

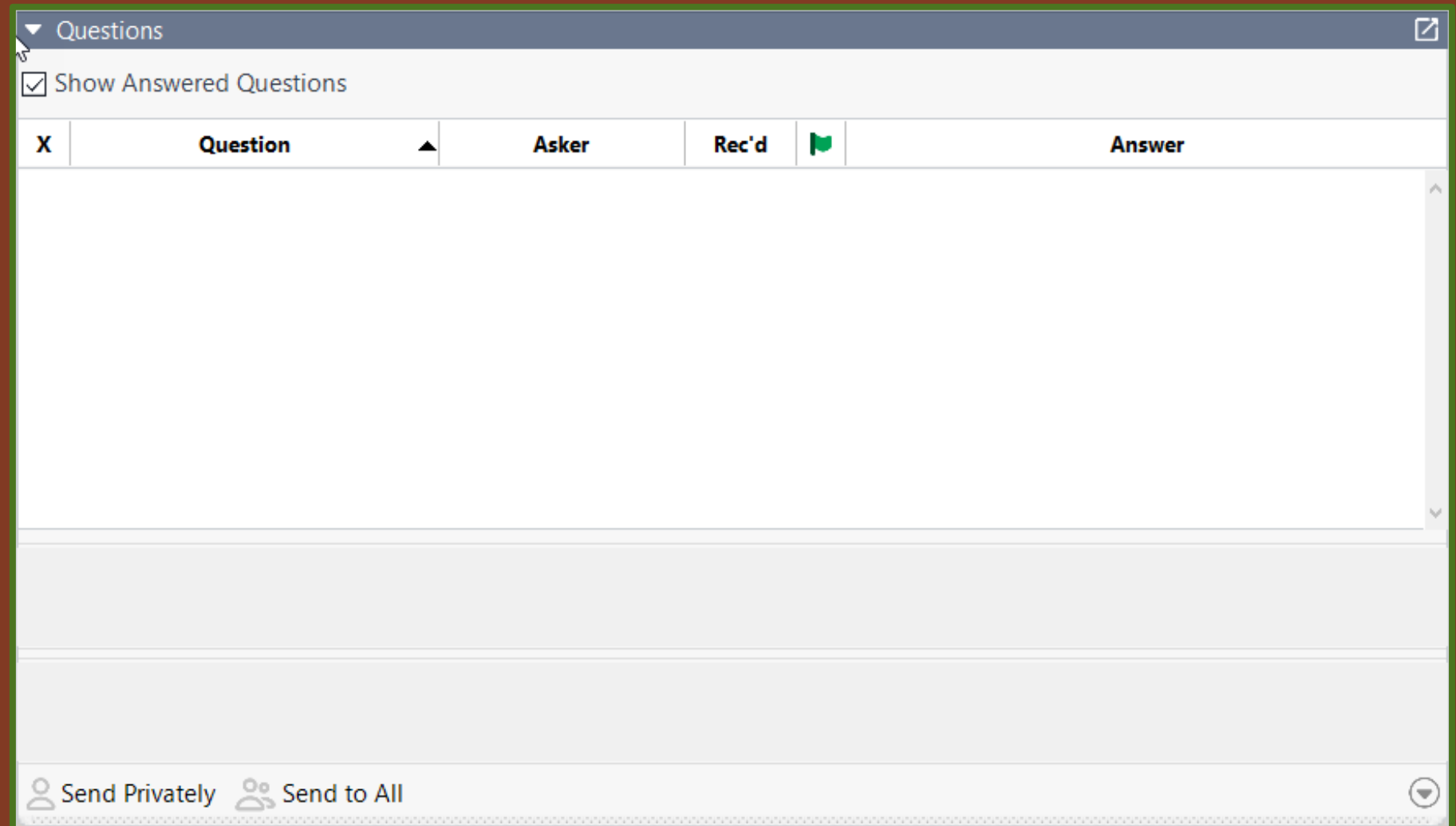
# ACOs of the Future

## TEAM-BASED CARE REIMAGINED

The presentation will begin shortly.  
Please note that all attendees are in listen only mode.

