



Health Care
Innovation Initiative

Provider Stakeholder Group
January 18, 2017

Agenda

- Population Health Improvement
- Episodes of Care - Wave 7 Technical Advisory Groups - Call for Nominations
- Episodes of Care- Waves 3 and 4 Performance Period
- Episodes of Care- Updated episodes sequencing
- Episodes of Care- Updated registry quality metric for the colonoscopy episode
- Patient-Centered Medical Home (PCMH) Launch
- Care Coordination Tool

State SIM Population Health Improvement Update

- We are developing a common **definition** of population health and a way to **measure** population health improvement in Tennessee.
- We held six **public workshops** across the state to develop a regional consensus on the key principles and indicators of population health.
- Workshops were held in October & November in the following cities:

Memphis



Jackson



Nashville



Knoxville



Chattanooga



Gray

- We also held **stakeholder-specific workshops** for groups that we partner with to get their feedback on defining and measuring population health.
 - Partners included:
 - Tennessee Hospital Association
 - Cumberland Pediatric Foundation
 - Tennessee Association of Mental Health Organizations
 - Hospital Alliance of Tennessee
 - Tennessee Charity Care Network
 - TDH County & Regional Health Directors
 - RHAT Annual Conference Attendees

State SIM Population Health Improvement Update

- We posed two questions to each group:
 - What are they key principles of population health?
 - What are they key indicators of population health?

Memphis

Key Principles

- Protecting vulnerable populations across the life span
- Intervene across the continuum of prevention
- Fundamental belief and action in health equity
- Promoting empathy and cultural humility
- Focusing resources to impact social determinants
- Clinical transformation with population health in mind
- Innovative and evidence based approaches to health improvement
- Developing effective connections and partnerships

Key Indicators

- Life expectancy and longevity
- Disease prevalence and health outcomes
- Causes of death
- Access, quality, and utilization
- Health and lifestyle behavior
- Mental, behavioral, and emotional health
- Building healthy and safe places
- Social and economic indicators of health
- Community engagement/empowerment

Gray

Key Principles

- Universal access to comprehensive affordable care
- Environmental health policies and programs
- Holistic public health
- Regional and cultural health literacy
- Research and surveillance of appropriate health indicators
- Addressing social determinant's of health and health disparities
- Integration and collaboration among community stakeholders
- Long-term investment in primary prevention

Key Indicators

- Are we moving the needle?
- Key indicators across the lifespan
- Community wellness indicators
- Lifestyle factors
- Resource allocation
- Mental health and substance abuse

State SIM Population Health Improvement Update

- The results and feedback generated during these workshops will be incorporated into a draft set of measures, which will be disseminated for comment in Spring 2017.
- Once finalized, they will be incorporated into the Tennessee State Health Plan (the SIM PHIP), the state's main health policy tool, and eventually incorporated into a web-based dashboard.
- These indicators will be the main resource of measuring population health of the state of Tennessee, will be used to set state-wide and departmental health goals, and will be used to evaluate progress in improving the health of the state of Tennessee.

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Episodes of Care - Wave 7 Technical Advisory Groups - Call for Nominations

- The Tennessee Health Care Innovation Initiative is seeking nominees for clinical experts to advise on the design of Wave 7 episodes of care.
- The next nine episodes of care to be designed and implemented in Tennessee will focus on general orthopedics and spinal procedures. The episodes include:
 - Femur/pelvic fracture
 - Knee arthroscopy
 - Ankle sprains/ strains/ fractures
 - Knee sprains/ strains/ fractures
 - Shoulder sprains/ strains/ fractures
 - Wrist sprains/ strains/ fractures
 - Spinal fusion
 - Spinal decompression (without spinal fusion)
 - Low back pain

Episodes of Care - Wave 7 TAGs: Nominee Responsibilities

- Please nominate clinical experts in Tennessee to join a Technical Advisory Group (TAG) to provide clinical advice on episode topics including: the patient journey and care pathways, the components of the episode, the definition of the principle accountable provider (or quarterback), any aspects of care delivery unique to Tennessee, components of the episode of care, and appropriate quality measures.
- We are looking for clinicians in the following specialties who are thought leaders in their fields, representative of practicing providers, enthusiastic about improving care delivery, and available to attend all TAG meetings (for the topic they are nominated) in Nashville at the times listed.

