SALIENT® HEALTHCARE

A Division of Salient Management Company

How to Achieve Success in Your ACO: Using Consulting and Technology to Your Benefit

7/28/2020

PINNACLE HEALTHCARE CONSULTING

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Joint Forces

A change in your environment requires a partner with the agility to evolve along with you.

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Agenda

- Intro to Salient and Pinnacle
- Why Consulting is a Necessity?
- How Technology is Utilized in Consulting?
- The Pinnacle Strategy Powered by Salient Healthcare

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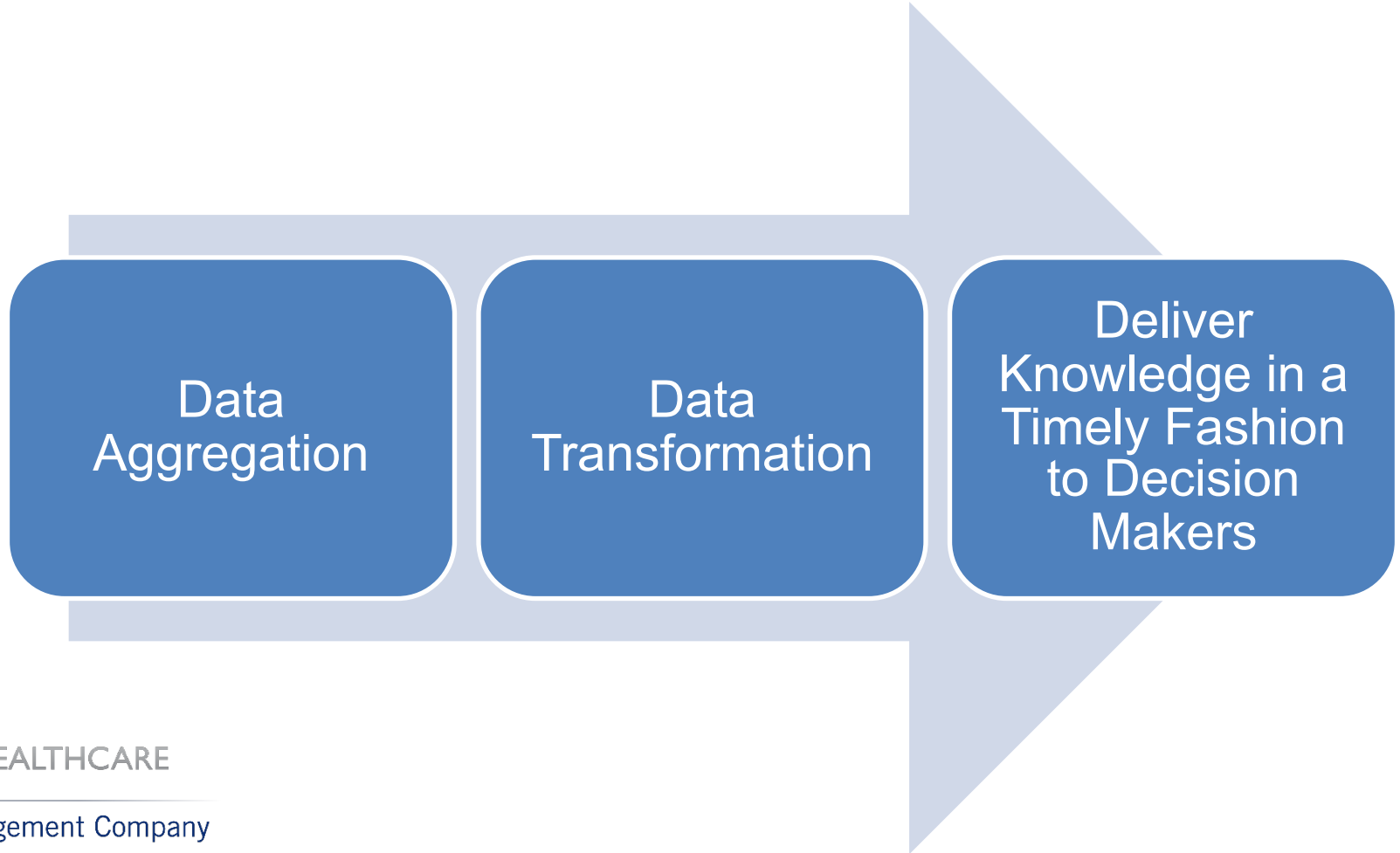
Salient is…

