HealthCatalyst

Improving Care Delivery with Data:

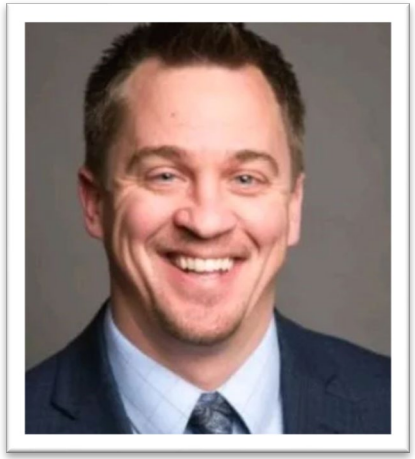
Strategies for Retention, Access, and VBC

© Health Catalyst. Confidential and Proprietary.

Today's Speakers

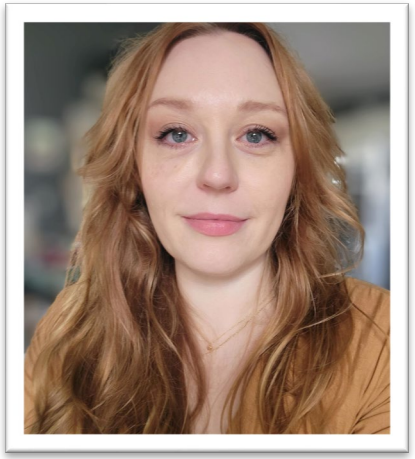
Holly Wirth

SVP of Practice Management and Physician Solutions



Travis Simar

VP of Population Health and Payer Services



Mary Ellen Leslie

Tech Director, Ambulatory Practice Management

© Health Catalyst. Confidential and Proprietary.

Agenda

1. Access

Using data to optimize workflows and eliminate bottlenecks

2. Retention

Enhancing care delivery through network development and proactive patient coordination for service line optimization

3. Value-Based Care

The catalyst to improve outcomes, reduce costs and drive to higher value based contracting performance

© Health Catalyst. Confidential and Proprietary.

Access Excellence

Leveraging Analytics to Transform Patient Access, Provider Capacity, and Schedule Optimization

HealthCatalyst

© Health Catalyst. Confidential and Proprietary.

Audience Poll

Within your organization what are the most critical data points you utilize to track your ambulatory access?

A. TNAA

B. Physician Productivity

C. Template Utilization

D. Referral Leakage

© Health Catalyst. Confidential and Proprietary.

Access Overview

HealthCatalyst

© Health Catalyst. Confidential and Proprietary.

What are common ways health systems utilize data to measure access to care?

Current Access Status

Changes in Access Trends

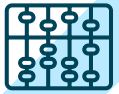
Schedule Utilization

Greatest Access Challenges

© Health Catalyst. Confidential and Proprietary.

What are the industry best practice analyses that drive improvements in patient access to care?

How effectively are you utilizing your schedule templates?



How do different appointment types affect scheduling?

Is the right level of service being provided by the right licensed practitioner?

How do scheduling disruptions impact access?

How can improved scheduling processes impact the flow?

© Health Catalyst. Confidential and Proprietary.

What measures and methods are leading-edge health systems utilizing to manage capacity?

What is the current capacity utilization?

