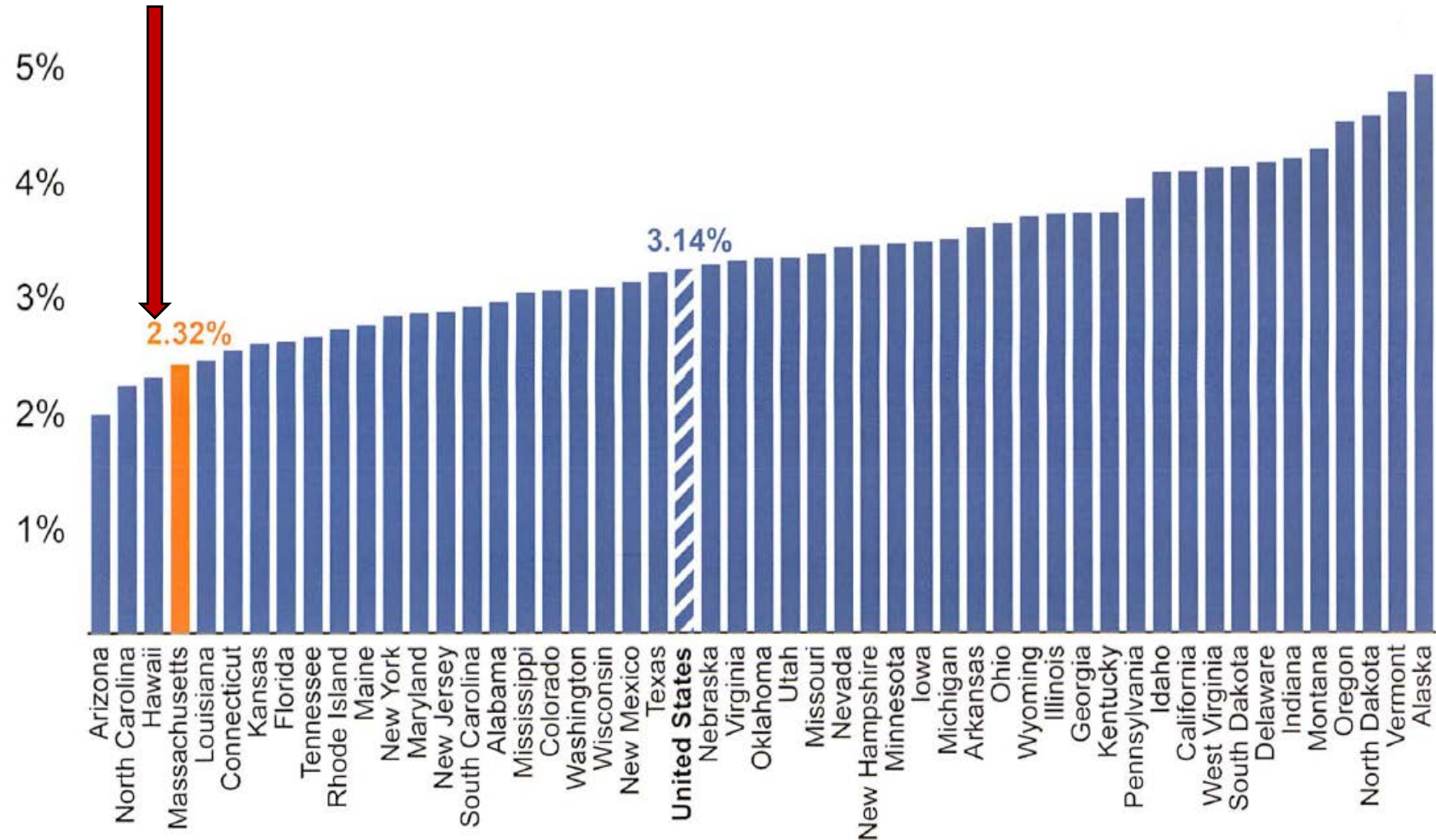
Dr. Barbara Spivak

Donna Mills

Leolinda Parlin

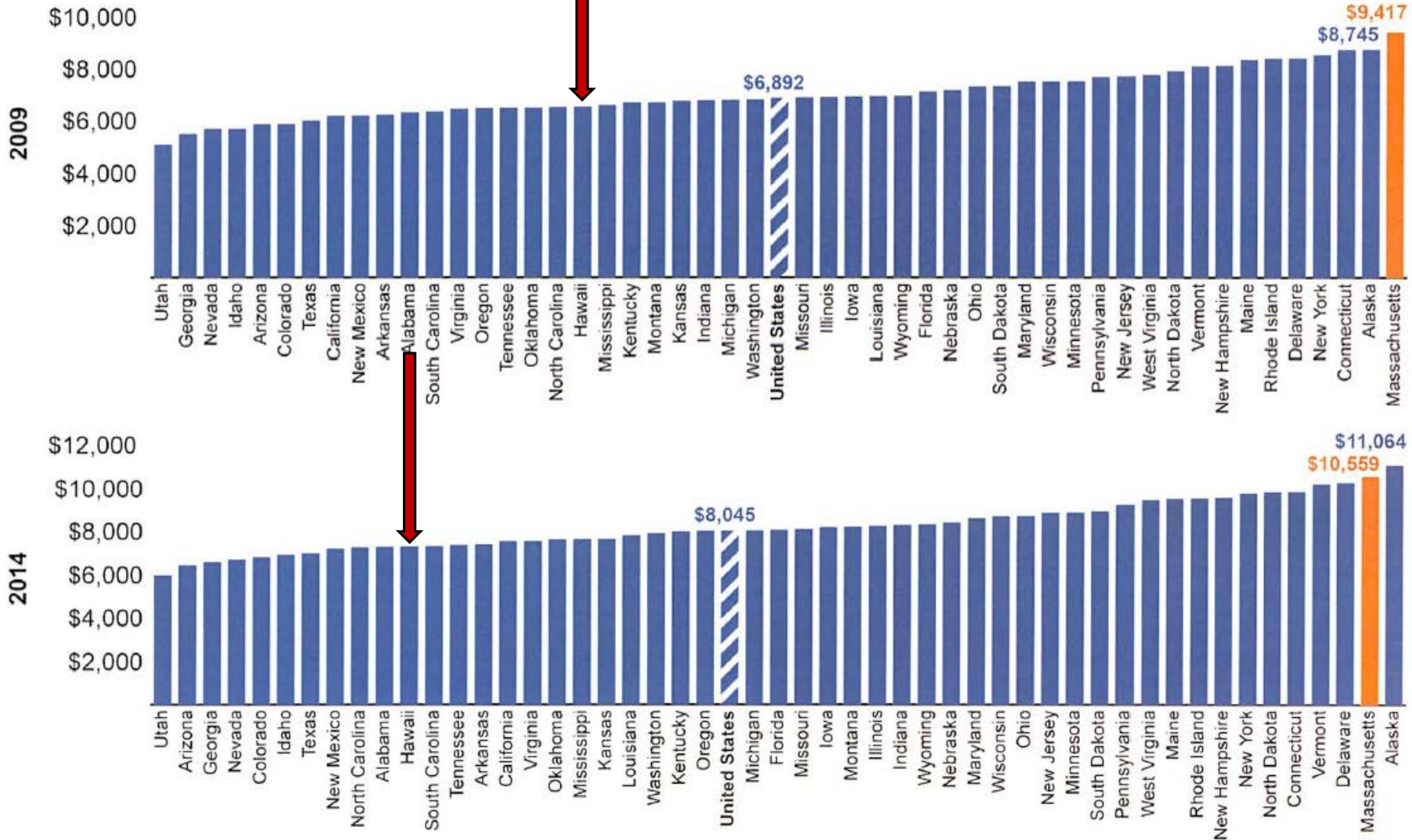
## Massachusetts healthcare spending grew at the 4<sup>th</sup> lowest rate in the US from 2009-2014

*Average annual healthcare spending growth rate, per capita, 2009-2014*



# Massachusetts no longer spends the most on health care

Personal health care spending, per capita, by state 2009 and 2014





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## Other Survey Highlights

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What services are  
important for an IPA to  
provide?

Consensus!