Value Based Performance Management Solution



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The Salient Healthcare Solution

SOFTWARE

High Performance Data Mart / Multiple Interfaces

APPLICATION

Data Enrichment / Prescriptive Methodology

SERVICES

Support / Training / Consulting / Toolkits / Analytics / Maintenance / Hosting

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Pinnacle Overview

A National Presence

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The Pinnacle Strategy Powered by Salient: How Do We Fit In?

Pinnacle's team has a long history of developing and implementing value-based care arrangements.

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Why is Consulting a Necessity?

Third Party Perspective

- Managing contracts across payers and instilling effective communication

Subject Matter Expertise

- Tips and tricks on implementing team-based care & identifying areas of opportunity

Change Management Requires Behavior Change

- How to motivate people and culture change

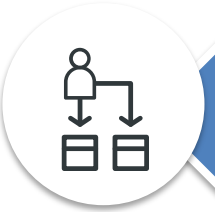
Data and Technology

- Ensure holistic view for continuous process improvement

Consulting Categories for Analysis

Quality Compliance

- VBC will have metrics to comply with



Acuity Scores (Risk)

- Ability to measure how sick the population is; this is a coding skill

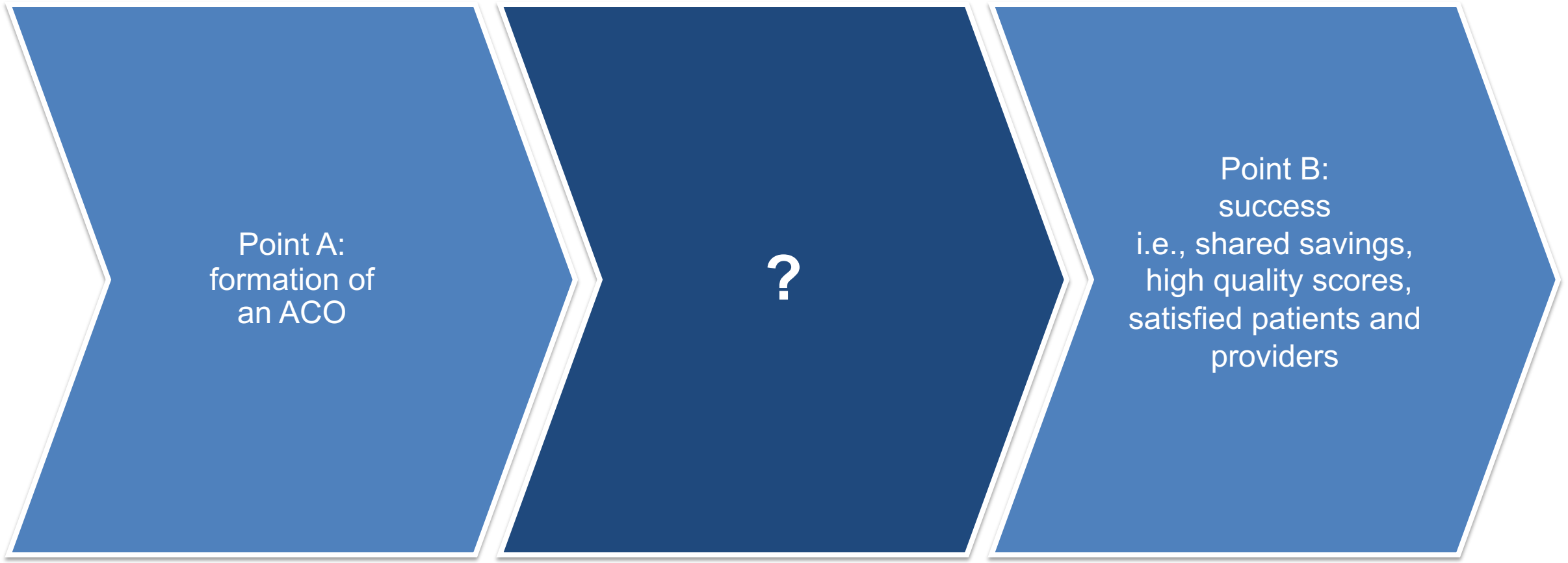
Membership

- Different methods; continuity of care premise

Spend & Utilization

- Facility, provider, and drug costs

How do you get from point A to point B?