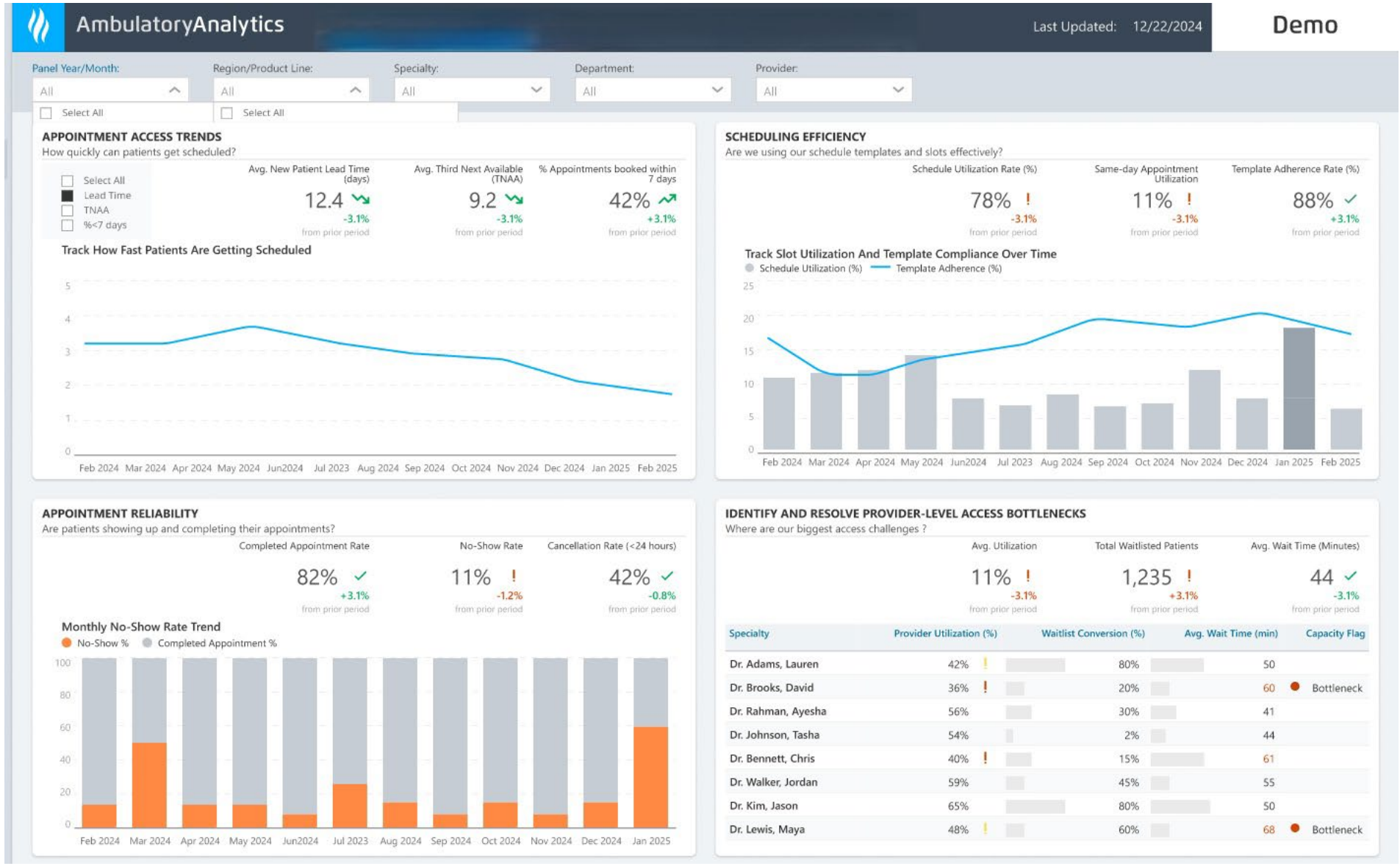
Where are capacity constraints?

How does current demand compare to available capacity?

How can data help optimize clinic capacity?

© Health Catalyst. Confidential and Proprietary.

Access Management



Retention

Enhancing care delivery through network development and proactive patient coordination for service line optimization.

HealthCatalyst

© Health Catalyst. Confidential and Proprietary.

Audience Poll 2

Within your organization what is the primary data measure utilized for service line growth and development, and strengthening referral networks?

A. Referrals In

B. Referrals Out

C. Provider Panel Complexity

D. Diagnostic Volumes to Specialty Referral Rates

E. Referral to Procedure Conversion Rates

F. Identification for Patient Care Gaps

© Health Catalyst. Confidential and Proprietary.

What are the most important variables for measuring and managing patient panels?

Are panels growing, shrinking or are they stable?

Are panels appropriately sized for the current capacity?

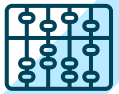
What is the composition of each panel?

What are the priorities for the panels?

© Health Catalyst. Confidential and Proprietary.

What measures would you track to understand patient utilization?

How frequently are patients accessing care?



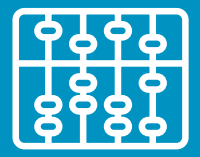
How are patients engaging across different channels?

What access patterns exist?

How effective are patients transitioning sites of care?

© Health Catalyst. Confidential and Proprietary.

Is there an effective way to ensure patients receive all the appropriate care they need?



How is risk distributed across the panels?

