How the CMS National Quality Strategy Can Guide your Value-Based Care Journey

Part 3: Maintaining Your Competitive Edge - How to Avoid Stagnation

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.com
Educational Webinar Series

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About Roji Health Intelligence

- We provide Value-Based Care technology and services to improve outcomes, cost performance, and equitable health care.

- Our powerful tools identify patients at risk and target health interventions.

- Roji Health Intelligence is a CMS-qualified registry for QPP reporting, and we report eCQMs and CQMs.

- Roji Episodes reveal cost variations and cost drivers to generate strategies and interventions to address Total Cost of Care.

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This Presentation is For:

- ACOs evaluating affordability and looking to enhance savings

- Medical groups interested in maintaining consistent revenues

- Any organization on path to risk and considering value-based payments like population-based payments or capitation

- Health systems, medical groups and ACOs negotiating contracts with risk features

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Today's Path

- Recap and Lessons Learned
- Keys to Continuous Improvement
- Cybersecurity and Value-Based Care
- Improving Outcomes with Digital Quality Measures (dQMs)
- Investing Wisely (if it sounds to good to be true...)

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Audience Poll

Which of the following has put the brakes on your value-based care momentum?

a. Biggest savings achievements cannot be replicated

b. Cybersecurity threats limit VBC IT resources

c. Quality measurement is clunky and burdensome

d. All of the above!

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Time to Rewind!

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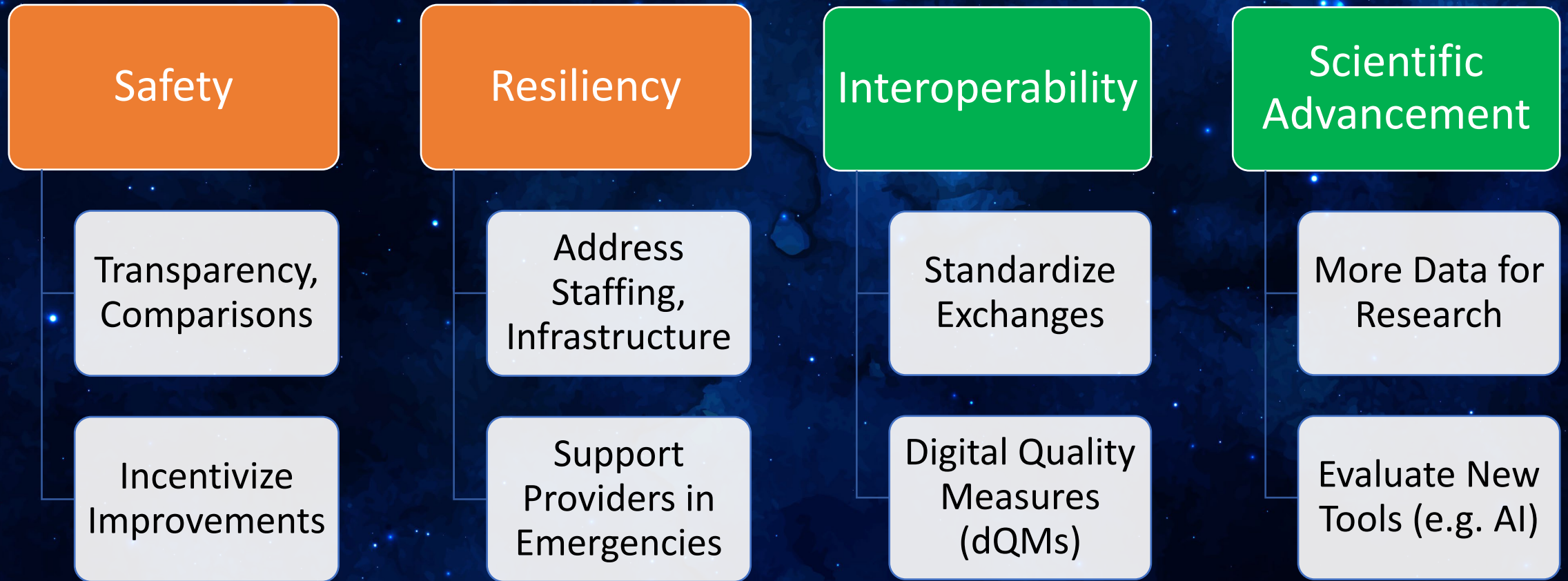# CMS Innovation Center's Lessons Learned