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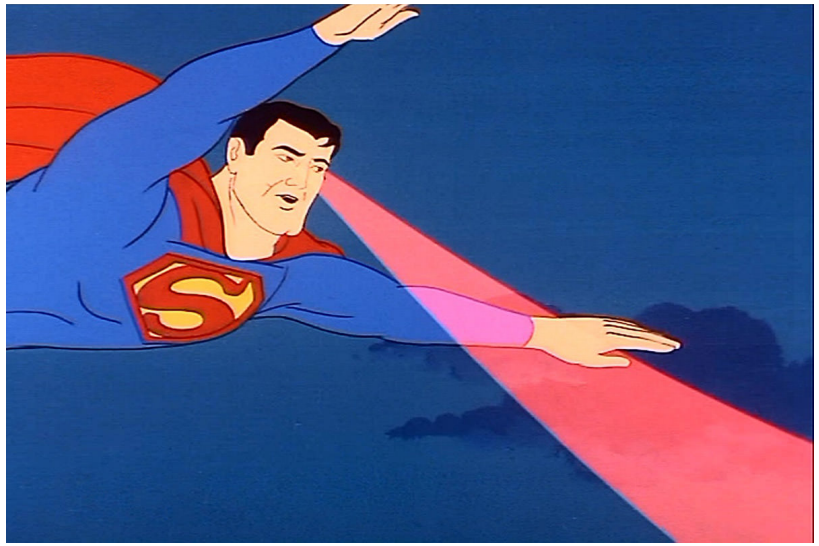
How is Technology Utilized in Consulting?

The **Sentinel Effect** is:

The tendency for human performance to improve when participants are aware that their behavior is being evaluated



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The Common Data Sources

CMS Sources

- Assignment and Alignment
- Exclusion files
- Physician Supplier
- CCLF (claim and claim line feed)
- QEXPU/MEXPU/AEXPU (expenditure and utilization files)
- Benchmark
- PUF (public use files)
- NPPES (National Plan and Provider Enumeration System)
- QPP (quality payment program)
- Chronic Condition Warehouse
- CMS Compare

