



CHIEF MEDICAL OFFICER'S GUIDE

Tracking Provider Performance, Reducing Low-value Care, and Improving Healthcare Accessibility



Use data to find care gaps and
improvement opportunities across
key cost and outcome metrics

About This Guide

The role of chief medical officer (CMO) is ever-evolving, with crucial responsibilities added year-over-year, including guiding organizational strategy, managing gaps in care infrastructure, overseeing technology acquisition and implementation, and streamlining process improvement, among others. This guide presents solutions to CMO's top-of-mind issues using CareJourney's platform of clinically relevant analytics derived from one of the largest and most trusted longitudinal claims data in the country.

In this guide, we help CMOs answer critical business questions to:

1. Reduce Low-value Care
2. Improve Care Quality
3. Analyze Provider Performance
4. Improve Healthcare Accessibility



All data and analytic insights in this guide are sourced from the CareJourney Platform



Solution 1:

Reduce Low-value Care

Reduce Low-value Care

Find areas of opportunity to reduce cost based on unnecessary care, but more importantly improve the appropriateness of care that your patients receive.

Critical Business Questions Answered

- Where is the avoidable, unnecessary care in my **network**?
- Of the unnecessary care in my **market**, what share comes from my network? Which provider and facilities deliver that care? Which patients receive it?
- How much of the care provided in my **network** is avoidable?
- Of the unnecessary care in my **market**, what share comes from **outside** of my network? Which provider and facilities deliver that care? Which patients receive it?

How CareJourney Can Help

Choosing Wisely

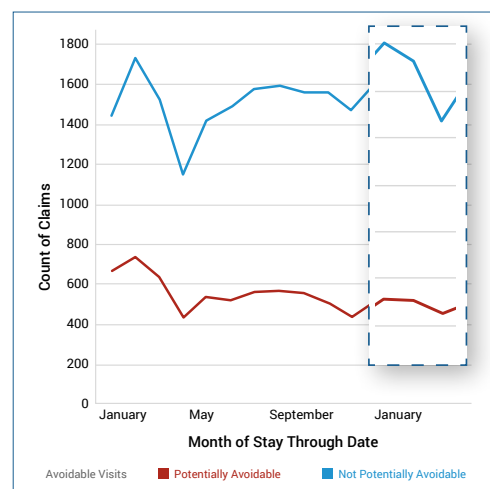
- **Identify opportunities** to reduce unnecessary or duplicative tests that each of your providers are performing.
- Use the raw number, percent, or dollar amount to **filter providers** depending on how you want to identify opportunities and track improvement.

Total Number Of Xray Tests	Number Of Unnecessary PreOp Xray Tests	Unnecessary Tests	Percent Of Unnecessary PreOp Xray Tests	All PreOp Xray Tests Paid Amount	Unnecessary PreOp Xray Tests Paid Amount
329	41	41	12%	\$1,895.23	\$259.63
270	36	36	13%	\$1,720.95	\$254.02
235	27	27	11%	\$1,486.34	\$188.46
186	27	27	15%	\$1,166.45	\$174.50

Potentially Avoidable Emergency Department Visits

- **Track upticks** in avoidable emergency department (ED) visits month-by-month across your entire organization.
- **Filter down** to avoidable ED visits by practice group or NPI.
- Ultimately **identify the individual patients** with high volume to make sure that they have access to the appropriate care or help educate them on alternative care pathways aside from the ED.

Potentially Avoidable and Non-Potentially Avoidable Emergency Department Visits Over Time





SOLUTION 2:

Improve Care Quality

Improve Care Quality

Track and improve quality measures at the accountable care organization (ACO), practice group, or provider level. Use these measures to benchmark against other ACOs or the entire core based statistical area (CBSA).

Critical Business Questions Answered

- Which of my patient populations are **underperforming** relative to my market?
- How well are my providers performing **relative to the market**?
- How can I **improve** my provider network performance?

How CareJourney Can Help

Attributed Practice Groups and Providers

- Choose from over **150 different claims-based measures** to evaluate primary care practice groups and individual primary care providers.
- Narrow in on **specific quality measures** to identify areas of opportunity or track improvement.