- Health Equity must be addressed to create meaningful transformation

- Models need to be simplified, and complement each other

- Recognize that investment is required in order to succeed under risk

- Financial benchmarks were unclear, and selection bias did not help

- Top-down dictation eventually leads to backsliding
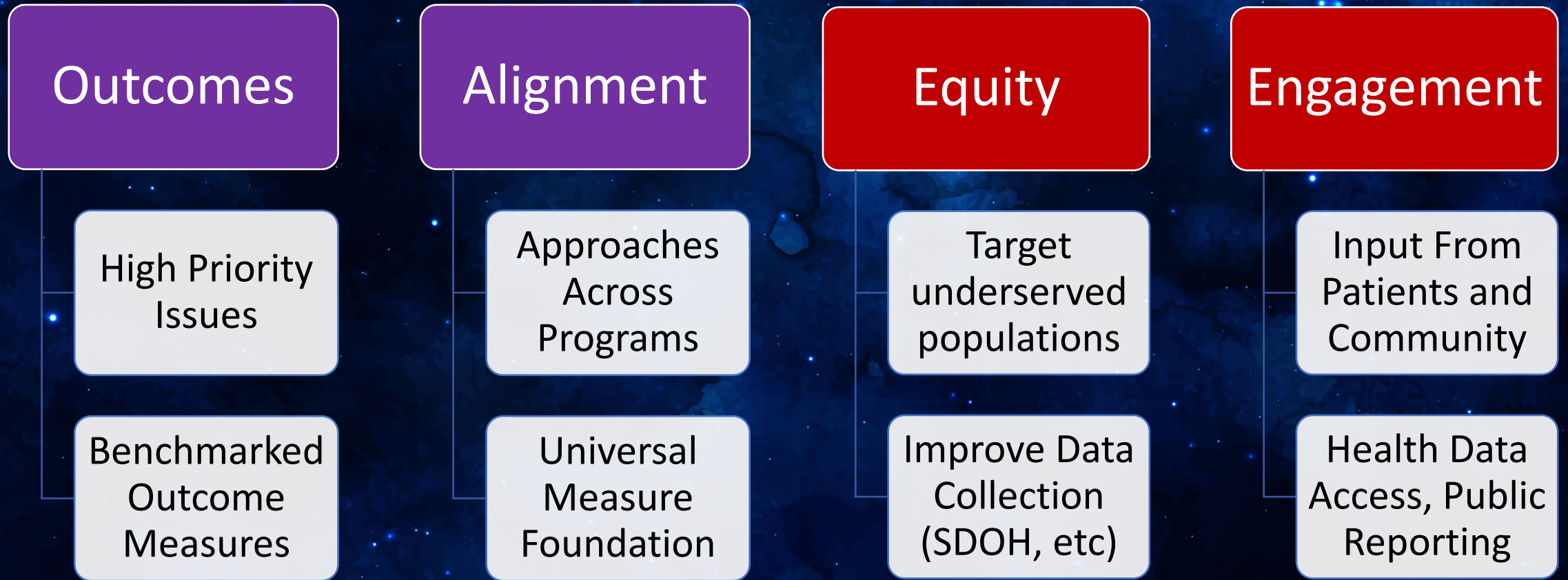
Adapt CMMI Models to Create Your Program

Multi-Payer Alignment

All-patient Quality Reporting;
Cost and Utilization Measurement

Enhanced Data Collection;
Identify Disparities

Invest in Infrastructure

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Address Known Vulnerabilities

- Identifying all hardware and software in use

- Multi-factor authentication for all users

- Antivirus protection

- Security patches block known issues and limit access

- Centralized incident planning and preparation

- Process for receiving, analyzing and responding to news of vulnerabilities

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Balance Productivity and Security

The most secure computer is useless – it's turned off and disconnected from the internet! What can you do?

- Role-Based Access – Limit by responsibilities
- Unique (and up-to-date) user credentials
- Network segmentation and firewalls
- Don't forget about vendors' access!