# THERE WILL BE A Q/A SESSION AT THE END OF THE WEBINAR.

Submit your questions in the webinar Questions window.  
A recording of this webinar will be sent to participants.



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## **Northern Physicians Organization**

NPO is a physician organization that owns a clinically integrated network and ACO in Northern Michigan.

# ACOs of the Future: Team-based Care Reimagined

Presented by

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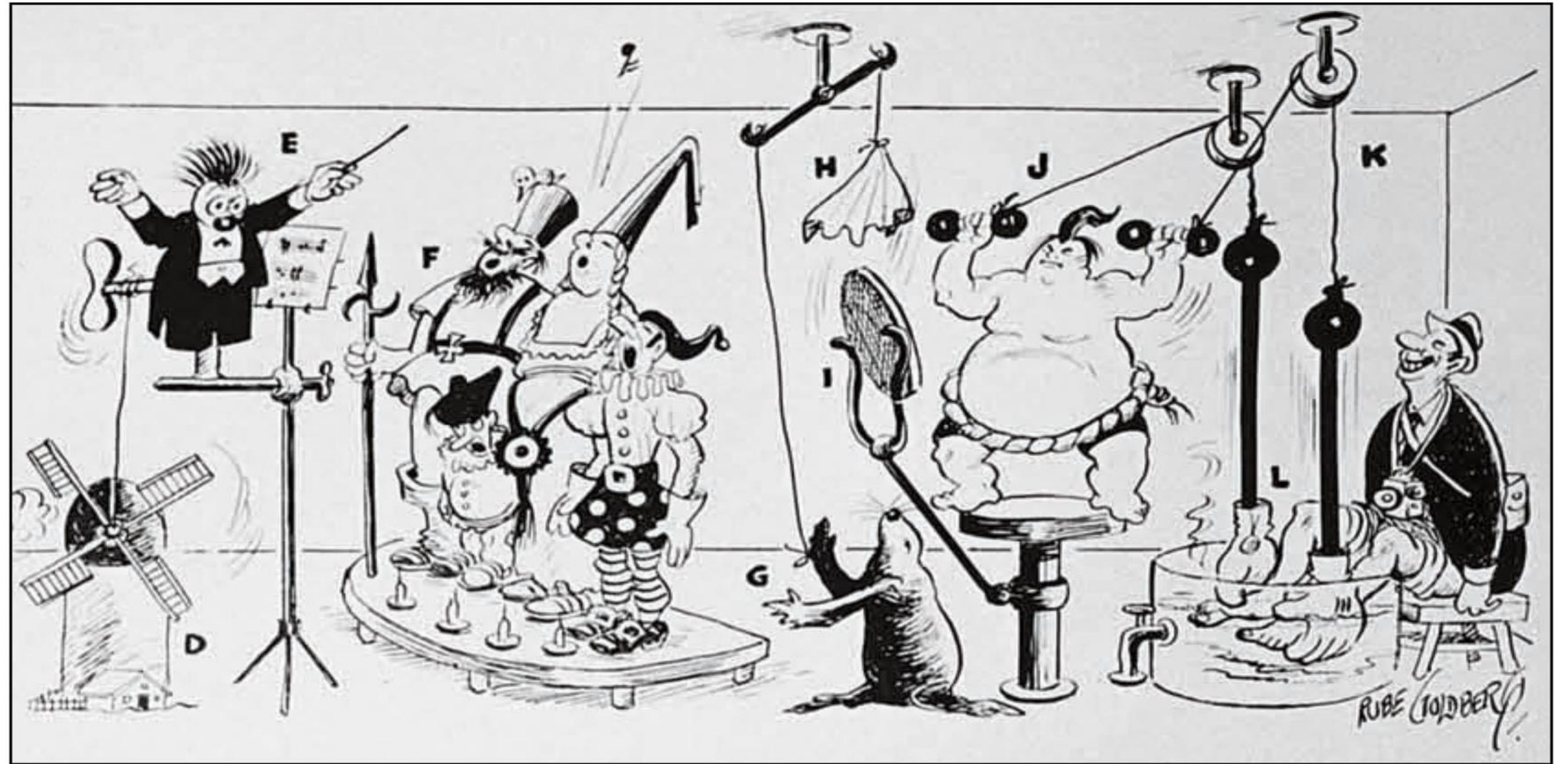
**VIK SHESHADRI**