ER Visits Per 100	Percent Pneumonia Vaccine Compliance	PCP Visits Per 100	Flu Shot Compliance	Percent Trans Care Manager Compliance	Flu Shot Compliance	Provider Outcomes Index
1,204	50%	8,662	49%		49%	4
846	74%	12,716	73%		73%	4
618	69%	12,629	69%		69%	5
982	65%	11,670	65%		65%	5

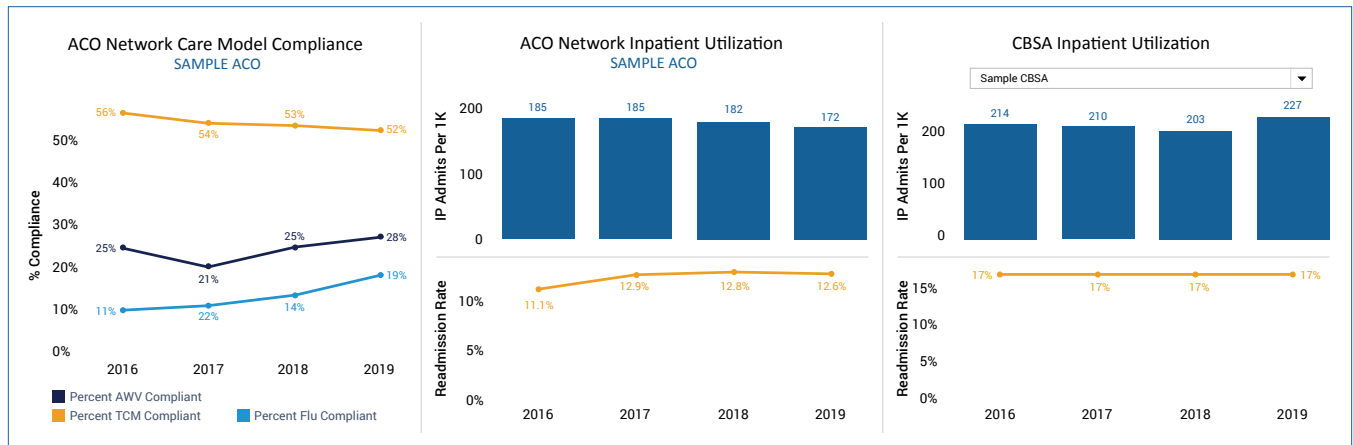
Rendering Practice Groups and Providers

- Evaluate practice groups and individual providers **across all specialties** using over 150 different measures.
- Select specific quality measures to find the biggest opportunities for **savings**, benchmark against other providers in your region, or track improvement over time.

Outcomes Index	Percent Patients With Pneumococcal Vaccination	Patients Vaccine	AHRQ PQI Metric 5	AHRQ PQI Metric 3	AHRQ PQI Metric 2	AHRQ PQI Metric 1
3	50%	84%	9967.8457	11453	0.0000	321.5434
2	100%	81%	7476.6355	9394	0.0000	934.5794
1	69%	71%	7028.1124	24386	0.0000	200.8032
5	100%	71%	6716.4179	10761	0.0000	895.5224

Benchmarking

- **Benchmark** ACO care model compliance against other ACOs or the entire CBSA.
- Benchmark other **quality measures** such as admits per 1k and readmission rate against other ACOs or the entire CBSA.



ACO Head-to-Head Performance Benchmarks

- Select ACO(s) and performance **metrics of interest**.
- **View market share** and major players in different counties across the country.
- **Benchmark quality and utilization metrics** against competitors and regional benchmarks.

ACO Head to Head Report (2020 Data Through Q4)

Use this dashboard to compare an ACO's performance on key metrics against a geographic benchmark, or against other ACOs in the same geographic region.

Step 1: Select ACO of Interest

Sample ACO

Hint: If searching for a new ACO, reset the dashboard and filters using the 'Revert' button on the top left of the dashboard.

Search Results **State**

☒ Sample ACO (A0000) (All)

	Member Years	Risk Adj. PMPY	Avg HCC Risk Score	Earned SSP Payments	Generated Total Sav..
Sample ACO (A0000)	78.24K	\$10.7K	1.112	\$48.8M	\$85.2M

Step 2: Compare Performance on Key Metrics

I Want to View... **Select a Region to View Metrics**

☒ ACO Nationwide Metrics (Multiple Values)

☒ ACO County-specific Metrics

Rows (All) **Metrics** (Multiple Values)

	Member Years	Risk Adj. PMPY	Avg HCC Risk Score	Percent Frail/Elderly	Readmission Rate
ALL Assigned FFS Beneficiaries	151,483	\$12.1K	1.14	13.7%	16.0%
ACO Nationwide Metrics	78,244	\$10.7K	1.12	11.2%	15.0%
Sample County Specific Metrics					
Sample ACO (A0000)	53,452	\$10.9K	1.10	11.3%	14.0%
Sample ACO 1 (A1111)	9,374	\$12.4K	1.06	13.2%	15.0%
Sample ACO 2 (A2222)	2,566	\$12.3K	0.94	7.4%	15.0%
Sample ACO 3 (A3333)	2,501	\$9.4K	1.25	12.4%	18.0%



SOLUTION 3:

Analyze Provider Performance

Analyze Provider Performance

Use our provider profiles to benchmark provider and practice group performance across specialties, geographical regions, and ACOs. Share and export that data in an easily digestible, pre-built format.