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Can you grant role-based access to ensure private data remains private?

Can you immediately remove a user's access, even from a vendor's system?

Add Provider/User

Last Name:	Jon
First Name:	Doe
Degree:	MD
Gender:	M
Email:	jon.doe@fakemail.org

Provider: Medical service provider whose quality data is displayed in the Roji Registry.
Administrative User: Roji Registry User who has login privileges but is not displayed in the Roji Registry.

Is an Administrative User?:	☐
Organization:	Roji Health Intel Demo
Main Practice:	
Individual NPI:	

General Practice
Internal Medicine Group
Neurology Group
Ophthalmology
Orthopedics
Radiation/Oncology Group
Surgery Group
Urology

Add New P

Dell	Laura
James	Janet
Johnson	David

Delete Provider/User

Are you sure you want to delete these users/providers?

- Trey Volz MD
- Ella Soprano

☐ Delete Practice when all Providers are removed?

Delete   Close

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Employee Training

- Email – training on phishing, downloads

- Social Engineering – be conscious of social media posts!

- Identifying spoof websites and spam texts

- Creating strong passwords, and keeping them strong – no sticky notes!

Top 10 Passwords of 2024*
1. 123456
2. password
3. 123456789
4. 12345678
5. 12345
6. 1234567
7. admin
8. 123123
9. qwerty
10. abc123

*geeksforgeeks.org

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Enhanced Quality Measurement

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Digital Quality Measures

Digital Quality Measures (dQMs) are quality measures using standardized, digital data from one or more sources, collected without additional effort, and exchanged through interoperable systems (that's the short version!)

	dQMs	eCQMs
Standardized logic to reduce complexity	Yes	No
Automated via APIs	Yes	No
Culled from Multiple Sources	Yes	No
Utilize Existing Workflows	Yes	No

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FHIR

- FHIR = Fast Healthcare Interoperability Resources

- The next level of HL-7 – standardized method to exchange healthcare data to promote interoperability

- Aligns quality measures with clinical decision support

- Decreases burden on measure developers, IT support staff, and clinicians

- Reduces effort and lead time to implement new measures

Enhance Quality Through Patient Engagement

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- Patient Engagement is critical for delivering person-centered care

- Ensures patients have the information they need to make informed decisions

- Enables their voices to be heard by measure/program developers

- CMS NQS priority for quality measure development

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PROs, PROMs, and PRO-PMs

- Patient-Reported Outcome Measures

- Featured heavily at the 2024 CMS National Quality Conference

- PROs = Patient-reported Outcomes (what is being measured)

- PROMs = Patient-Reported Outcome Measures (how the PRO is measured)

- PRO-PMs = Patient-Reported Outcome Performance Measures (how PROMs are calculated, i.e. reliable, valid measurement that can be tied to a single clinician)

Investing Wisely

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Start Early

- There <u>will</u> be data-related obstacles

- Comprehensive data requires education and standardization

- Early feedback allows time for improvement

- Demonstrable improvement takes effort— only action will drive the process!

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Be Prepared to Customize

- No two organizations are identical

- Varying patient populations, organizational priorities, and technical resources