## 100% AGREEMENT

- Connections to other community resources to help patients
- Provider Education



80/20

- Staff Education
- Access to Data & Reports
- Practice Management & Consultation





Not a Driver

- Group Health Benefit
- IT & EHR Support

Survey



Poor



Average



Excellent

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What Quality of Care activities  
are you willing to incorporate  
into your practice?

## Open Scheduling



## ER Follow up

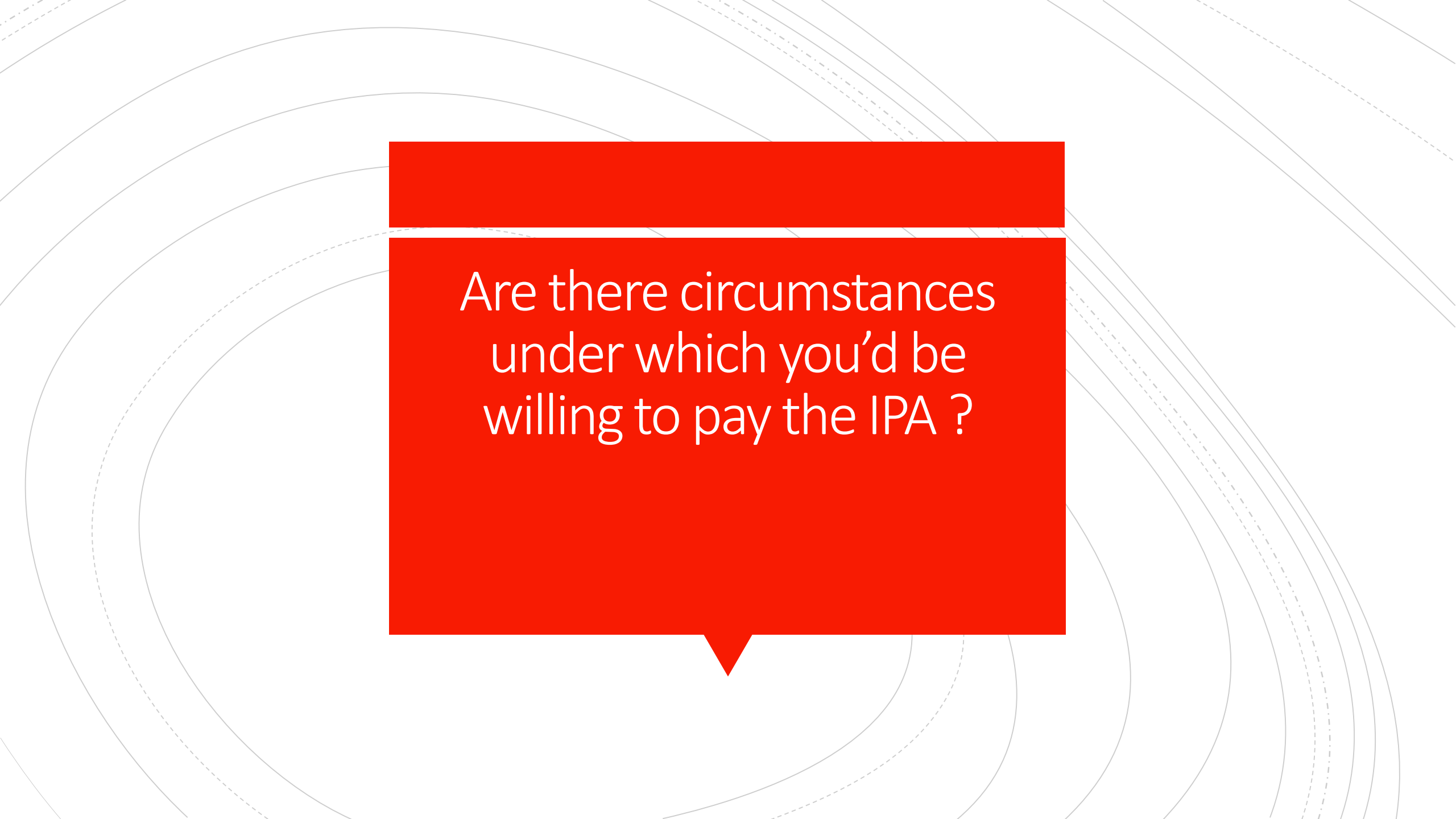


## Best Practices



## Hospital Follow up





Are there circumstances  
under which you'd be  
willing to pay the IPA ?



