Presented By:

Kelly Conroy | Pinnacle
Director of Healthcare Consulting

Kevin Newingham, MHA | Pinnacle
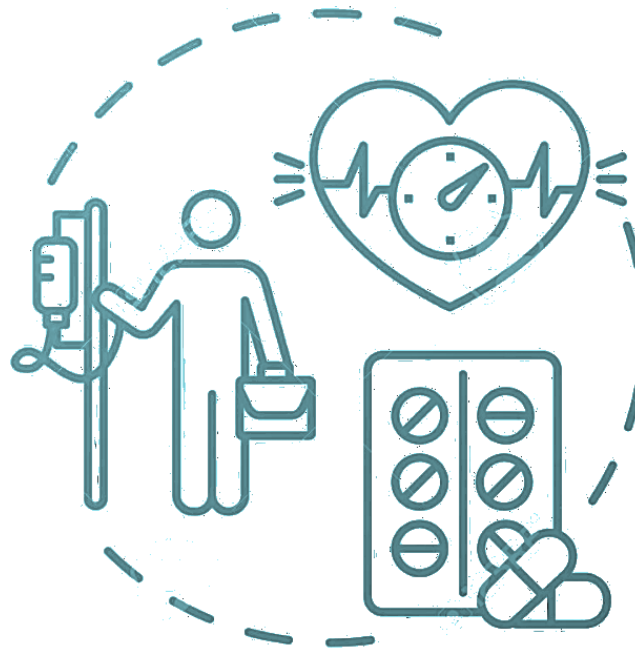Director of Healthcare Consulting