Episodes of Care - Wave 7 TAGs: Specialties

TAG Topic	TAG Member Specialties	TAG Schedule
<p>TAG A: General Orthopedics</p> <p>Episodes:</p> <ul style="list-style-type: none"> • Femur/pelvic fracture • Knee arthroscopy • Ankle sprains/ strains/ fractures • Knee sprains/ strains/ fractures • Shoulder sprains/ strains/ fractures • Wrist sprains/ strains/ fractures 	<ul style="list-style-type: none"> • General orthopedics • Physical medicine and rehabilitation (PM&R) • Physical therapy • Primary care • Emergency medicine 	<ul style="list-style-type: none"> • Tuesday, March 7, 2017 (12:30 PM- 3:30 PM CT) • Tuesday, March 28, 2017 (12:30 PM- 3:30 PM CT) • Tuesday, April 18, 2017 (12:30 PM- 3:30 PM CT) • Tuesday, May 9, 2017 (12:30 PM- 3:30 PM CT)
<p>TAG B: Spine</p> <p>Episodes:</p> <ul style="list-style-type: none"> • Spinal fusion • Spinal decompression (without spinal fusion) • Low back pain 	<ul style="list-style-type: none"> • Orthopedics- spinal specialists • Neurosurgery- spinal specialists • Physical medicine and rehabilitation (PM&R) • Pain management • Physical therapy • Primary care • Emergency medicine 	<ul style="list-style-type: none"> • Tuesday, March 14, 2017 (12:30 PM- 3:30 PM CT) • Tuesday, April 4, 2017 (12:30 PM- 3:30 PM CT) • Tuesday, April 25, 2017 (12:30 PM- 3:30 PM CT)



Episodes of Care - Wave 7 Technical Advisory Groups - Call for Nominations

For each nominee, please provide the following information. All nominations are due to payment.reform@tn.gov by **Thursday, February 2, 2017**.

Nominee name:

Name of TAG nominated for:

Email address:

Phone number:

Nominee specialty and subspecialty:

Practice location (City):

Practice name/Facility affiliation:

A brief description of why the nominee would be a good TAG member:

Clinicians can nominate themselves. Nominees are not required to be familiar with episodes of care. There is no reimbursement for participating in the TAG.

TAGs are the start of a process to design episodes of care. Preview reports for wave 7 episodes will be sent to providers in mid-2018. We appreciate the participation of Tennessee clinical experts to serve as volunteers for episodes of care. We look forward to receiving your nominations.



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Episodes of Care – Waves 3 and 4 Performance Period

The first performance period for Wave 3 episodes began on January 1, 2017.

Wave 3 Episodes	Wave 4 Episodes
Upper GI Endoscopy (EGD)	Bariatric Surgery
GI Hemorrhage	Oppositional Defiant Disorder (ODD)
Outpatient UTI	Coronary Artery Bypass Graft (CABG)
Inpatient UTI	Congestive Heart Failure Acute Exacerbation (CHF)
Respiratory Infection	Valve Repair and Replacement
Pneumonia	

- This performance period will last 12 months.
- Throughout the performance period, providers will continue to receive quarterly reports.
- Payments or penalties based on the 2017 performance period for Wave 3 and 4 episodes will occur in August 2018.



*The ADHD episode in Wave 4 will have an additional preview period of one year. The ADHD performance period will begin on January 1, 2018.

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Episodes of Care – Updated episode sequencing