**Yes!**

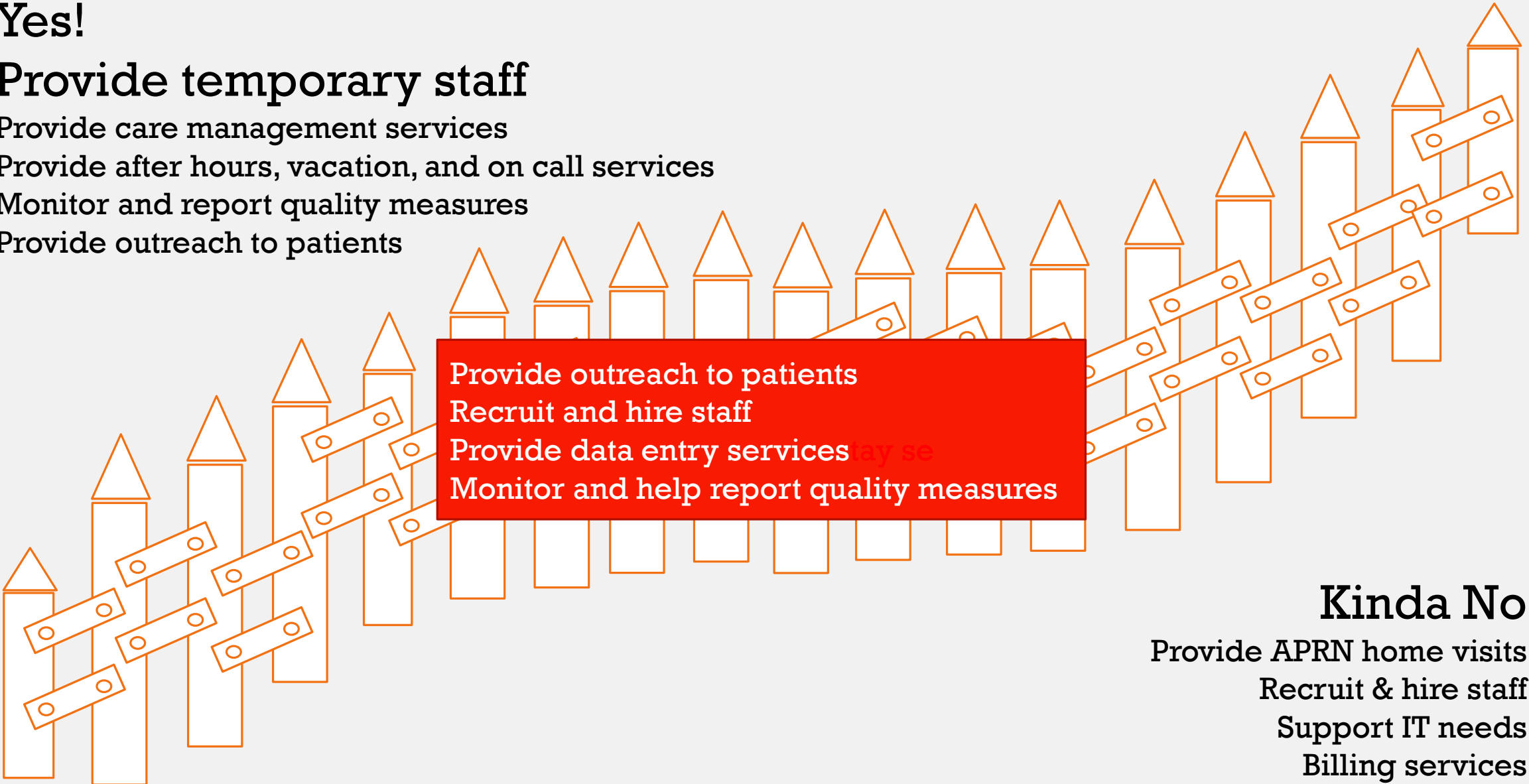
## **Provide temporary staff**

Provide care management services

Provide after hours, vacation, and on call services

Monitor and report quality measures

Provide outreach to patients



Provide outreach to patients  
Recruit and hire staff  
Provide data entry services  
Monitor and help report quality measures