Amy Kotch, MHA | Salient Healthcare Principal
Business Consultant, Team Lead

Joint Forces

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

Agenda

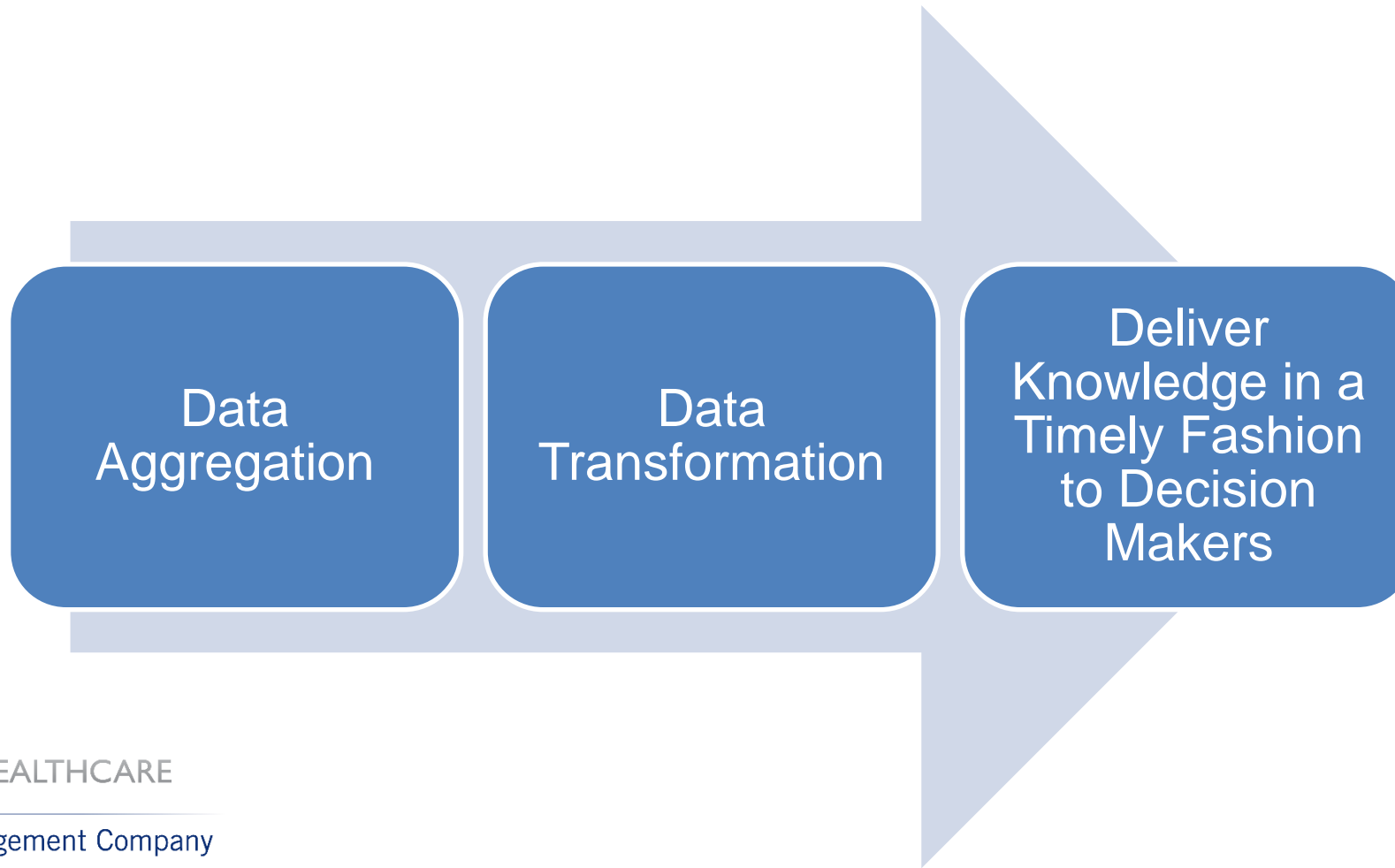Intro to Salient and Pinnacle

Why Consulting is a Necessity?

How Technology is Utilized in Consulting?

The Pinnacle Strategy Powered by Salient Healthcare

SALIENT® HEALTHCARE
A Division of Salient Management Company

PINNACLE
HEALTHCARE CONSULTING

Salient is…

Value Based Performance Management Solution

Data Aggregation	Data Transformation	Deliver Knowledge in a Timely Fashion to Decision Makers

SALIENT® HEALTHCARE
A Division of Salient Management Company

PINNACLE
HEALTHCARE CONSULTING

The Salient Healthcare Solution

SOFTWARE

High Performance Data Mart / Multiple Interfaces

APPLICATION

Data Enrichment / Prescriptive Methodology

SERVICES

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

SALIENT HEALTHCARE

A Division of Salient Management Company

Pinnacle Overview

A National Presence

Seattle, Missoula, Salt Lake City, Denver, Los Angeles, San Diego, Phoenix, Oklahoma City, Little Rock, Houston, Milwaukee, Chicago, St. Louis, Nashville, Knoxville, Atlanta, Charlotte, Charleston, Philadelphia, Jacksonville, Fort Myers, Fort Lauderdale

SALIENT HEALTHCARE
A Division of Salient Management Company

PINNACLE
HEALTHCARE CONSULTING

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
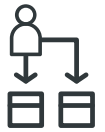
Data and Technology