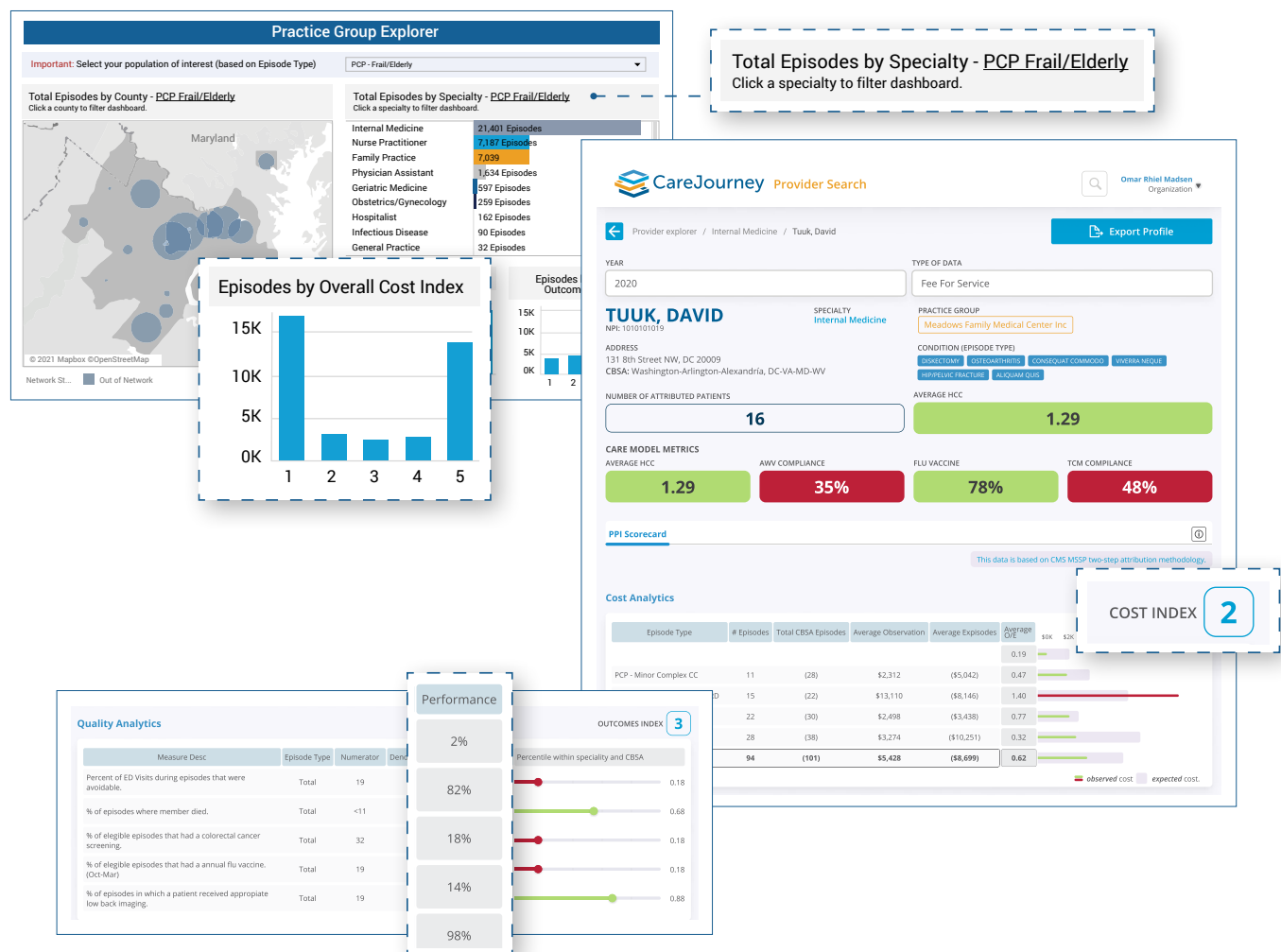
Critical Business Questions Answered

- How well are my providers performing relative to the market?
- Who are the **providers I should attract** into my network?