eMedApps VP of Product  
Development

**ED WORTHINGTON**

Northern Physicians Organization  
Director

# CURRENT STATE OF DATA SHARING



# CLIENT STORY





# CLIENT BACKGROUND

**1**

Physician Organization with  
PCP & Specialists

**6**

Different EHR Vendors

**245**

Organizations including  
33 Physician Practices

**546**

Clinical Users- 74 Provider  
Users & 472 Clinical Support  
Staff Users

**16000+**

Patient Users

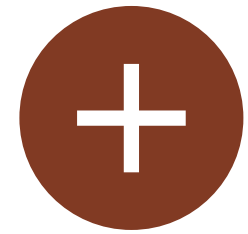
**2M+**

CCDAs



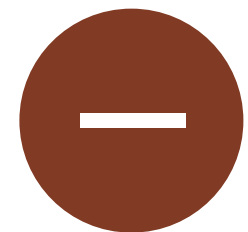


# HEALTH INFORMATION EXCHANGE



## PROS

- Single access to a lot of data
- Meets exchange of data MIPS/MU measure



## CONS

- Searching for data needed for your patient visit



# OVERCOMING THE CHALLENGES- OUR APPROACH



**WORKFLOW**

**TECHNOLOGY**

**OUTCOME**



# IT'S NOT JUST ABOUT THE TECHNOLOGY

01



## **We Studied**

- How practices work / interact with data
- How they compensate for missing data

02



## **Then We Created**

Technology that complements the workflow

# CARE MANAGERS



**NEED FOR CARE  
COORDINATION  
IS CLEAR**

Well-designed, targeted care coordination that is delivered to the right people can improve outcomes for everyone:

PATIENTS

PROVIDERS

PAYERS





# SPECIFIC CARE COORDINATION ACTIVITIES

1

Communicating/sharing  
knowledge and data

2

Helping with transitions of  
care

3

Assessing patient needs  
and goals

4

Creating a proactive  
care plan

5

Monitoring and follow  
up, including to  
responding to changes  
in patient needs