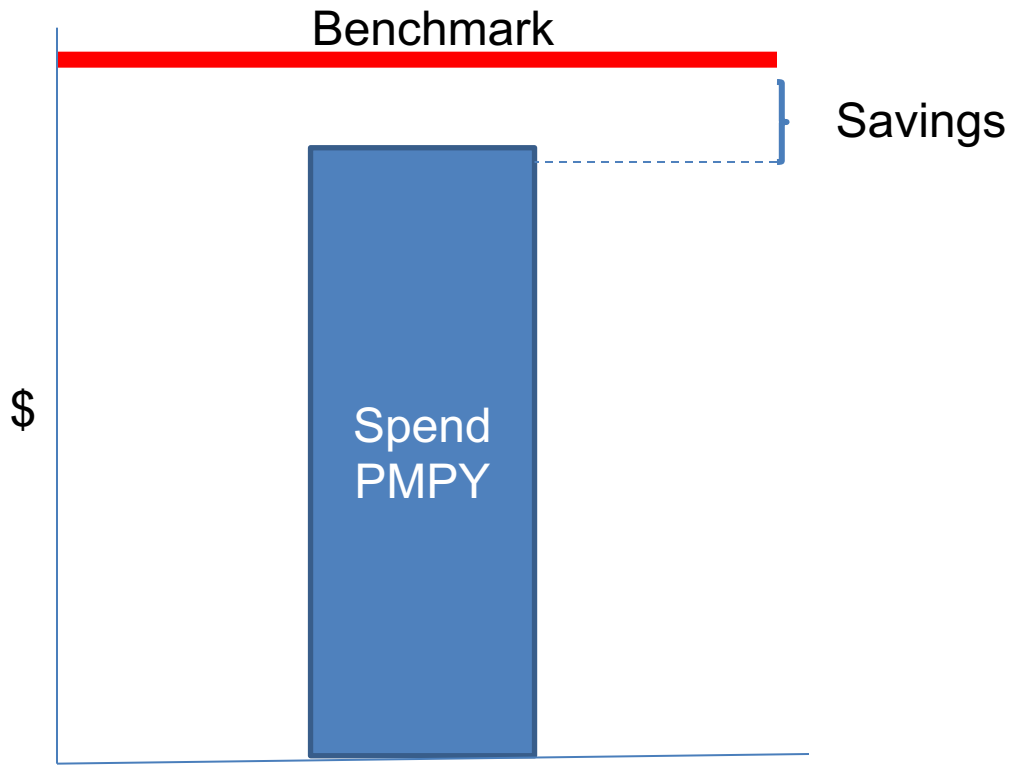
The Common Data Sources Cont'd

Other Sources

- EHR/EMR (Electronic Health Record/ Electronic Medical Record)
- HIE/ADT (Health Information Exchange/ Admit/Discharge/Transfer)
- Scheduling
- Care Management
- SDOH (Social Determinants of Health)

The Ultimate KPI

FFS → Behavior Change → VBP



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Measurements

Finance	• Spend PMPY vs benchmark
Risk	• Current risk score
Attribution	• Attribution to ACO, TIN, and NPI • % continuously attributed • % of benes seen per quarter for PC services
Quality	• AWV % complete • Other care gap closures
Utilization	• % change Visits per 1000 (ER, IP, HHA, SNF, Hospice, Obs Enc, PC) • % 30d, 90d, & 180d readmissions • TCM % complete

Other Measurement Themes

Network Management	• Referrals • Leakage
Assignables	• Spend and risk • Likelihood logic
Data Aggregation	• Multipayer

Initiative Examples: The How

High ER Utilization

- Answer your own phone
- Extend office hours during the week
- Extend office hours on weekends
- Team up with an urgent care
- Allow for emergent office visits during the day
- Call-me-first cards

High churn rate

- See all patients for AWVs
- Schedule next visit during current visit
- Increase visit frequency for patients with chronic condition
- Discuss specialist utilization
- Track snow birds and take proactive measures

Low quality compliance

- Conduct internal surveys
- Schedule AWVs
- Team up with PT/OT
- Team up with OB/Gyn
- Team up with behavior health specialists

Tying ROI to Behavior Changes using Data (examples)

ER: answer your own phone → decrease ER utilize by 8% → therefore save $200,000

Churn: complete AWV at least 70% of total population → increase primary care utilization and generate an additional $250,000 to providers via FFS → continuously attributed population saves an avg of $2,000 PMPY

Quality: Conducting internal surveys → increase patient satisfaction → increase probability of increased quality metrics → full shared savings amount

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A Customized Strategy for your Organization: Powered by Salient

45-day risk-free trial using your data:

- You will have a team of consultants to help quickly identify areas of opportunity with the highest return on investment
- Customized data analysis with drill ability and actionable lists
- Pragmatic tactics developed by Subject Matter Experts
- Easy-to-Comprehend Visualization of your Claim and Claim Line Feeds (CCLF) as well as Additional Medicare Data Sources
- Robust Cohort Functionality to Assess Vulnerable Populations
- Soc 2 Type 2 Certified | High Level of Security & HIPAA Compliance
- Ready to Use Information in as Little as Two Weeks
- Access to Initiative-Driving Toolkits & Operational Best Practices

For more information, contact

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Questions & Discussion

Stop By Our ACO Exhibit Hall Virtual Booth

https://www.acoexhibithall.com/vendor-booth/salient-healthcare/population-health-ii-software-tools-data-analytics/117/

Thank You

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