How CareJourney Can Help

Scorecards: Dive Deep into Performance on Specific Episodes of Care

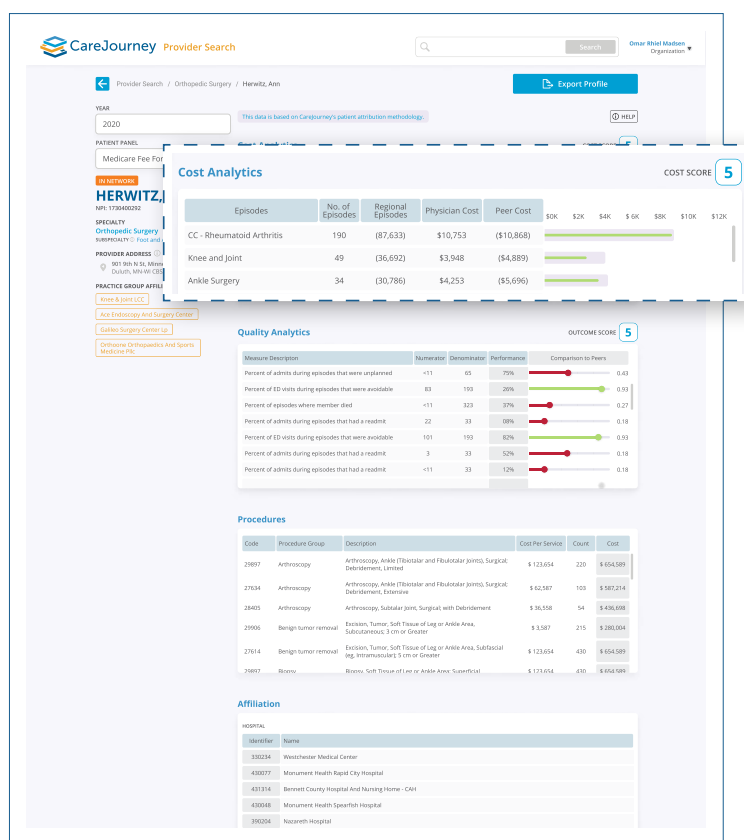
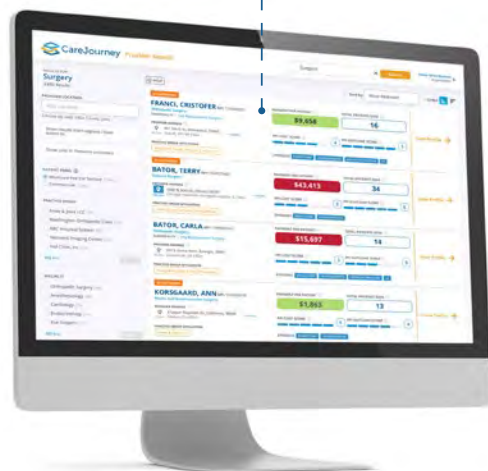
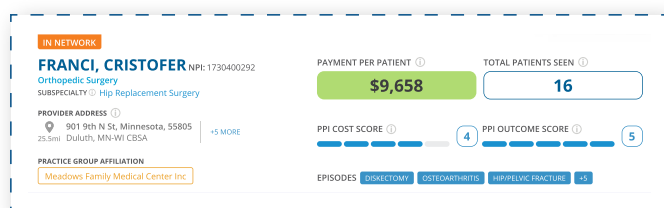
Select providers or practice groups responsible for specific episodes of care out of 850+ acute, chronic, and primary care episode types. Drill down to view how individual episode cost and quality metric performance impacts the overall cost and outcomes index scores.



Provider Search

Your nurses and care managers can use the Provider Search tool, which covers over two million providers nationwide, to easily find high-performing providers at the point of care. Use the tool to:

- Make better-informed referral decisions using our **physician rating system** rather than anecdotal recommendations.
- Receive the top 10 **referral** options in seconds.
- Drill down to **provider-level scorecards** for additional quality and cost ratings, and proximity to the patient.





SOLUTION 4:

Improve Healthcare Accessibility

Improve Healthcare Accessibility

COVID-19 magnified the disparity in access to healthcare across the country. Evaluate your patient population that has low accessibility as well as ways to improve that through telehealth and other alternatives to in office visits.