6

Linking to community  
resources

# Care Managers Challenges

## CONSENT



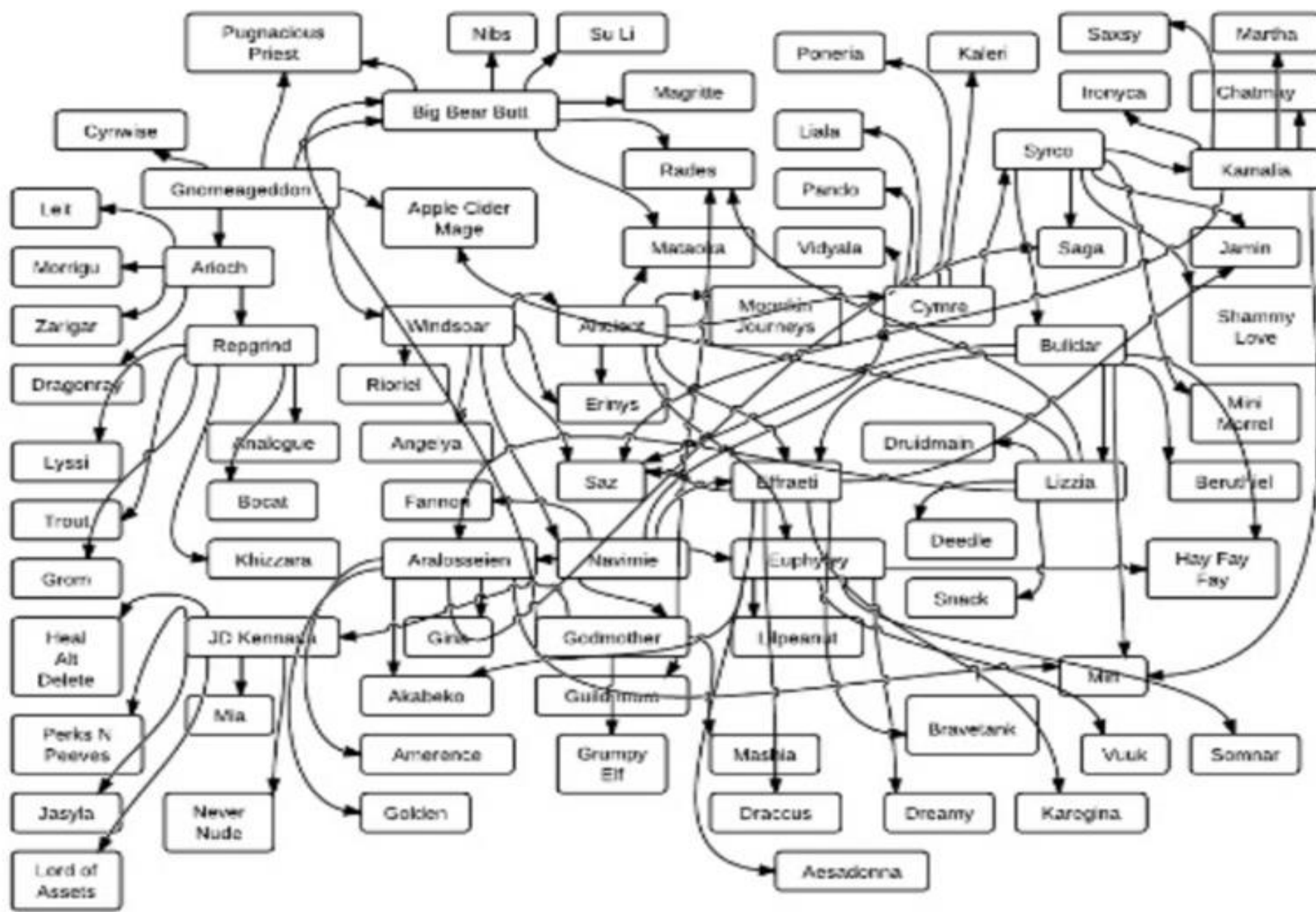
No implicit consent



Difficult to track & update consent



Aligning consents for each data source





# Care Managers Challenges

## COMPLETE DATA

?

Has the patient seen another provider?

?

Which provider?

?

Where and when?

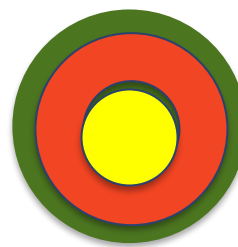


# LET'S SEE HOW IT WORKS- Care Managers

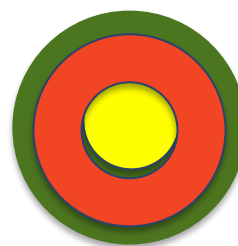




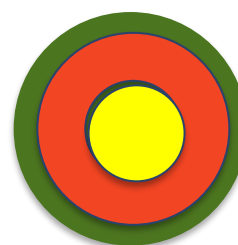
# ACTIONABLE DATA BENEFITS



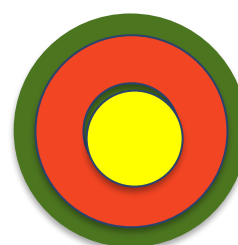
Patients presented by default based on schedule- focus for the day



Filter rules flexible for users day to day needs and role



Lab trending across data sources



ADT messages with instances in timeframe



# HOW CARE MANAGERS BENEFIT



**Consent becomes patient engagement opportunity**



**Practice at the top of their license**

More time available to focus on care since time consuming processes are automated i.e. obtaining records