- Ensure holistic view for continuous process improvement

SALIENT® HEALTHCARE
A Division of Salient Management Company

PINNACLE
HEALTHCARE CONSULTING

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
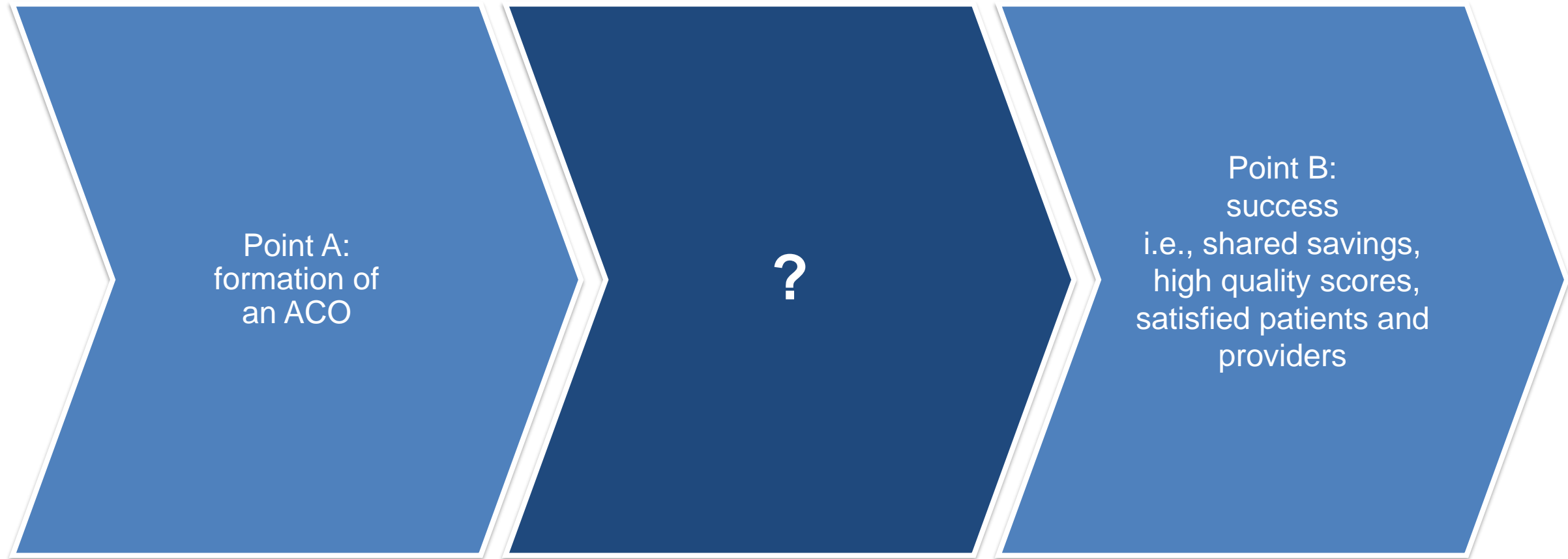
Membership
- Different methods; continuity of care premise

Spend & Utilization
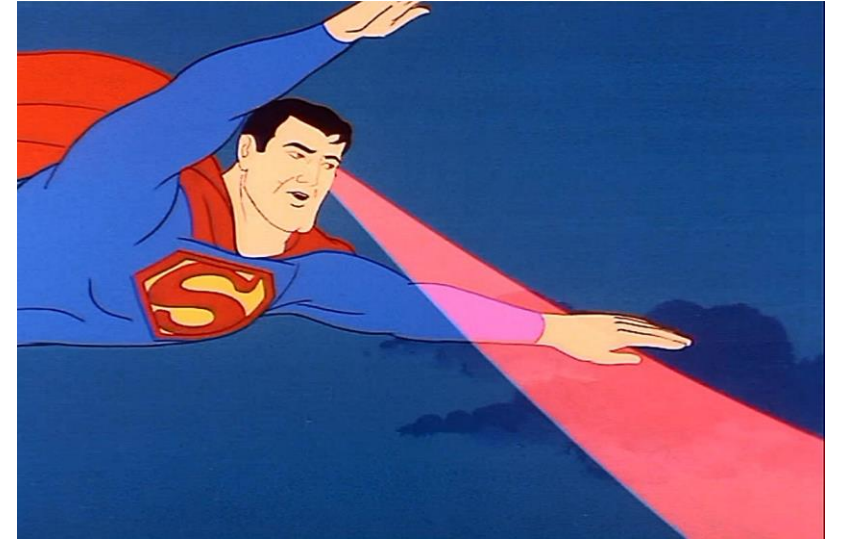- Facility, provider, and drug costs

How do you get from point A to point B?

Point A:
formation of
an ACO

?