Critical Business Questions Answered

Patients I See

- What are the **characteristics** of the patients I see (attributed or not)?

Other Patients I Don't See

- What are the characteristics of the patients that I don't see **in my network**?

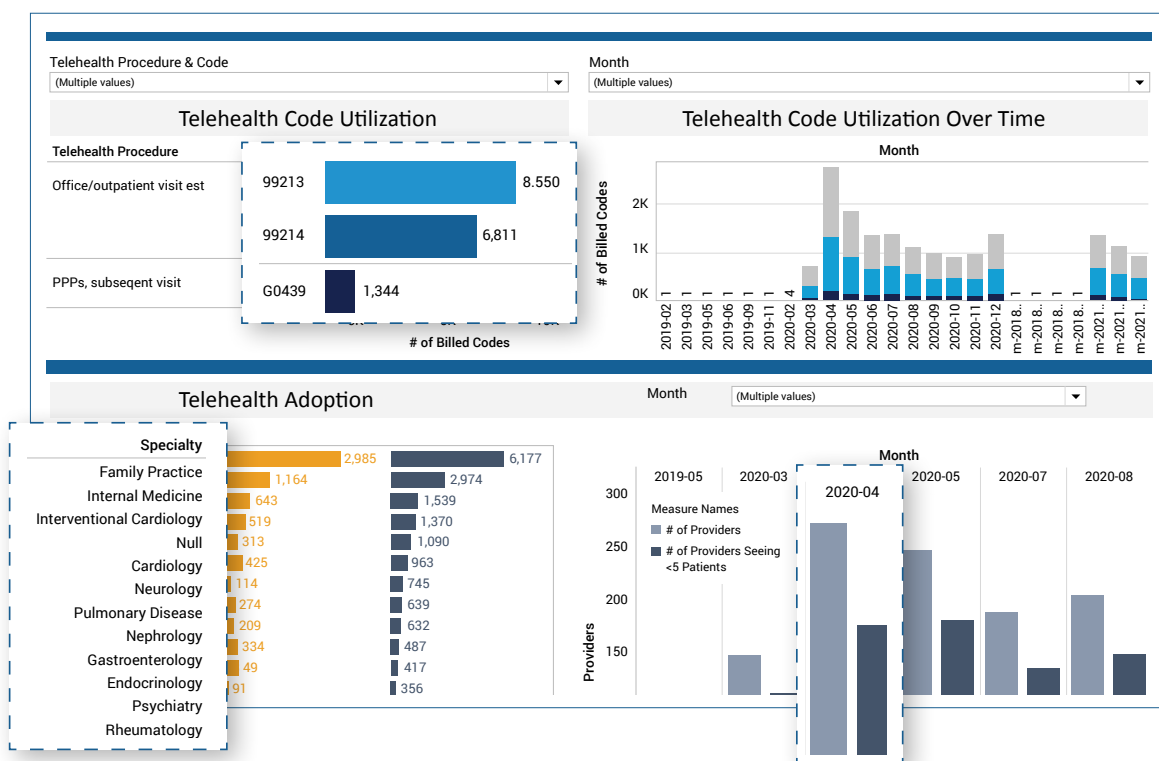
My Patient's Journey

- How are my patients **navigating through care networks** – mine and others'?