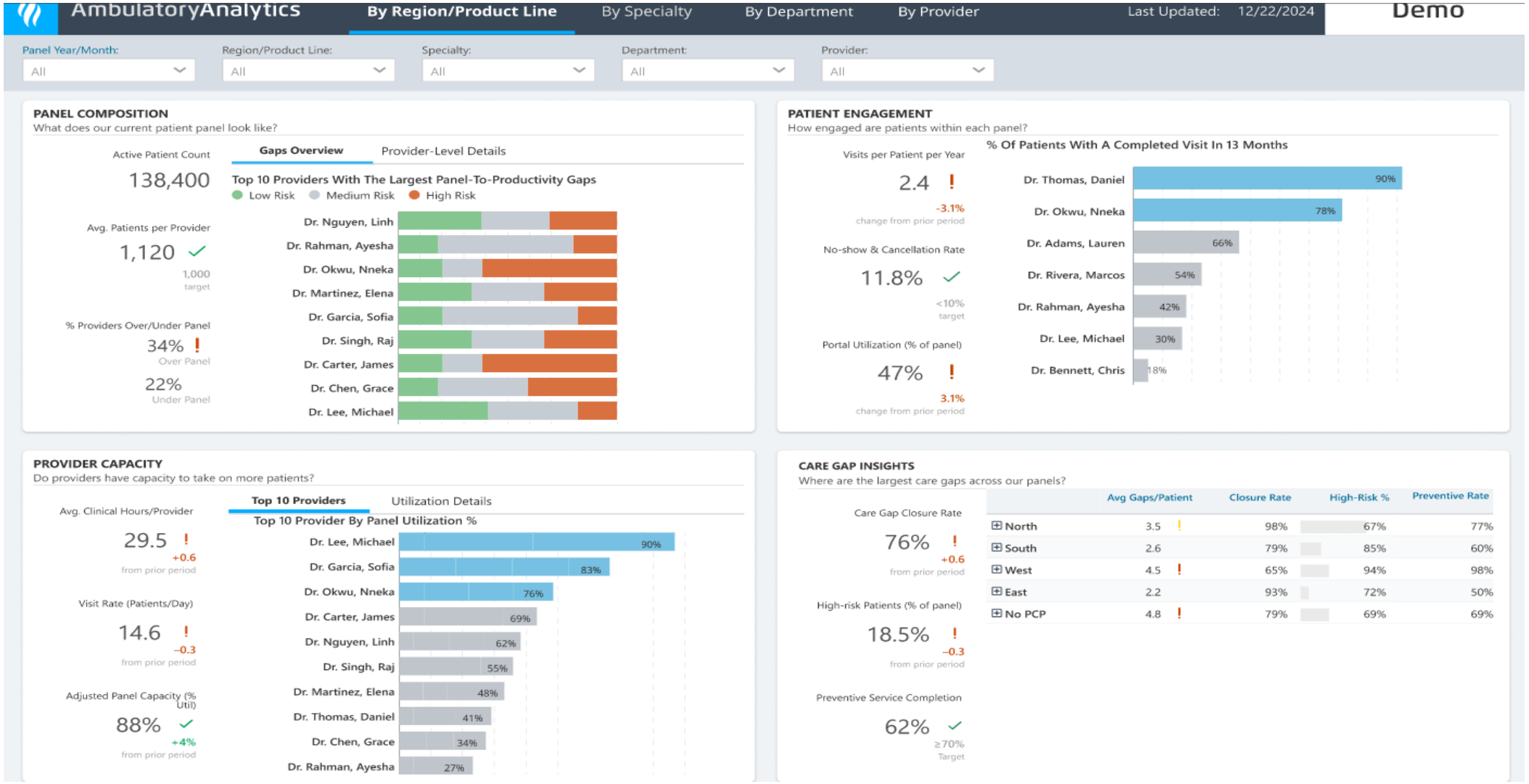
Where are there care gaps and how effectively are they being addressed?

Which patient segments needed targeted interventions?

How effective are implemented population health strategies?

© Health Catalyst. Confidential and Proprietary.

Panel Management



© Health Catalyst. Confidential and Proprietary.

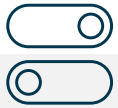
Are there industry best practice insights into referral management that you can share?

How efficient and effective is our referral process?

How are the referral patterns trending?

Where are our biggest referral opportunities?

Which specialties have outmigration?



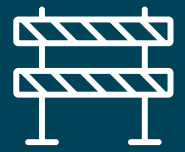
What factors affect referral conversion?

Where are our referral bottlenecks?

