GOING ABOVE AND BEYOND THE EHR TO OPTIMIZE QPP PERFORMANCE

OCTOBER 19, 2017
ABCs of the QPP Panel

BETH HOUCK, MBA
Vice President, Client Services, SA Ignite

RON ROCKWOOD
EHR Clinic Coordinator, Jefferson City Medical Group

COLLIN ROLOFF
Operational and Financial Reporting Analyst Manager, Christie Clinic

CAMILLE VISSER
Program Manager of Federal Quality Performance, United Health Services
Agenda

- The organizational impact of the QPP
- The state of readiness
- Panel discussion: Going beyond the EHR – The finer points of value-based program management
- Common questions to ask
The QPP: Designed to be disruptive

Complex
- Three programs rolled into one
- 2,400 page rule
- Many variables, interdependencies
- Requirements change yearly

Operational Overhead
- Resource intensive
- Under-utilization of skills
- Disparate data sources
- IT distraction

High Risk
- Competitive
- Highly visible
- Scores impact revenue
- Scores impact reputation

Big questions emerge around effective program management...
EHR State of QPP Preparedness...

Regulatory, and minimum customer requirements

- CEHRT 2014, CEHRT 2015 for ACI/MU
- Build quality measures into workflow, can be unique for each customer
- Build eCQMs and calculations into the system
- Export capability for QRDA III

Optional added value

- MIPS dashboards
- MIPS for ACO calculations
- Category and composite scores
- Scorecards
- Clinician-level or group-level detail

The state of functionality varies by EHR, by installation
Misalignment Between Goals and Capabilities

64% intend to maximize payment incentives in the QPP

83% using their EHR as primary tool for managing MIPS performance

72% stated that their EHR does not offer a MIPS solution, or they don’t know if their EHR offers a solution.
Panel Discussion: The Finer Points of QPP Management
Panelist: Ron Rockwood

Electronic Health Records Clinic Coordinator

Ron first started with Jefferson City Medical Group (JCMG) as a Family Medicine Office nurse and transitioned to the role of Electronic Health Records Clinic Coordinator in 2004. In his current role, Ron is responsible for all JCMG's operational, clinical and financial aspects of their EHR implementation, management of the Medical Records department and is JCMG's Privacy Officer. Ron reports to the Vice President of Operations.

Jefferson City Medical Group (JCMG)

- Has 11 locations throughout central Missouri
- Missouri’s largest physician-owned medical group
- Consists of 95 healthcare providers and 600 employees
- Has 22 different medical specialties
- Over 100,000 unique patients visits in 2016
Panelist: Collin Roloff

Analytics Manager

Collin has been with Christie Clinic for almost five years where he is responsible for all aspects of Christie Clinic’s clinical and operational analytics program and manages their MSSP ACO. Collin is a part of the Administration department and reports directly to the CEO.

Christie Clinic

• Has 16 locations throughout central Illinois

• Consists of over 40 departments, 35 specialties, and about 170 providers

• Participates in a Track 1 ACO in the Medicare Shared Savings Program (MSSP)

• Of Christie Clinic’s 100,000 active patients, 6,000 are assigned to our MSSP ACO.
Panelist: Camille Visser

Program Manager of Federal Quality Performance

As the Program Manager of Federal Quality Performance, Camille focuses on continually improving UHS’ performance while strategically aligning efforts with their other Quality based program efforts. Camille is a part of the Quality and Patient Safety Department and reports to the Vice President, Chief Quality Officer.

United Health Services (UHS)

- 60 locations in Upstate New York with 4 hospitals representing 4 TINs
- Consists of over 500 physicians and advanced practice providers
Setting the Stage for Success
Aligning with Organizational Goals
Proactively Monitoring Performance

WEBINAR SERIES BROUGHT TO YOU BY: HITECHANSWERS.NET AND Saignite.com

BETH HOUCK
SA IGNITE

RON ROCKWOOD
JCMG

COLLIN ROLLOFF
CHRISTIE CLINIC

CAMILLE VISSE
UHS
Asking Questions, Challenging Assumptions
Top 2-3 Factors for Success
Common Questions to Ask

• What will the EHR vendor deliver in support of MIPS, and when?
• Beyond regulatory requirements, what additional capabilities will be delivered, and when?
• Will my team have the tools we need to effectively manage performance, and be competitive?
• What is the opportunity cost of waiting in 2017, and in the future?
Thank you for joining us

Connect with us

Info@saignite.com
@saignite
SA Ignite