



How Performance Management Analytics Can Boost the Success of Integrated Care Initiatives

KEY BENEFITS

- Gain a comprehensive view of individual population members
- Identify high-risk and rising risk members
- Measure the impact of integrated care initiatives
- Discover opportunities for standardization of care
- Empower proactive, tiered interventions

Executive Summary

The success of delivering integrated care can be significantly enhanced with the implementation of a rich performance management analytics solution. This white paper discusses strategies that are designed to work in tandem with existing clinical initiatives targeting high-risk populations. Together, these strategies can boost the success of integrated care initiatives in delivering better care, achieving better health outcomes, and reducing the associated costs of care.

Introduction

Integrated care, defined as the systematic coordination of physical and behavioral health care with a focus on treating the whole person, continues to gain traction in healthcare today. The benefits of treating the “whole person” through deliberate, coordinated care, where care providers engineer the coordination as opposed to consumers, are clear; it is widely accepted that not only do costs markedly decrease when effective integrated care is in place, member satisfaction and engagement also improve significantly.



By integrating performance management analytics into existing integrated care initiatives, organizations can accelerate and increase improvement in outcomes and cost. A performance management analytics platform aggregates and analyzes disparate data sources, including both behavioral health and physical health metrics, and applies complex algorithms so that organizational leadership and clinicians can gain a comprehensive longitudinal view of individual members; identify high risk probability and rising risk members; measure the impact of their integrated care initiatives; identify opportunities for providers to standardize to evidence-based best practices; and focus on proactive, tiered interventions to achieve better, cost effective outcomes.

In addition, by making clinical interventions and additional training accessible directly within the platform and highlighting gaps in care, providers can see where to focus their efforts, making it easier to engage them in performance improvement initiatives.

The strategies discussed in the following sections are not intended to work alone. Rather, they are designed to work in concert with your

existing integrated care initiatives to better manage the health of your population. Together, these strategies can meet the overall objectives of population health management: better care, better health and lower costs.

Comprehensive Member Views

Caring for the whole person requires a complete view—one that considers the full details of their care. With rich visualizations, a performance management solution enables a quick, easy-to-interpret view of patient members. Behavioral health data can be displayed alongside medical co-morbidity, biometric and demographic data to provide an unparalleled comprehensive view of the individual member.

Behavioral health data can be displayed alongside medical co-morbidity, biometric and demographic data to provide an unparalleled comprehensive view of the individual member.

The ability to identify changes and trends in adherence and biometric data provides further details about members' health; comprehensive utilization and member behaviors are surfaced through claims integration as well. The performance management analytics solution also incorporates current and predictive risk probability scores, allowing you to most effectively plan and work with your members.

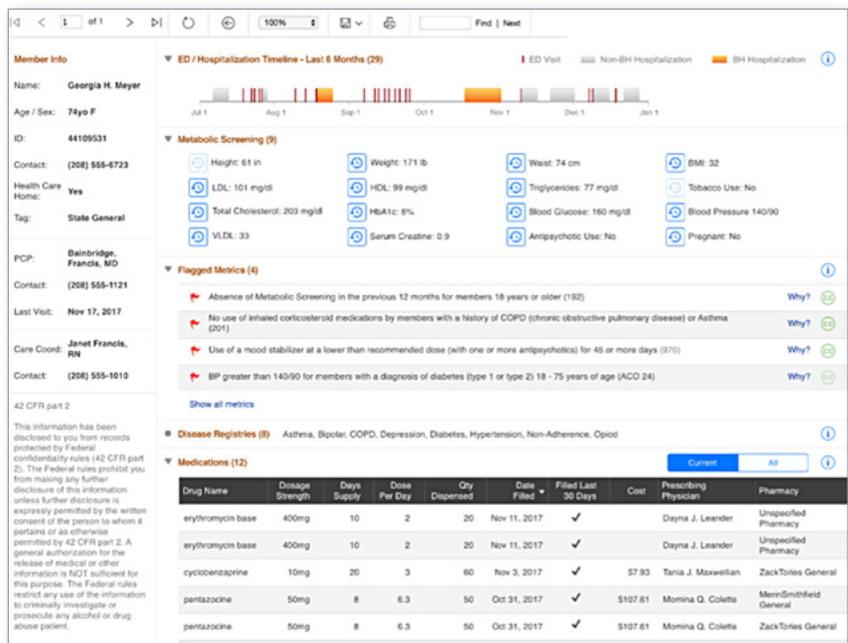
This fully-integrated view gives care managers the ability to design and monitor a successful integrated care plan for members. For example, a care coordinator could track and trend metabolic data or other personal metrics against established goals for client treatment plan reviews.

Identification of High-Risk and Rising Risk

One of the challenges with effectively managing your population is being able to identify those high-risk probability and rising-risk members based on both behavioral health conditions and medical conditions.

Advanced risk algorithms can identify members with a high risk of opioid abuse, a high risk of opioid overdose, and a high medical comorbidity risk. This information can be used to inform a risk triage stratification that identifies your highest and rising-risk members based on social demographics, behavioral health, medical comorbidity and behavior attributes. Using effective risk analytics helps you focus your efforts on those members who are most in need, as well as identify future high-risk members.

With performance management analytics, you can quickly and easily identify your members that are exhibiting risky behaviors. Identification of members who are seeing multiple providers to gain access to multiple prescriptions, members using multiple opioid or antipsychotic prescriptions, members with uncontrolled diabetes, and behavioral health members without metabolic testing, for example, allow you to intervene to close care gaps.