Over 70 episodes of care will be designed and implemented over 5 years

Design year & wave	Episode	Design year & wave	Episode	Design year & wave	Episode	
2013	1	2016	6	2018	9	
	Asthma acute exacerbation		Outpatient skin and soft tissue infection		Depression – acute exacerbation	
	Total joint replacement		Neonatal (Age 31 weeks or less)		Lung cancer (multiple)	
2014	2		Neonatal (Age 32 to 36 weeks)		9	Female reproductive cancer
	COPD acute exacerbation		Neonatal (Age 37 weeks or greater)		Other major bowel (multiple)	
	Colonoscopy		HIV		PTSD	
	Cholecystectomy	Pancreatitis				
PCI - acute	Diabetes acute exacerbation	2018	10		Fluid electrolyte imbalance	
PCI – non acute	Spinal fusion		Renal failure			
2015	3		Spinal decompression (without spinal fusion)	Liver & pancreatic cancer		
	GI hemorrhage		Femur/pelvic fracture	Hepatitis C		
	EGD		Knee arthroscopy	GERD acute exacerbation		
	Respiratory Infection		Ankle sprains, strains, and fractures	Drug dependence		
	Pneumonia		Wrist sprains, strains, and fractures	GI obstruction		
UTI - outpatient	Shoulder sprains, strains, and fractures		Rheumatoid arthritis			
UTI – inpatient	Knee sprains, strains, and fractures					
2016	4		Low back pain	2019	11	
	ADHD	Hemophilia & other coag. dis.	Bipolar - chronic			
	CHF acute exacerbation	Anal procedures	Bipolar – acute exacerbation			
	ODD	Colon cancer	Conduct disorder			
CABG	CAD & angina	Epileptic seizure				
Valve repair and replacement	Hernia procedures	Hypotension/Syncope				
Bariatric surgery	Cardiac arrhythmia	Kidney & urinary tract stones				
2016	5	Sickle cell	Other respiratory infection			
	Breast biopsy	Pacemaker / Defibrillator	Dermatitis/Urticaria			
	Breast cancer, medical oncology	Schizophrenia (multiple)				
	Breast cancer, Mastectomy					
	Otitis media					
	Tonsillectomy					
	Non-emergent depression					
Anxiety						

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Episodes of Care – Qualified Clinical Data Registry quality metric update for the Colonoscopy episode

- The quality metric “Participation in a qualified clinical data registry” has been changed from an information-only measure to a gain sharing measure for the 2017 performance period for the Colonoscopy episode.
- In order to meet gain sharing for the Colonoscopy, a provider must have 25 percent of valid episodes performed in a facility participating in a Qualified Clinical Data Registry (e.g., GIQuIC).
- Updated DBRs and configuration files can be found on the website at: <https://www.tn.gov/hcfa/topic/episodes-of-care>

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Patient-Centered Medical Homes (PCMH) Launch

- The first wave of Patient-Centered Medical Homes (PCMH) in the TennCare program launched on January 1, 2017. There are 29 practices participating in Wave 1 of PCMH for 2017. Please visit our website at <http://www.tn.gov/hcfa/article/patient-centered-medical-homes> for a listing of the participating practices. There will be additional practices added each year to the PCMH program.
- The aligned TennCare PCMH program is a voluntary comprehensive care delivery model designed to improve the quality of primary care services for members, the capabilities and practice standards of primary care providers, and the overall value of health care delivered to the population. Each of the TennCare health plans has its own approach to PCMH, but this will be the first time a provider can participate in an aligned approach between all of the TennCare health plans.
- PCMH providers commit to member centered access, team based care, population health management, care management support, care coordination, performance measurement and quality improvement. Participating providers receive training and technical assistance, quarterly reports with actionable data, and access to the care coordination tool. These providers are compensated with ongoing financial support and an opportunity for an annual outcome payment based on quality and efficiency performance.

Patient-Centered Medical Homes (PCMH) Launch

Provider Groups participating in TennCare PCMH effective January 1, 2017:

Capstone Pediatrics	Memphis Health Center, Inc.
Cherokee Health Systems	Mountain People's Health Councils, Inc.
Chota Community Health Services	Mountain States Medical Group
Christ Community Health Services	Newport Pediatrics
Cookeville Medical Clinic	Plateau Pediatrics PLC
Cookeville Pediatric Associates	Primary Care & Hope Clinic
Covenant Family Practice	Rainbow Kids Clinic
Darsalud Care	Rainbow Pediatric, P.C.
East Tennessee State University	Sewanee Pediatrics & Adolescent Medicine
Goodlettsville Pediatrics P.C.	State of Franklin Health Care Associates
Hamblen Pediatric Associates, Inc.	Summit Medical Group
Hardeman County Community Health Center	The Jackson Clinic, PA
McKenzie Medical Center	United Neighborhood Health Services
Medical Care, PLLC	YouthCare Pediatrics
Memphis Children's Clinic	



