How to Maximize Technology to Improve Care and Reduce Cost

**Presenters**

**Justin Miller**  
Director of Synergy  
Jordan Health services  
Dallas, TX  
jmiller@jhsi.com

**Justine Garcia**  
Director of Software Solutions  
Jordan Health services  
Dallas, TX  
jgarcia@jhsi.com

**Cyndi Rizzitello, MSN, RN, BC**  
VP of Clinical Transformation  
Medalogix  
Nashville, TN  
cyndi@Medalogix.com
About Jordan Health Services

About Jordan Health Services
- Provides in home care to patients in Texas, Oklahoma, Louisiana and Arkansas
- Services include personal care, home management, pediatric services, skilled care and hospice
- 75 locations
- Over 16,000 employees
- Based in Dallas, Texas

Census
- Skilled 4,785
- Community Care (Medicaid) 17,812
- Pediatrics 1,127
- Hospice 857
- ADL Program – 1,174

About Medalogix

About Medalogix
- Founded in 2012 by a former home health agency owner
- Real-time predictive analytics augmented with clinical workflows and business intelligence tools to help home health agencies improve care while reducing costs
- Products directed at home health and hospice industry
- Based in Nashville, TN
Objectives

Objectives:
- Describe the current status and challenges of technology in health care
- Explain best practices for technology adoption and integration
- Discuss Jordan Health Services’ success in using technology by aligning with people and processes

Agenda

- State of the healthcare technology industry
- Challenges
- Potential solutions
- Maximize your technology adoption
- Elevate your EMR adoption
- Unlock your data
- Manage your population
State of the HIT Industry

“Health information technology is an important building block that enables delivery system transformation. It allows for the seamless health information exchange needed to improve care delivery, ensure patient safety, enhance clinical decision making, track patient outcomes, support payment for care quality, and more.”

Patrick Conway, MD
Chief Medical Officer and Director
Centers for Medicare & Medicaid Services
http://www.hhs.gov/asn/testify/2013/07/t20130717c.html
State of the Industry

NAHC National State of the Home Care Industry Study (2014)
- 57.8% have point-of-care systems
- 89.9% have an electronic back office system

- How satisfied are agencies with their EMRs?
  - 46.4% said their system met their needs
  - 8.5% said their system somewhat met their needs
  - 31.9% said their system did not meet their needs
  - 13.2% were unsure

State of the Industry

Papyrus Ebers. 1500 BC

OASIS-C1. 2015 AD

Challenges

Home Care
- Data driven industry
- Staff require high level of IT proficiency
- Costs of hardware, software, personnel to manage it

Meaningful Use Incentive Payment Program
- Home health and hospice not "eligible providers"
- No certification criteria for software
- No way to seek reimbursement
Exploring Solutions

Look within
- What are you doing well or poorly?
- Maximize adoption!
- Do it better
  - Use analytics
  - Coordinate care

Look outside
- Capitalize on meaningful use
- Explore new and innovative technologies

Elevate your EMR Adoption
State of Adoption

“About three-quarters of adopters reported that using their EHR system resulted in enhanced patient care.” – CDC’s center for National Health Statistics

State of Adoption

“Only 23 percent said that EHRs made them more efficient.”

“Six percent reported that their systems enabled them to earn more money.”

Source: Deloitte
Evaluate your EMR

Perform a full use and gap analysis
- Features
- Process
- Training and education
- Agency performance
  - Inefficiencies that improved technology can help
  - Lagging in clinical outcomes, patient satisfaction
- Decision point
- Stick with it
- Move on
Maximize EMR Features

Good software companies will innovate continuously
◦ Take advantage of all the bells and whistles
◦ Don’t ignore new features
◦ Thorough review of new release documentation - committee
◦ Regulatory
◦ Clinical practice improvements
◦ Clinical guidelines or evidence-based decision support tools - take advantage of them

Maximize EMR Features

Develop risk management tools
◦ Prevention and monitoring of adverse events
◦ Quality and process measures program

Importance of executive sponsorship
◦ Ongoing support to continuously innovate
Invest in Human Resources

Importance of leadership and organizational culture
- Support for your team from the top
- Recognize the importance of investing in people
- Allow for autonomy to perform their jobs
- The right people will do the right thing

Invest in Human Resources

IT software specialist
- Clinical or operations background
- Champion EMR adoption
- Housed in IT or operations with dual reporting
- Often the key driver for change management
- Steward for change management
Invest in Human Resources

Data analyst
- Core function to transform raw data into meaningful analytics
- Need the right experience and background – may need multiple
- Provide advanced analytic tools – data warehousing, business intelligence tools
- Provide a testing environment
- Work closely with operations and leadership for direction
- Projects align with organizational goals

Already have?
- Invest in software training, certification
- Attend software user conferences
- Require involvement in industry trade associations, software user organizations

Have a void?
- Recruit
- Promote within
  - Clinician or administrative background with strong IT affinity
Capitalize on Meaningful Use Initiatives

What is Meaningful Use?
A CMS directive, Meaningful use is using certified electronic health record (EHR) technology to:

- Improve quality, safety, efficiency, and reduce health disparities
- Engage patients and family
- Improve care coordination, and population and public health
- Maintain privacy and security of patient health information

From: [http://www.healthit.gov/providers-professionals/meaningful-use-definition-objectives](http://www.healthit.gov/providers-professionals/meaningful-use-definition-objectives)
Capitalize on Meaningful Use Initiatives

Stage II
- Still no direct home care funding
- HIE Challenge Grants- eligible providers must connect with at least three external providers that do not use the same EHR solution, or they must establish an ongoing connection with at least one health information exchange entity
- Opportunity exists for relationships based on ability to promote electronic health information exchange

Promote interoperability
- Approach your vendor
- Sell it – how can you help providers/partners meet MU requirements?