Point B:
success
i.e., shared savings,
high quality scores,
satisfied patients and
providers

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
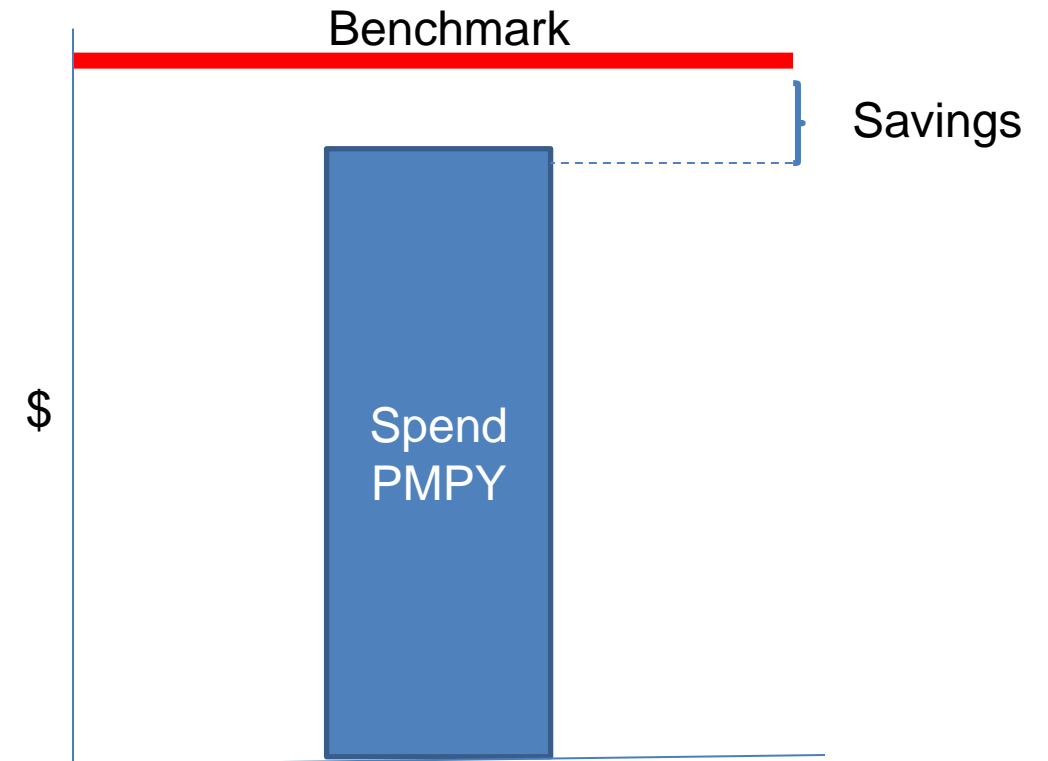
The Common Data Sources

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

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

SALIENT® HEALTHCARE

A Division of Salient Management Company

PINNACLE
HEALTHCARE CONSULTING

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

SALIENT® HEALTHCARE

A Division of Salient Management Company

PINNACLE
HEALTHCARE CONSULTING

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

SALIENT® HEALTHCARE
A Division of Salient Management Company

PINNACLE
HEALTHCARE CONSULTING

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

Kelly Conroy
561.385.7566
kconroy@askphc.com

SALIENT® HEALTHCARE
A Division of Salient Management Company

PINNACLE
HEALTHCARE CONSULTING

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

Amy H. Kotch | Principal Business Consultant
- **Mobile:** 914.275.6531
- **E-Mail:** akotch@salient.com

Kelly A. Conroy | Director
- **Mobile:** 561.385.7566
- **E-Mail:** kconroy@askphc.com

Kevin Newingham, MHA | Director
- **E-Mail:** knewingham@askphc.com

www.salienthealthcare.com | www.askphc.com

SALIENT® HEALTHCARE
A Division of Salient Management Company

PINNACLE
HEALTHCARE CONSULTING