**Identify gaps in care and improved care coordination**

Access aggregated real time data - not at time of next encounter



# PROVIDERS





# PROVIDERS CHALLENGES



## Disjointed health care system

- Inadequate info on tests/procedures already completed
- Inability to trend outside results
- Patient matching & multiple sources of data, inability of data imports



## Cumbersome communication

- Often cannot communicate with clinicians/care providers outside of the organization with contextual clinical data
- Lack of info on social services provided
- Transient patients snowbirds, students



## Timely Data

- Unavailability of complete data at time of patient visit needed to drive treatment
- Patient visit time spent collecting history via patient memory rather than having data available to engage patient in care plan and health goals

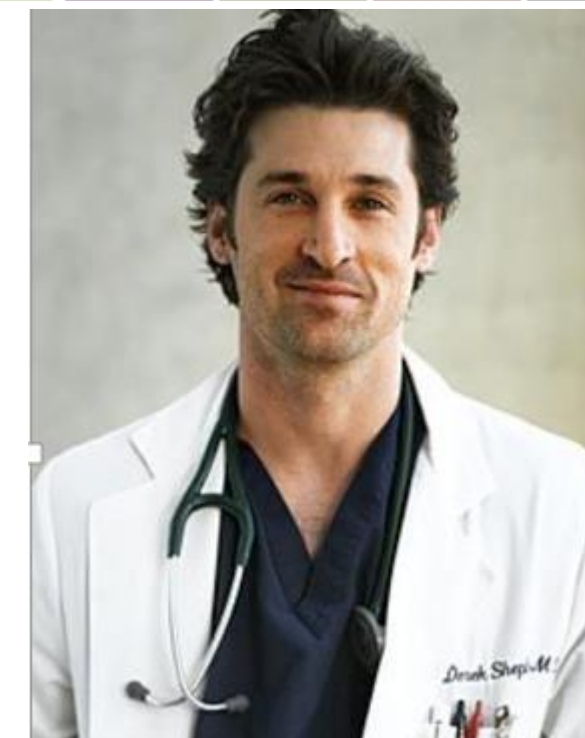
# LET'S SEE HOW IT WORKS

## Providers





## HOW PROVIDERS BENEFIT



### Support for optimal delivery of care

- Aggregated clinical data- more holistic view of patient
- Actionable insights to clinicians at the point of care



### Better chronic care management

Unified record shared by patient's care team



### Streamlined visits- allows provider to see more patients per day

Prep for visit by reviewing information prior to appointment

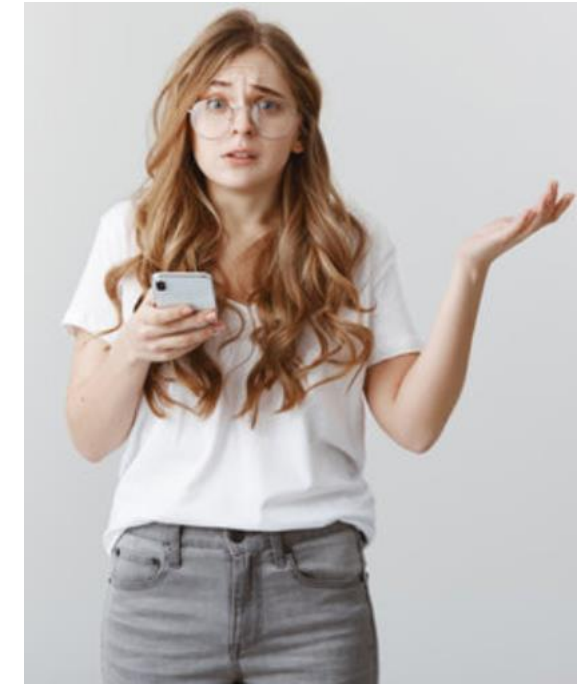
# PATIENTS







# PATIENTS CHALLENGES



## Are often unclear on

- Why they are being referred from Primary Care to Specialist
- How to make appointments
- What to do after seeing a Specialist or hospital visit