- The "Cookie-Cutter" approach only works on paper

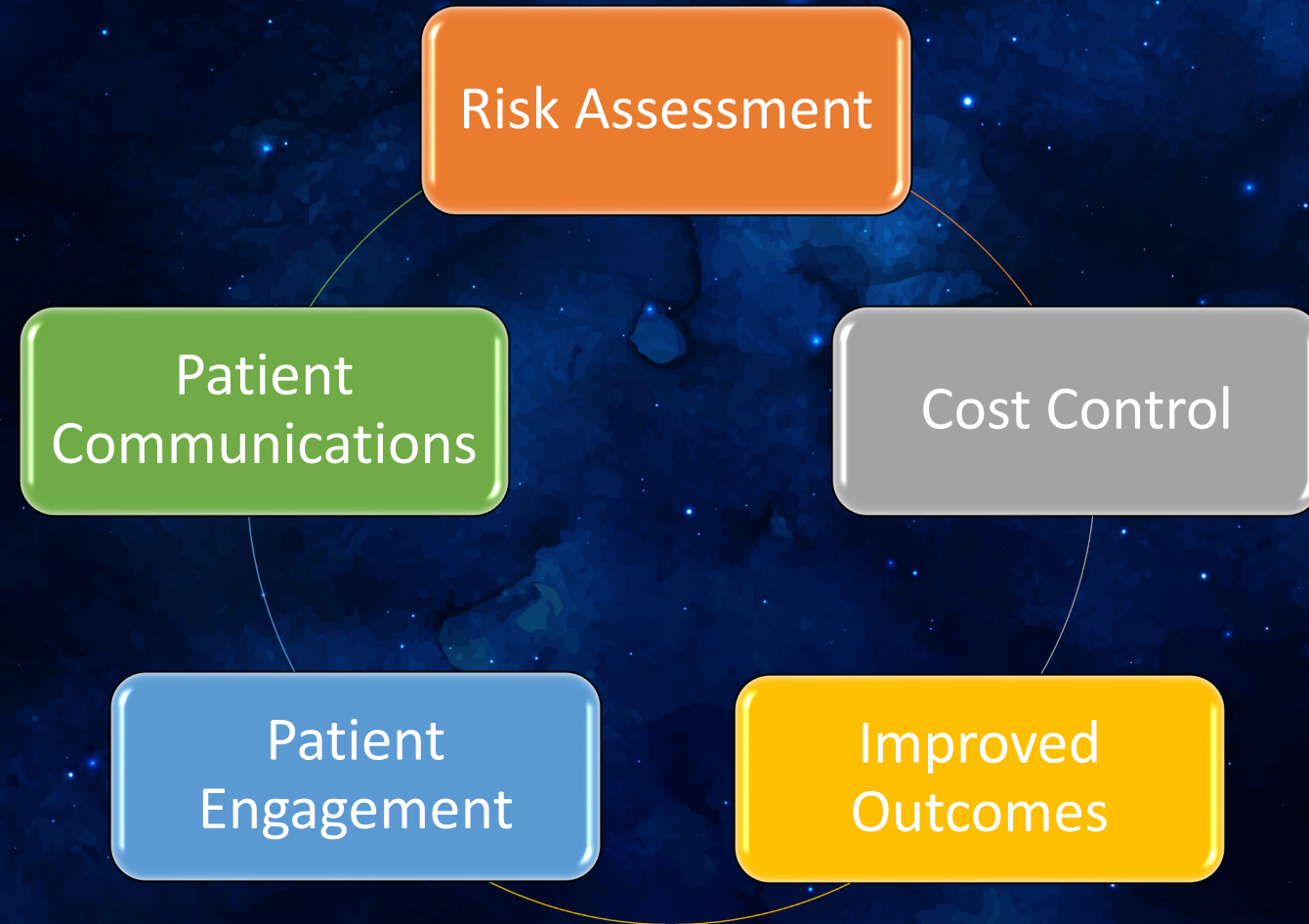- Experience sees cost-effective solutions that perform in the real world

A SUDDEN CHANGE IN PLANS WILL TEST YOUR ADAPTABILITY.
PANDA EXPRESS

Understand What's On The Horizon

Artificial Intelligence

Machine learning models process healthcare data to provide more accurate and detailed insights

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Recent AI Advancements

Intent is to support clinicians, not replace them

Noteworthy AI successes:

- Pathology-based predictions of mortality
- Improved accuracy in colonoscopy screenings
- Development of new drugs for neurodegenerative diseases
- Enhanced risk assessment

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AI Limitations

Not a catch-all solution

- Data is still messy – if it wasn't, we'd all be interoperable!
- AI-driven data aggregation creates artificially generated, inaccurate data

Other problems

- Current AI models are all local – impossible to avoid bias
- Uncertainty in how models are created, and how they produce results

Let's
Wrap
It Up!