**Kinda No**

Provide APRN home visits

Recruit & hire staff

Support IT needs

Billing services

Arrange transportation

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Dinner Break

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# Small Group Assignment

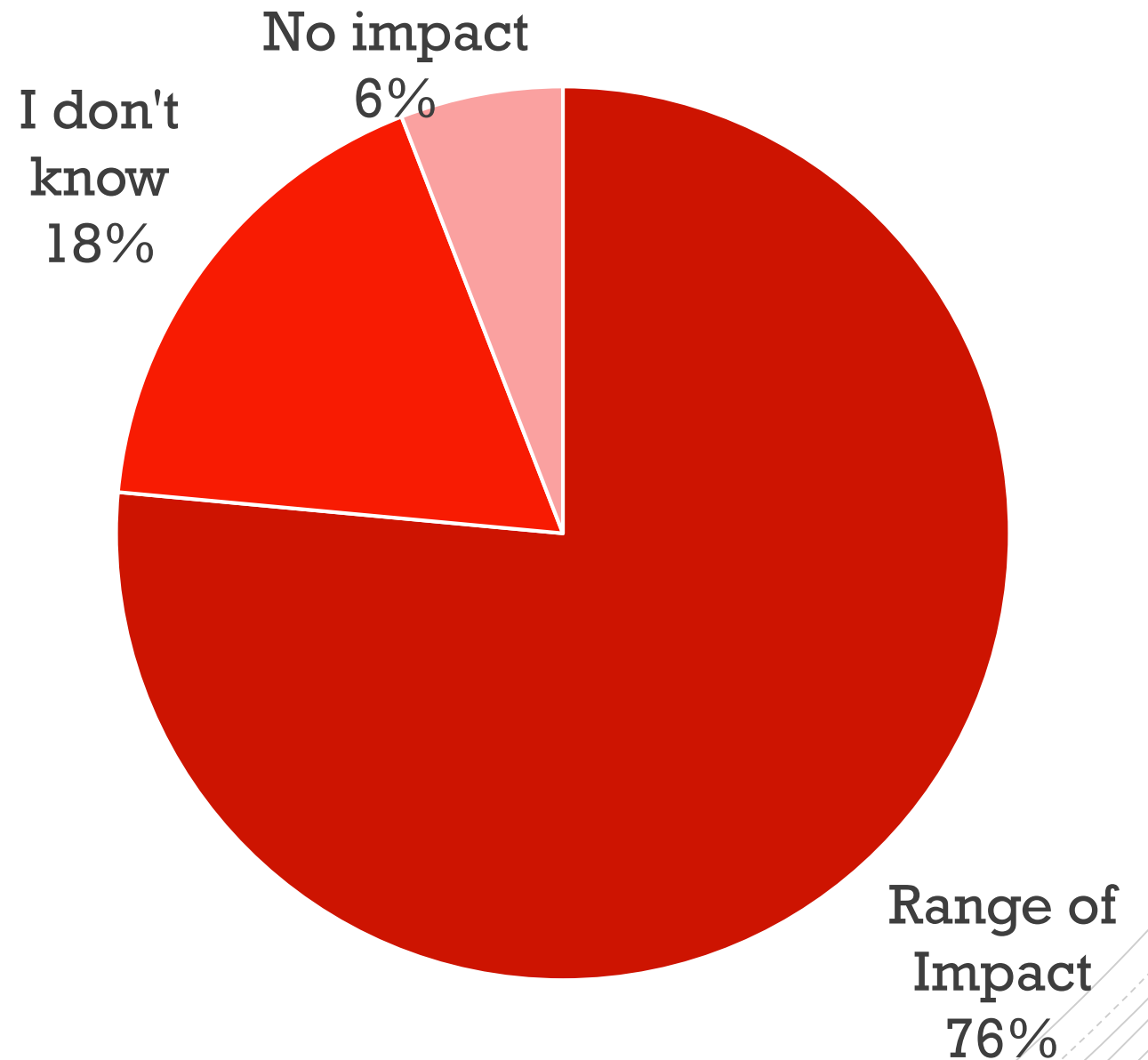


Close or Dissolve?