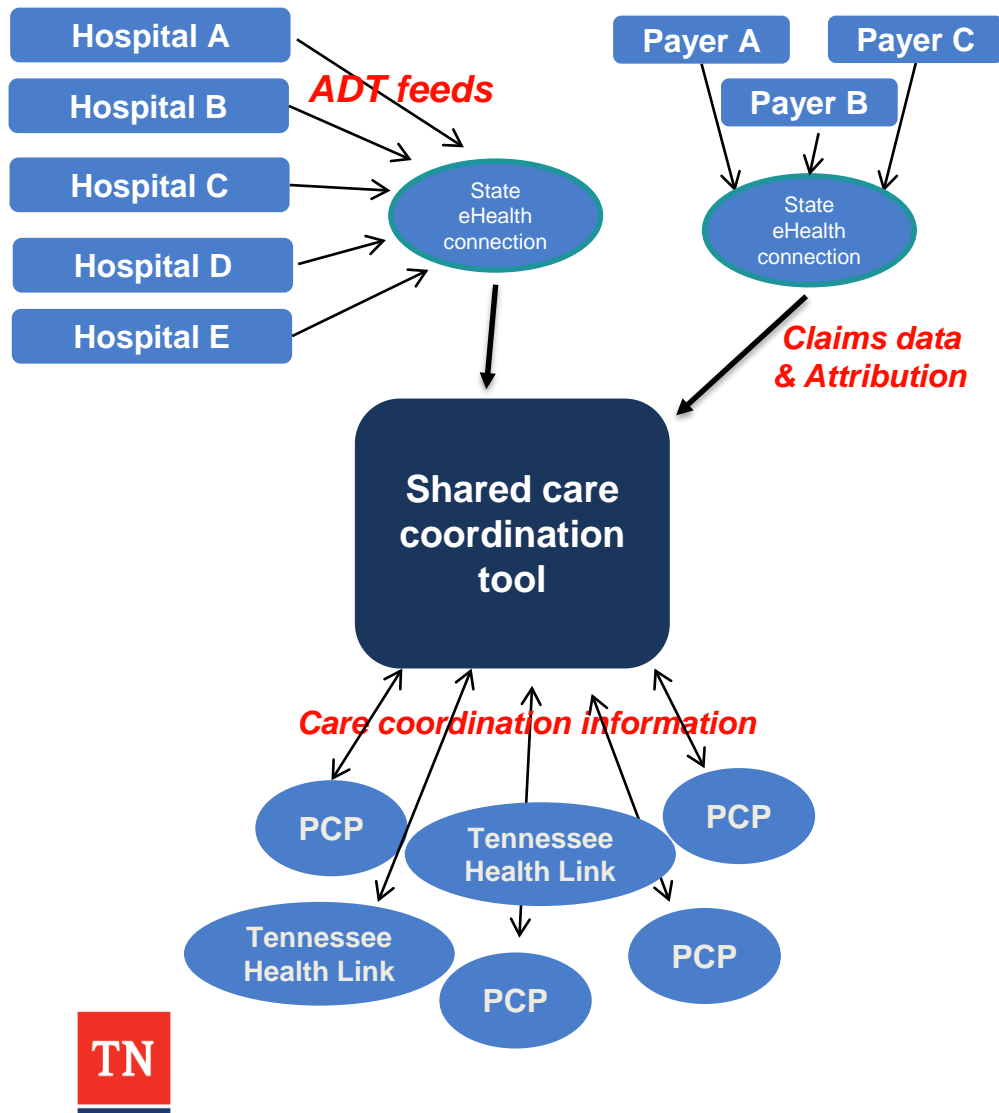
An application will be available in fall 2017 for practices interested in participating in Wave 2 which will begin January 1, 2018.

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Care Coordination Tool (CCT)

A multi-payer shared care coordination tool will allow primary care providers to implement better care coordination in their offices.