## Struggle to collect all necessary previous medical records

- Falls to family members
- Process for referrals and release of information vary by organization.
- Lost information= less efficient care



## Should I contact my provider?

Patients may not understand what conditions require proactive intervention or timely follow up

LET'S SEE HOW IT  
WORKS  
Patients





## HOW PATIENTS BENEFIT



### Improved patient-doctor communications

Provider has access to whole patient story, eliminates need for patient to retell story or bring meds to visit



### Effortless control of consent/access of records

Able to view all their data and who has accessed it



### Improved Quality of Life

Proactive care avoids hospitalizations, ER visits, medication complications

# FUTURE ACOS



# Accountable Care Organizations Are Increasingly Led by Physician Groups Rather Than Hospital Systems

May 14, 2020

David Muhlestein, PhD, JD, Tianna Tu, BA, Carrie H. Colla, PhD

Volume 26, Issue 05



**2010**

**2018**

**22%**

**45%**

**Physician group-led ACOS**

**16%**

**25%**

**Hospital-led ACOS**

**63%**

**30%**

**Joint-led ACOS**



# PHYSICIAN LED ACOS

## THEN

Health systems were early adopters of ACO model.

## NOW

Physician groups are now the predominate provider type in accountable care.

## ADVANTAGES

### Eliminating Hospital Admissions

- Increases shared savings
- Does not result in loss of revenue stream

## DISADVANTAGES

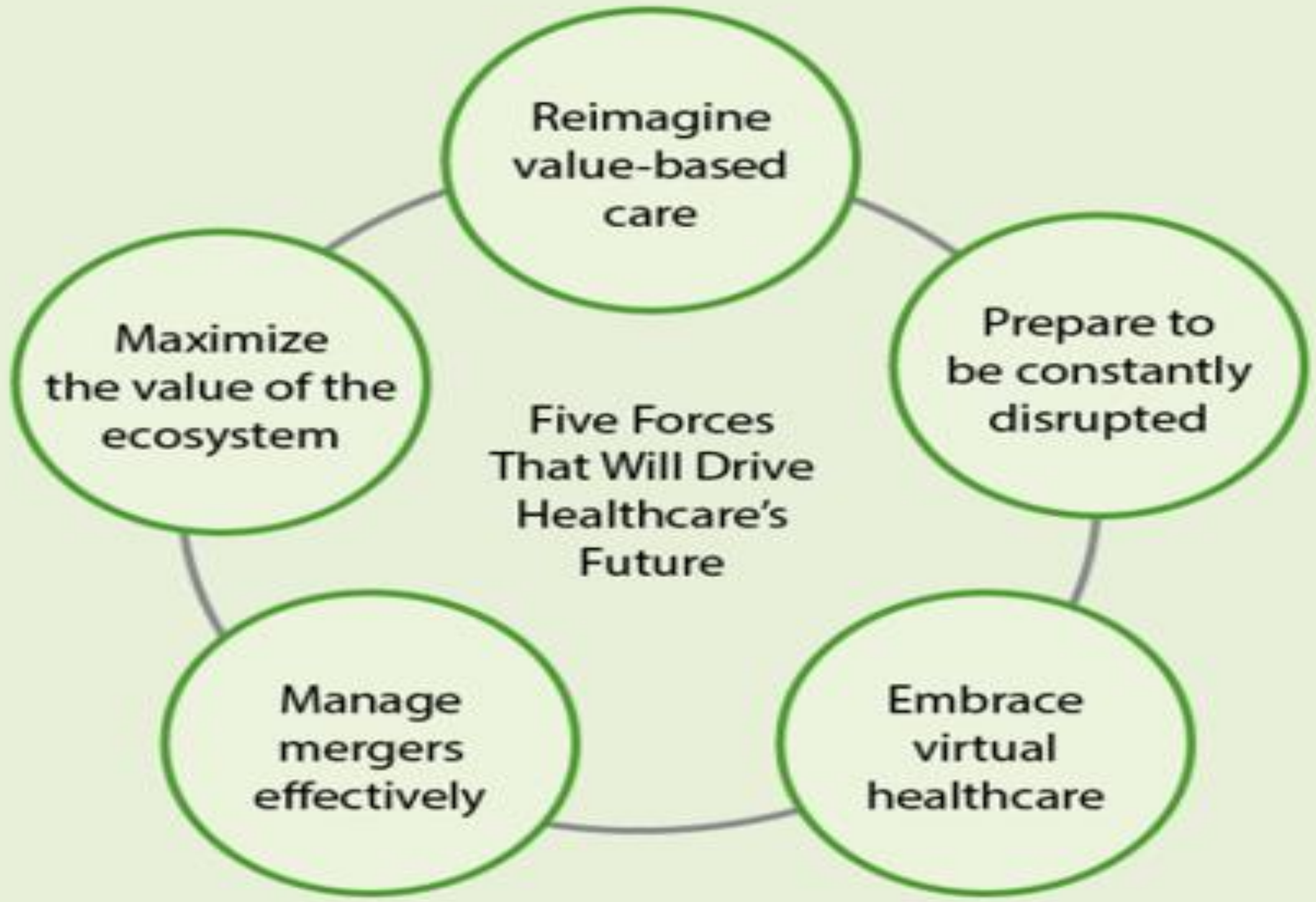
### Lack Capital

- To invest in sophisticated HIT
- Without technology, care management is a significant challenge



GALLUP®

NOVEMBER 2, 2020





## HOW ACOs BENEFIT



**Avoid cost of implementing a single EHR system across all ACO care providers**



**Improve the speed of collaboration with traditional and non-traditional partners**



**Retain qualified staff and top talent**



**Increase shared savings and ACO success while improving Patient, Provider and Caregiver experience**





# DO YOU HAVE ACCESS TO ALL DATA NEEDED?

1

## Clinical data from all providers involved in patient care

- Regardless of practice size
- All EHR systems
- Comprehensive data

2

## Other data important to patient care

- Skilled Nursing Facilities
- Home Health
- Behavior Health Services