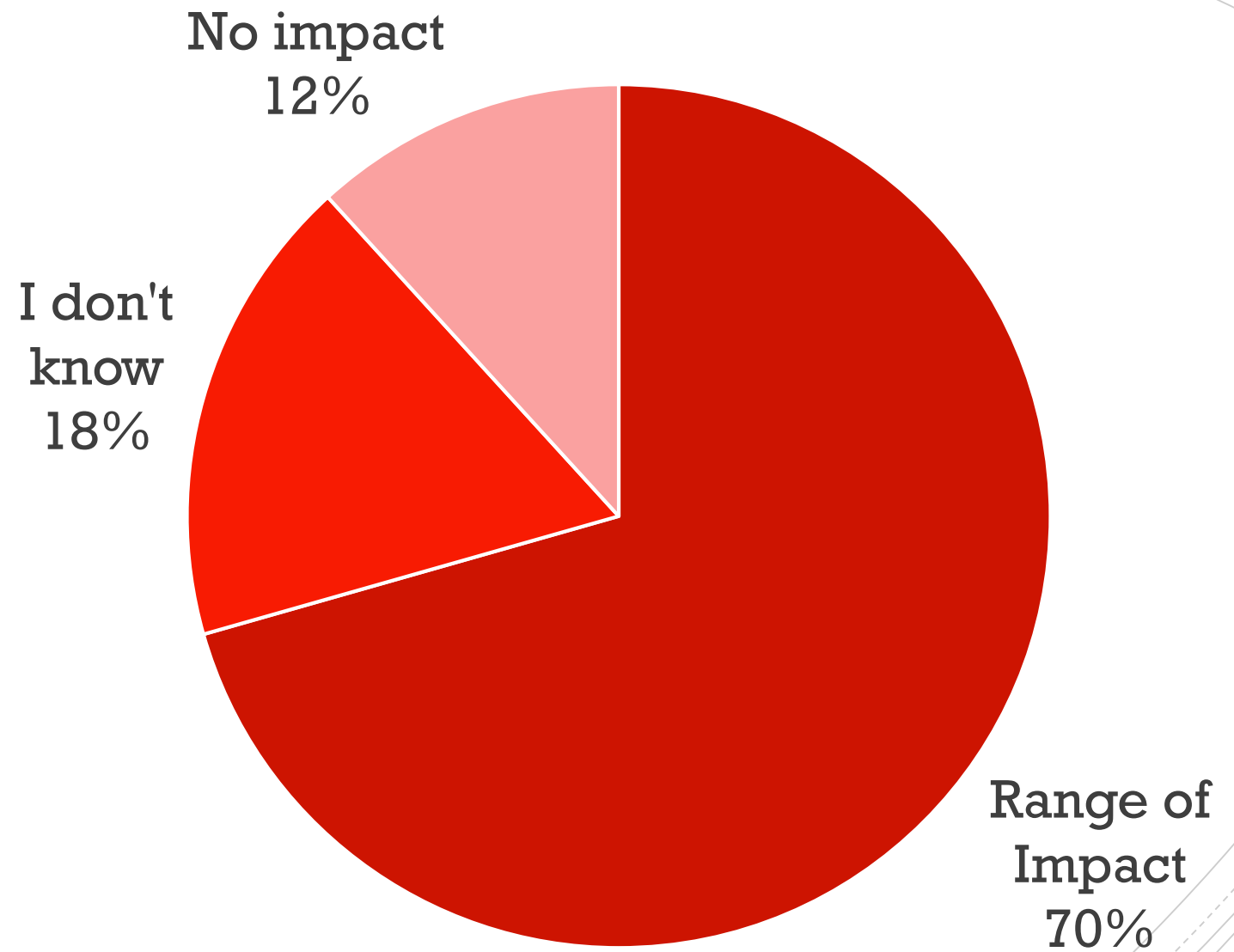


## Range of Impact on Practices

- 12/17 might have impact on patients?