© Health Catalyst. Confidential and Proprietary.

What are insights that can be used to capture the downstream opportunity from primary care?

Which service lines need development?



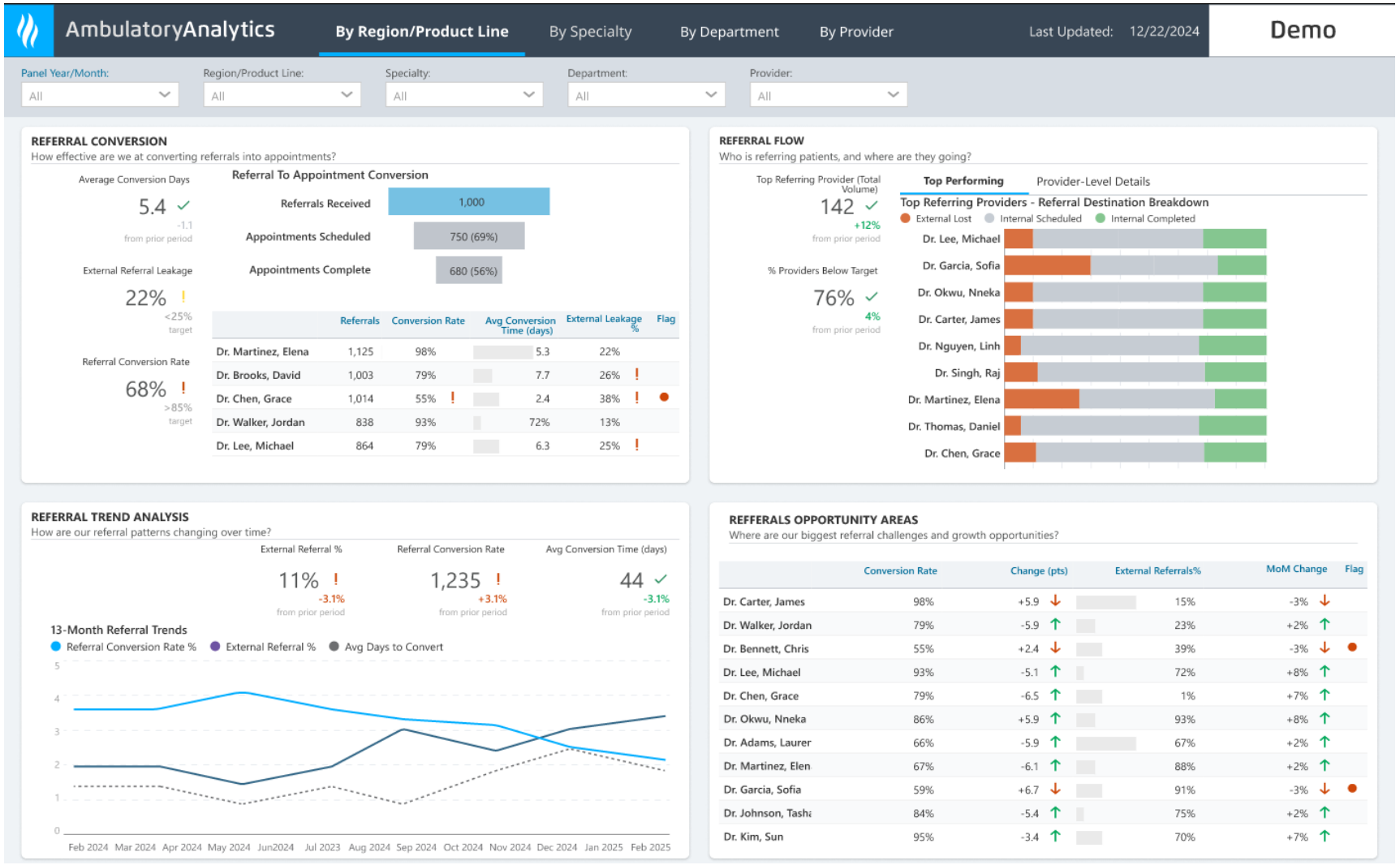
What access barriers drive network leakage?

Which external relationships are most significant?

What strategic initiatives would improve network performance?

© Health Catalyst. Confidential and Proprietary.

Referral Management

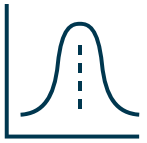


© Health Catalyst. Confidential and Proprietary.

Can data help drive better patient triage for care to be provided at the appropriate license and location?