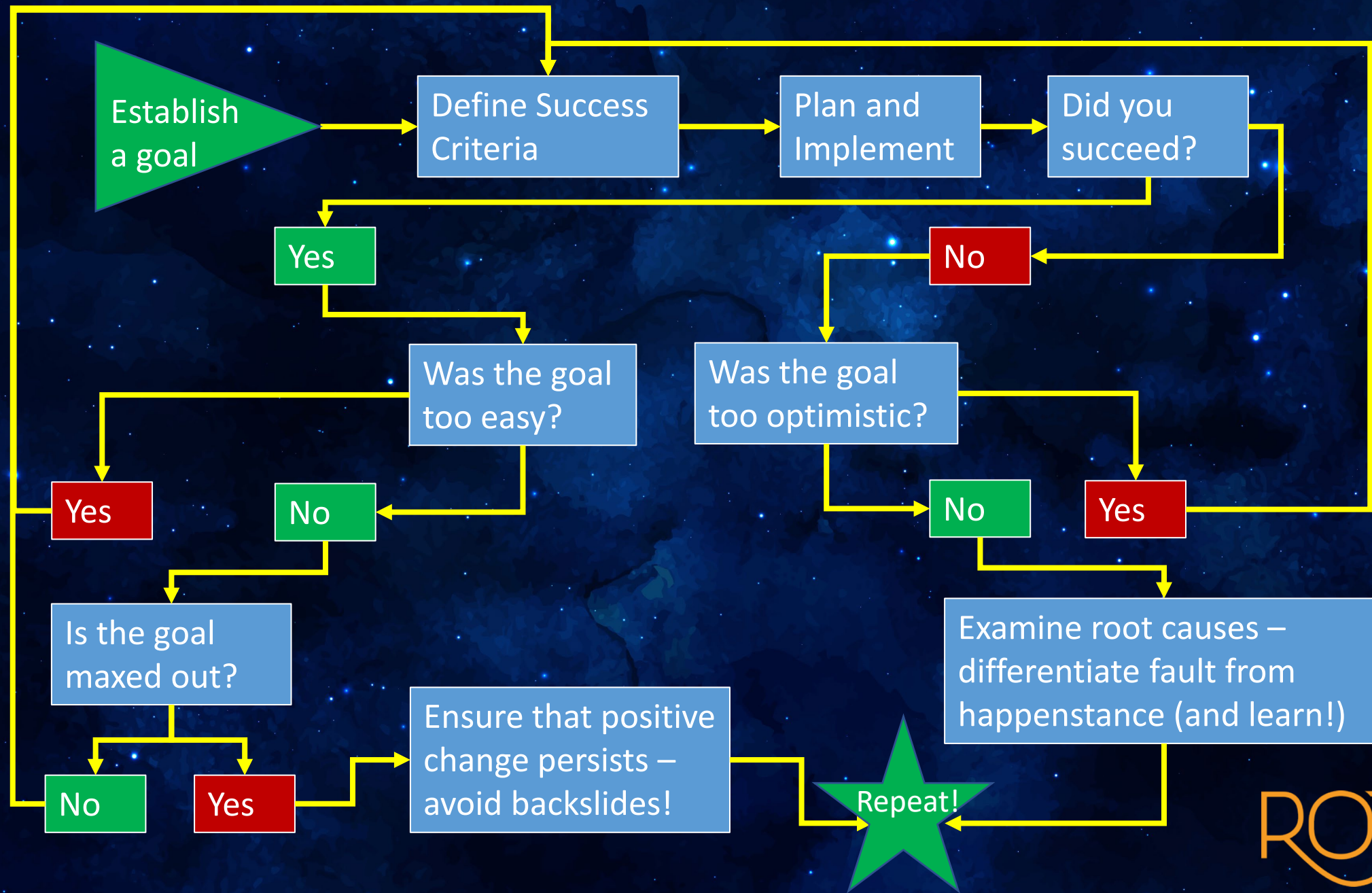ROJI HEALTH INTELLIGENCE

Keys to Improvement Over Time

A heavy dose of realism – "low hanging fruit" only works once

A quantifiable target ("improve quality" doesn't cut it!)

A milestone-based, step-by-step action plan

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Questions and Answers

Stop by our Value Based Care Exhibit Hall Virtual Booth

Visit the Roji Heath Intelligence Booth

Thank You!

Contact us to make your VBC strategy successful!

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