- Allows practices to view their attributed member panel
- Identifies a provider's attributed members' risk scores
- Generates and displays gaps-in-care based on quality measures and tracks completion of activities
- Alerts providers of any of their attributed members' hospital admissions, discharges, and transfers (ADT feeds) and tracks follow-up activities

The screenshot shows the Altruista Health member access dashboard. The main content is a table of quality measures for a specific member. The table includes columns for Scorecard, Last Name, First Name, DOB, Altruista ID, Health Plan, and AWC - Preventiv... (with a sub-column for G: 47.2%). The table lists several quality measures with their respective scores and status indicators (green checkmarks, red triangles, or red X's).

Scorecard	Last Name	First Name	DOB	Altruista ID	Health Plan	AWC - Preventiv...	G: 47.2%
100%	COCKSEY	ZACKERY	03-20-2002	110206116410	BCBS TN	✓	
100%	CROSS	ZACKERY	09-15-1995	11009750080	BCBS TN	▲	
100%	KNIGHT	ZACKERY	01-02-2008	11034526993	BCBS TN	—	
7%	HENEGANS	ZACKERY	04-24-2013	11045751823	BCBS TN	—	
0%	COOK	ZACKERY	03-13-2001	11019523337	Tenn_care	▲	
0%	GENNIS	ZACKERY	05-28-2004	11027099303	Tenn_care	▲	
0%	EMERY	ZACKERY	07-03-1998	11014355521	Tenn_care	▲	
100%	ROBERTSON	ZACKERY	12-04-2003	11020209929	Tenn_care	✓	

At the bottom of the table, it shows **Total Care Opportunities : 48779** and **2218** items.

CCT Roadmap



Basic Configuration

- Basic capabilities
- Initial CCT configuration

THL + Critical PCMH Functionality

- Basic capabilities
- Tested and validated in pilot

Additional Functionality and Enhancement

- High priority configurations and customizations

Future Enhancements

- Lower priority configuration changes and customizations

Practices

- Practices participated in Pilot to test CCT
- Practices provided feedback on tool and suggestions of for future enhancements

- Altruista onboarding of new practices
- Training Wave 1 THL& PCMH users
- Practices use

- Practices provided reports based on information in the tool
- Altruista provides training on new features

- Altruista onboarding and training of new practices



CCT Current Capabilities

- PCMH & THL quality measures and gaps in care identification & closure tracking
- Notification of hospital or ED admissions, discharges, and transfers (ADTs)
- Attributed member panel
- Risk scores
- Data sharing across PCMH & THL programs
- Care coordination planning support
- Create and update care plan

CCT - My Members Tab

- Allows providers and care staff to see member panel
- Shows risk score and member details including MCO
- Allows for sorting and searching by risk score, disease state, gaps in care, and other specifics

Enter search name

Save Search

Save & Set As Default

Clear

Saved Search: Select

Set as Default



Dashboard



My Members







Quality Measures

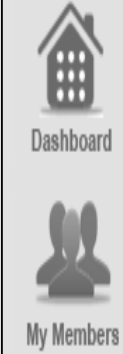


	Last Name	First Name	Altruista ID	DOB	Risk	Next Contact	Assigned Date	Program Name	PCP Lst Vst	Last PCP Appt	Nxt PCP Appt	PCP Name	ER Vsts	APP. in 90 Days	ADT in 90 Days	No. of Due Days	Summary
	<u>ROBINSON</u>	BRENDA	00001174438	1952-03-01	Low	N/A	04/29/2016	TOC Program	N/A	N/A	N/A	N/A	0	0	1	0	
	<u>FLORA</u>	HARPER	00002756328	2013-10-01	Low	N/A	04/29/2016	TOC Program	N/A	N/A	N/A	N/A	0	0	1	0	
	<u>CLARK</u>	RAJI	00004700882	1968-01-02	Low	N/A	04/29/2016	TOC Program	N/A	N/A	N/A	N/A	0	0	0	0	
	<u>COKER</u>	CLAUDINE	00001212324	1935-06-03	Low	N/A	04/29/2016	TOC Program	N/A	N/A	N/A	N/A	0	0	0	0	
	<u>WASHINGTON...</u>	MALIEYAH	00001258630	2011-07-20	Low	N/A	04/29/2016	TOC Program	N/A	N/A	N/A	N/A	0	0	0	0	