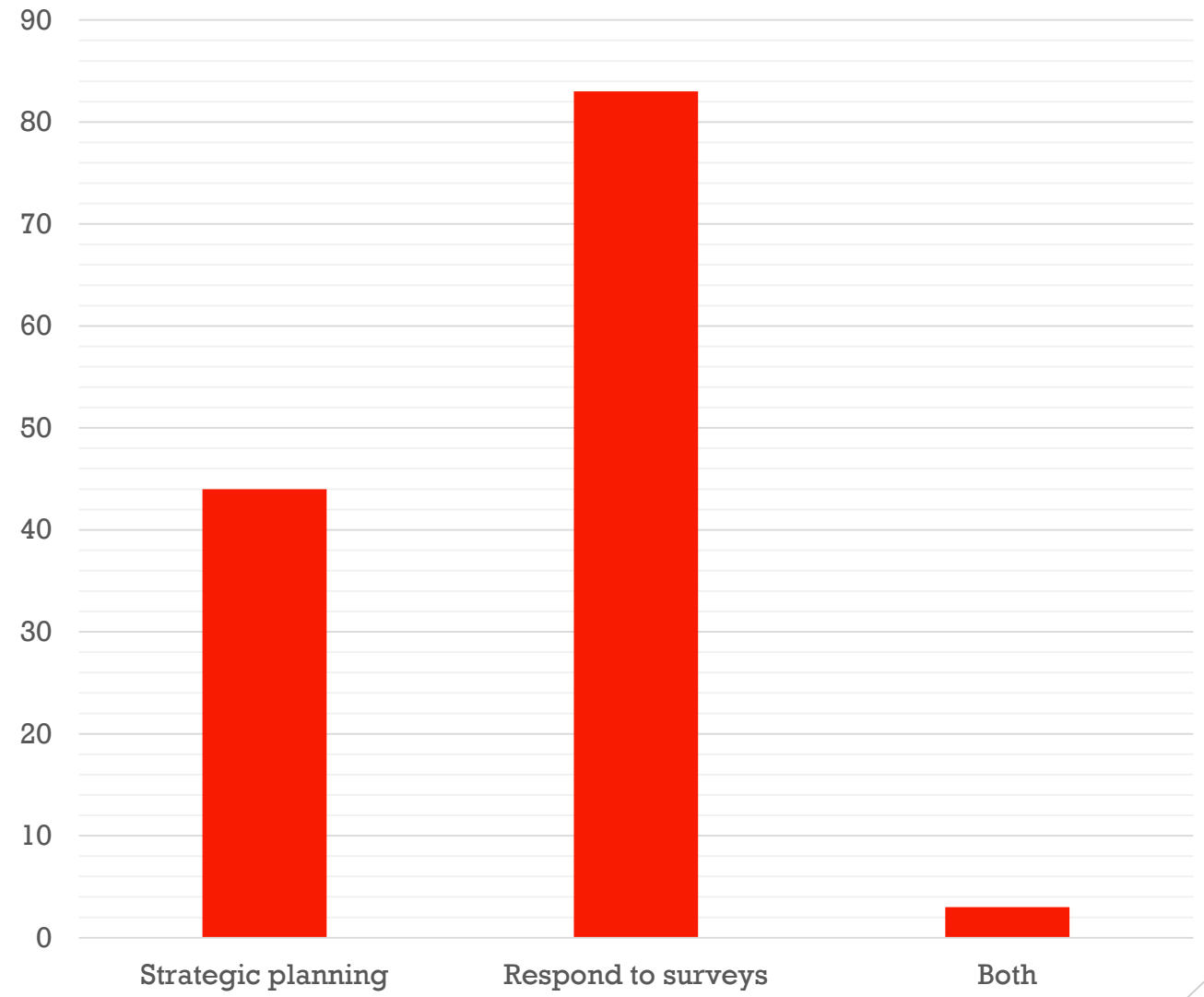
## Range of Impact on Patients



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Roles

There is  
momentum for  
engagement



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Committees



Hospital IPA relations

Care management and transition care

Chronic disease management

Quality performance



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Next Steps