- Social Services/Social Determinants
- Paramedic Services  
Comprehensive data

3

## Real time data- ability to get ahead of patient acuity

- ADTs
- Patient Appointments
- Messages with Clinical Data



# KEY FEATURES

1

Patient is steward of their data and controls consent with various consent options

2

Eliminates need for patient search since data is attached to schedule prior to visit

3

Real-time aggregated data from all practices and organizations displayed in timeline & longitudinal record view

4

Ability to send messages with attached data to groups & individuals of care team and create actions for non-patient related notifications

5

ADT notifications when patients are seen in ER or hospital and patient appointment info with providers outside of the practice



**LEADS TO**



**GREATER SHARED SAVINGS &  
IMPROVED PATIENT  
OUTCOMES**

**3**

**Improved Care Management - Care Coordination**

- Messaging w/attached clinical data
- Real-time ADT notifications
- Ability to view patient appointments outside of practice

**2**

**More accurately diagnosis patients & reduce test duplication**

- Timely access to information
- Data from all providers- regardless of EHR system
- Consent management

**1**

**Automated processes to  
reduce provider/staff efforts**

- Automated patient data collection
- Data available prior to the patient's appointment





# QUESTIONS and DISCUSSION

A recording of this webinar will be sent out to all attendees.

847-490-6869  
info@eMedApps.com



You are invited to join us for a

# INTERACTIVE ROUND TABLE DISCUSSION

DECEMBER 10<sup>TH</sup>  
11am CT

This is an opportunity for you to consult with our experts and learn from other participants' experiences. Share your specific organizational challenges and get recommendations from the expert panel

[REGISTER HERE!](#)

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<https://www.acoexhibithall.com/vendor-booth/emedapps/population-health-i-patient-ervices-ancillary-care/140/>



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# Thank You

Vikram Sheshadri, Vice President of Product Development, eMedApps  
Edward Worthington, Director, Northern Physicians Organization

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