How CareJourney Can Help

Telehealth Utilization

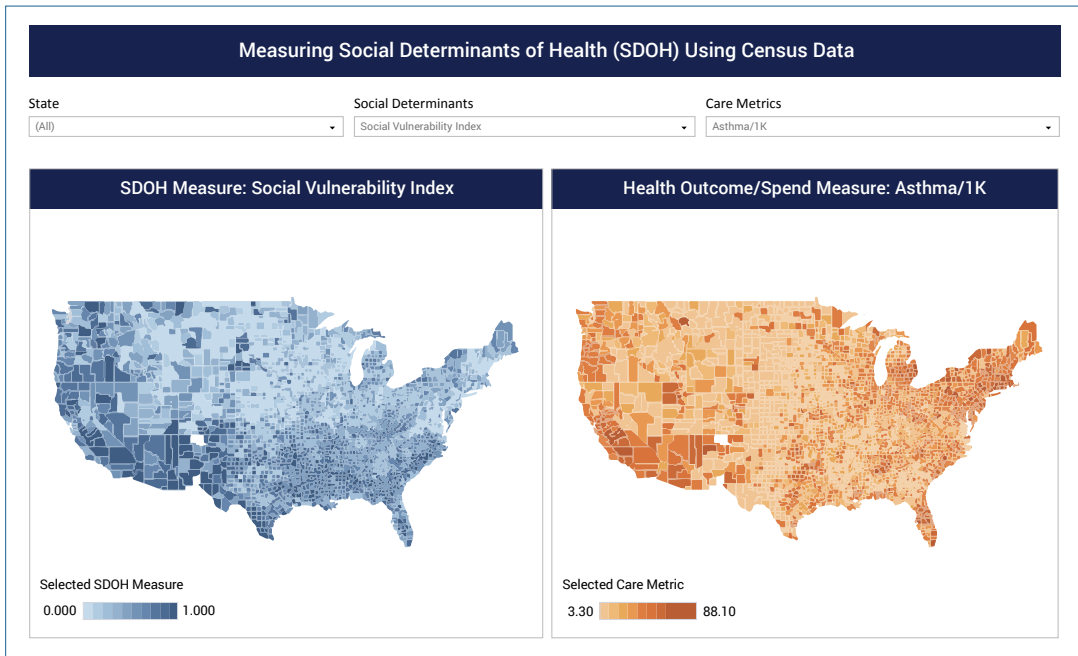
- Compare telehealth utilization trends for your providers over time and **pinpoint potential savings**.
- **Identify top specialties** for telehealth adoption.
- Target areas by specialty to **increase adherence**.



Social Determinants of Health

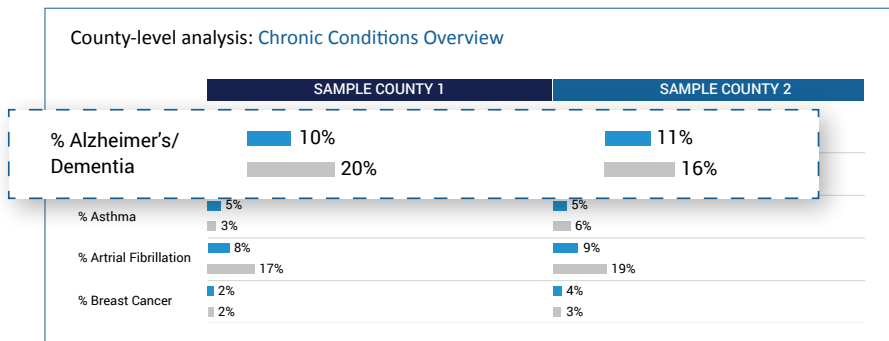
Cohort Prevalence and Compare

- Compare condition and comorbidity prevalence by **patient population**.
- **Identify areas of discrepancy** in health outcomes by sex, race, and geographic area.
- **Flag counties** for patient and provider outreach programs to **improve outcomes**.



Rural Health

- Compare **disease and comorbidity prevalence** in rural areas.
- Flag counties for patient and provider outreach programs to **improve outcomes**.
- **Increase telehealth adherence** for patients in rural area based on provider specialty and chronic conditions in the area.



Additional Resources

CASE STUDY

How Delaware Valley ACO Evaluated Care Variation to Reduce Total Cost of Care

One of the largest Medicare ACOs in the nation, Delaware Valley ACO (DVACO), found a large variation in therapy spend among providers in their network. Learn how DVACO analyzed this variation to reduce total cost of care. [Read the case study.](#)

DATA DASHBOARD

Regional Differences in Avoidable ED Rates

Using our access to the 100% Medicare Fee-for-Service dataset, we calculated avoidable ED rates for counties across the country. Use the dashboard to analyze volumes, track care variation, and uncover savings opportunities. [Go to the dashboard.](#)

BLOG POST

How Your Peers Use Data to Improve Outcomes

Value-based organizations need to become experts in handling real-world data. Read five ways organizations use healthcare data to improve care quality and reduce costs. [Read the blog.](#)

Unlock insights to improve care quality and reduce costs at your organization.
[Request a demo.](#)

About CareJourney

CareJourney is a leading provider of clinically-relevant analytics for value-based networks. Headquartered in Arlington, VA, CareJourney currently supports leading payer, provider, and life sciences organizations across the US in achieving their goals by wringing new, high value insights out of expansive population claims data. Through its CareJourney Platform, CareJourney provides members with interactive dashboards of clinically-relevant insights around network design and management, care model management, patient risk segmentation, spend and utilization trends, network integrity, low-value care, and provider, practice and facility (acute and post-acute) performance.



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