What is our conversion rate of referral to procedure?

What is our procedural volume and mix?



How efficiently are we delivering diagnostics and interventions?

How effectively are we adhering to clinical protocols?

© Health Catalyst. Confidential and Proprietary.

Audience Poll 3

Within your organization, what metrics do you use to measure success in retention?

A. Referral Leakage

B. Referral Conversion

C. Clinical Outcomes

D. Patient Experience

E. Downstream Revenue

© Health Catalyst. Confidential and Proprietary.

Value-Based Care

The catalyst to improve outcomes, reduce costs and drive to higher value based contracting performance.

HealthCatalyst

© Health Catalyst. Confidential and Proprietary.

Audience Poll 4

Where is your organization on their journey to Value Based Care?

A. Majority Fee for Service Reimbursement

B. A Handful of Procedure Specific Risk-Based Contracts

C. A Segment of Patients on Full-Risk Contracts

D. Majority of Patients are on Risk-Based Contracts

E. Formal Accountable Care Organizations

© Health Catalyst. Confidential and Proprietary.

How can we optimize financial performance and quality care delivery?

Are we improving quality of care outcomes?

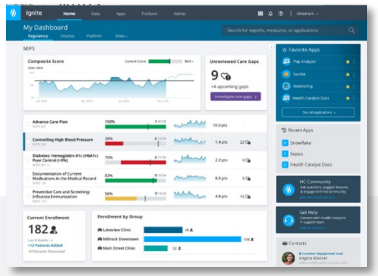
Are we improving cost & utilization in care delivered?

How efficiently is the network utilized?

How are we performing in our VBC contracts?

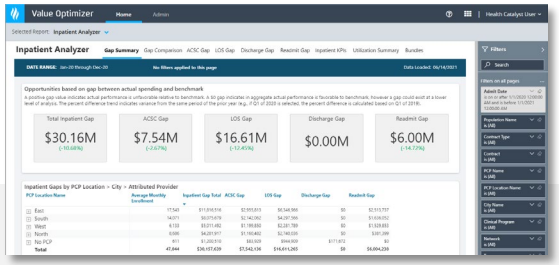
© Health Catalyst. Confidential and Proprietary.

Value-Based Care Solutions



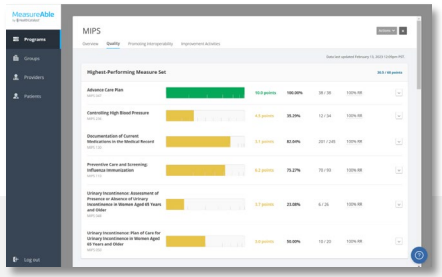
Ignite Data & Analytics

Driving Massive, Measurable Improvement



Value Optimizer

Optimizing Your Value-Based Care Strategy

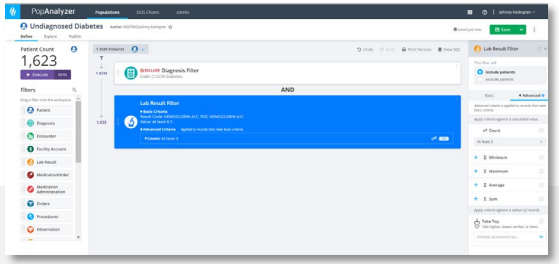


MeasureAble

Reducing Time Spent Managing Quality Data

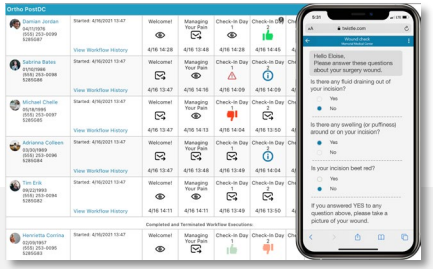
Dashboards & Scorecards

Providing Organizational Strategic Plan Performance Management



Pop Analyzer with ACG

Quickly Defining Custom Populations



Workflow Solutions

Patient Acquisition & Retention, Capacity & Workflow Automation, and Clinical Engagement & Orchestration

Questions?

Mary Ellen Leslie| Tech Director, Ambulatory Practice Management

Travis Simar | VP of Population Health and Payer Services

Holly Burke | SVP, Practice Management and Physician Solutions

Alora Martin *| Webinar Program Manager*

Hcwebinars@healthcatalyst.com

© Health Catalyst. Confidential and Proprietary.