Comprehensive patient view showing utilization, metabolic values, filled scripts, disease burden and more.

By using the comprehensive member view, you can check the full set of metrics and behaviors on members once they are identified to ensure you can address multiple care gaps proactively.

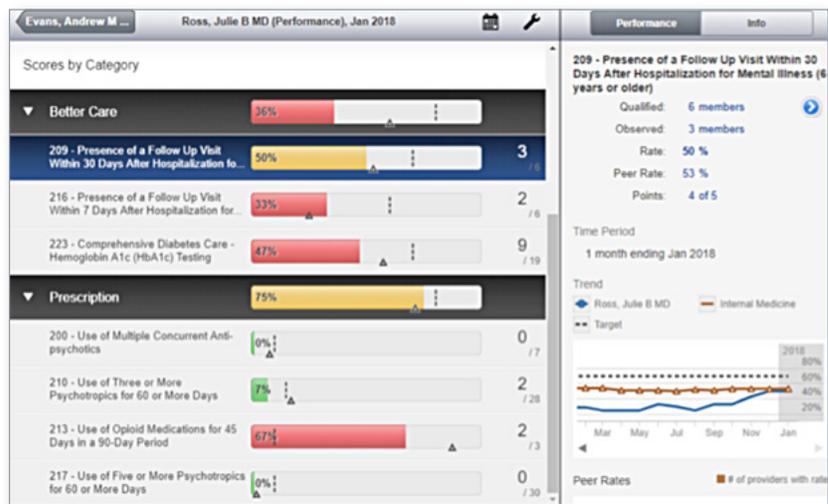
By quantifying the impact of initiatives and assessing their success over time, you ensure the success of integrated care and value-based purchasing initiatives.

Another benefit of a performance management solution that accounts for risk is the ability to measure improvement in risk scores, allowing you to see how your integrated care initiatives are affecting risk—for individual members and your entire population. By quantifying the impact of initiatives and assessing their success over time, you ensure the success of integrated care and value-based purchasing initiatives.

Identification of Variation in Care Delivery: Bright Spots & Opportunities

Increasing provider adherence to evidence-based standards is another outcome that is supported within an effective performance management solution.

When providers are given a personalized performance view to see how they compare to their peers and to evidence-based practice, many will review their prescribing practices and align to standards as appropriate to their member population. Simply by making performance data transparent and focusing on bright spot peer comparisons, providers are encouraged to change. Other incentives, such as pay-for-performance incentive compensation, can further enhance the effect.



A provider's personalized performance view

Simply by making performance data transparent and focusing on bright spot peer comparisons, providers are encouraged to change.

Reducing variation in care delivery is one of the greatest benefits of a performance management solution. Ensuring your members receive high quality care, regardless of which provider or location they visit, is a key step to success in your integrated care efforts. This will ensure sustainable, systematic process improvement.

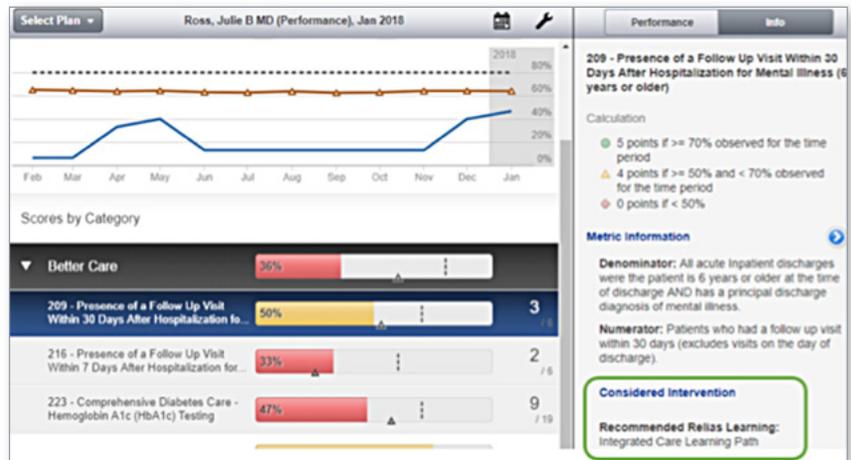
Integration of Considered Interventions and Targeted Learning

Another value-add of our performance management solution is the integration of targeted clinical considered interventions and targeted learning with your data insights. While a good performance management analytics solution surfaces opportunities, trends, and details—incorporating evidence-based best practices and additional clinical training within the system itself takes it to the next level.

This unique approach helps providers and care teams move from insight to action, empowering them to close gaps in care.

When variation exists because of knowledge gaps, giving providers access to further targeted training focuses their efforts on what will directly impact care quality. This ensures your team has the knowledge and skills to provide the best possible integrated care for your population. Learning programs range from a single refresher course to more comprehensive learning paths around essential clinical topics within integrated care. Ongoing measurement reinforces behavior change for sustained success.

This unique approach helps providers and care teams move from insight to action, empowering them to close gaps in care.



A considered intervention could be either a clinical intervention or additional training for specific staff members.

Summary

Augmenting your integrated care clinical initiatives with a comprehensive performance management analytics solution helps you deliver optimal care. Easy access to risk models, comprehensive member views and the variation within your care delivery models gives you insights into those members and providers that warrant further intervention. With integrated clinical best practices and targeted learning, you can further augment your approach and ensure your team delivers against your integrated care strategy.

Learn more about how Relias helps organizations deliver quality integrated care.

GET STARTED

HHS0618WPT698-00

(877) 200-0020

RELIAS