CCT - Quality Measures Tab

- Allows providers and care team to identify potential gaps in care for a member and schedule and track closure of gaps in care
- Gaps in care are linked to the quality measures for the PCMH and Tennessee Health Link program

Quality Measure Symbols	Quality Measures Symbols Meaning
	Not addressed or open care opportunity
	In progress care opportunity
	Resolved or addressed care opportunity
	Completed care opportunity verified by claims
-	Not applicable; for the members for whom the care opportunity (measure) is not applicable



Enter search name Save Search Save & Set As Default Clear Saved Search: Set as Default

Quality Measures

Measure Version: 2017 Quality Measure Group: HEDIS In Progress Export Excel

Scorecard	First Name	Last Name	DOB	Member ID	Client Name	AWC - Preventiv... P: 2.7% G: 47.2%	CIS - DTaP/DT P: 1.5% G: 83.34%	CIS - Hepat P: 0.0% G:
0%	YENIA	<u>DIXON</u>	05-13-2004	11026920584	BCBS TN	<i>i</i>	-	-
0%	TONY	<u>SANDERS</u>	04-01-2005	11028713900	BCBS TN	-	-	-
6%	Test1 IPV_001	<u>LN</u>	06-06-2014	ALT9530812	AG TN	-		
0%	Test_APC_001	<u>LN</u>	03-02-2001	ALT9530903	Tenn_care		-	-
0%	Test_(Statin A...	<u>LN</u>	02-06-2002	ALT9530927	Tenn_care		-	-

CCT - Admission and Discharge Tab

- Shows when a member has had an admission, discharge or transfer from the hospital or emergency department
- Allows for care team members to track post discharge follow-up



Dashboard



My Members



Quality Measures



Admission/Discharges



My Calendar



Knowledge Library

Care organization: Program: Program Status: PSU:

Search By:

Enter search name Saved Search: Set as Default

Admission/Discharges

ADT From Date: To Date: Event Type:

Receive Care Transition Notifications:

	Last Name	First Name	DOB	Member ID	Client Name	Load Date	Admit Date	Facility Name	Event Type	Discharge Date	Next Activity	Script	Activity Due Date	Status
	COKER	CLAUDINE	06/03/1935	000012123...	Altruista	05/04/2016	02/08/2016	Greeley County Health Services	A01 : Admit / Visit Notification	N/A	N/A	N/A	N/A	
	ROBINSON	BRENDA	03/01/1952	000011744...	Altruista	02/16/2016	03/18/2016	Wesley Medical Center	A01 : Admit / Visit Notification	N/A	Care Coordination:G...	N/A	05/05/2019	
	PARRY	ANGELA	05/03/1977	000013057...	Altruista	02/16/2016	02/09/2016	Norton County Hospital	A01 : Admit / Visit Notification	N/A	7 Day Follow-Up:General	N/A	05/27/2016	
	BENNETT	SHANTELA	01/29/1977	000022129...	Altruista	02/16/2016	02/09/2016	Wesley Medical Center	A01 : Admit / Visit Notification	N/A	7 Day Follow-Up:General	N/A	05/31/2016	
	FLORA	HARPER	10/01/2013	000027563...	Altruista	02/16/2016	03/31/2016	Hays Medical Center	A01 : Admit / Visit Notification	N/A	7 Day Follow-Up:General	N/A	05/27/2016	
	CLARK	RAJI	01/02/1968	000047008...	Altruista	03/15/2016	09/13/2015	622	A01 : Admit / Visit Notification	N/A	Assessment:Ge...	N/A	05/05/2018	
	CLARK	RAJI	01/02/1968	000047008...	Altruista	03/15/2016	10/01/2015	622	A01 : Admit / Visit Notification	N/A	Assessment:Ge...	N/A	05/05/2018	
	CLARK	RAJI	01/02/1968	000047008...	Altruista	02/16/2016	11/01/2015	622	A01 : Admit / Visit Notification	N/A	Assessment:Ge...	N/A	05/05/2018	
	CLARK	RAJI	01/02/1968	000047008...	Altruista	02/16/2016	12/02/2015	622	A01 : Admit / Visit Notification	N/A	N/A	N/A	N/A	