Use Clinical Decision Support Tools & Best Practice Standards

What is Clinical Decision Support (CDS)?

“Clinical decision support (CDS) provides clinicians, staff, patients or other individuals with knowledge and person-specific information, intelligently filtered or presented at appropriate times, to enhance health and health care. CDS encompasses a variety of tools to enhance decision-making in the clinical workflow. These tools include computerized alerts and reminders to care providers and patients; clinical guidelines; condition-specific order sets; focused patient data reports and summaries; documentation templates; diagnostic support, and contextually relevant reference information, among other tools.”

From: http://www.healthit.gov/policy-researchers-implementers/clinical-decision-support-cds
Use Clinical Decision Support Tools & Best Practice Standards

**Why CDS?**
- Requirement of Meaningful Use
  - How are your partners meeting this objective?
- Important benefits
  - Increased quality of care and enhanced health outcomes
  - Avoidance of errors and adverse events
  - Improved efficiency, cost-benefit, and provider and patient satisfaction
  - Allow user to make an informed decision quickly and take action

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Use Clinical Decision Support Tools & Best Practice Standards

**Utilize your EMRs decision support features**
- Don’t use your EMR as an expensive data entry tool
- Guide clinicians down right path – quality initiatives
- Create opportunities for safer and more cost effective care
- Vendors may be in the very early stages of true CDS
- Take advantage of what is available
  - Clinical practice guidelines embedded in visit notes, orders
  - References or links to external documentation
  - Medication interactions
Use Clinical Decision Support Tools & Best Practice Standards

Mobile technology – remote workforce
Document at the point of care
  ◦ Accuracy – recall ability drops off
  ◦ Best practices - care paths
  ◦ Workflow dependence
  ◦ Continuity of care
  ◦ Ability to bill

Avoid free text – not easily quantifiable
Consider user satisfaction
  ◦ Fine tune EMR set up – less is more
  ◦ Better integration, flow of a visit

Unlock your Data
Analytics

Analytics is the discovery and communication of meaningful patterns in data.

### Primary Obstacle to Widespread Analytics Adoption

- **Ability to get the data**: 37%
- **Culture does not encourage info sharing**: 35%
- **Lack of understanding how to use analytics**: 34%
- **Lack of management bandwidth**: 25%
- **Lack of exec sponsorship**: 24%
- **Lack of skills internally**: 23%
- **No case for change**: 19%
- **Don't know where to start**: 17%
- **Ownership of data unclear**: 17%
- **Perceived costs outweigh benefits**: 9%
- **Concerns with the data**: 3%

Source: The value of analytics in healthcare: from insights to outcomes, IBM Institute for Business Value, February 2012

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### Analytics

- **Organizational Value**
  - **Descriptive**
  - **Predictive**
  - **Prescriptive**

- **Complexity**
  - **Data**
  - **Information**
  - **Knowledge**
Analytics

Descriptive Analytics
- Helps you understand how things are going
- The purpose is to summarize what happened
- It is estimated that more than 80% of business analytics are descriptive
- A method to help understand what has happened

What can it tell you?
- Census, visit statistics, vital sign reports
- Dashboards and benchmarking

Analytics

Predictive Analytics
- Helps you forecast future performance
- Utilizes a variety of statistical modeling, data mining, and machine learning techniques
- Studies recent and historical data
- Allows analysts to make predictions about the future
- What *may* or *is likely* to happen in the future based upon patterns recognized in the past

What can it tell you?
- Who on your census is most likely to readmit?
- Who on your census is most likely to expire?
Analytics

Prescriptive Analytics
- Suggest a prescribed next step or course of action
- Allowing the user to take the information and act
- Requires a predictive model with:
  - Actionable data and
  - A feedback system that tracks the outcome produced by the action taken
- Predicts possible outcomes and best course of action for each outcome

What can it tell you?
- How many visits should you provide?
- What treatments will give you the best outcome?

Analytics

Achieving value with analytics
- What have you learned from the data?
- How well can you implement into daily workflow?
- Design policies and procedures to enhance practice
- Synergy between adoption of EMR and analytics
  - Population Health
Manage Your Population: Keep Patients within Your Healthcare System

We’ve got the people, process, technology
- Investing in human resources
- Maximizing your EMR
- Using data, analytics

So how can you use all of these technology-driven initiatives to better manage your population and coordinate care within your system?
Manage Your Population:

Patients within Your Healthcare System

What is Population Health?
- Defined as the health outcomes of a group of individuals, including the distribution of such outcomes within the group. These groups are often geographic populations such as nations or communities, but can also be other groups such as employees, ethnic groups, disabled persons, prisoners, or any other defined group. The health outcomes of such groups are of relevance to policy makers in both the public and private sectors.
- Triple Aim: improving the individual experience of care, reducing per capita cost of care, and improving the health of populations

Improve Coordination of Care:

Patients within Your Healthcare System

How can you use population health management within your own organization?
- Foster a continuum of care approach – Jordan’s Synergy program
  - Extension of care management
  - Advanced care planning
  - Assistance in navigating care decisions
  - Refer within and outside of services lines
- Use technology to coordinate the right care at the right time
  - Jordan’s program to identify patients with skilled needs
  - Jordan’s use of Medalogix Bridge product to identify potential hospice patients
Improve Coordination of Care: Keep Patients within Your Healthcare System

Jordan’s program to identify patients with skilled needs
- The Community Care patient population is housed on a proprietary software solution (17,000+ patients)
- Using data available in-house an application was developed on the Android platform
- The device is placed in the hands of the attendant visiting the patient
- The attendant is asked a series of algorithms that identify issues with ADLs
- Abnormal responses generate triggers alerts to office staff
- Results in identifying patients with skilled needs, resulting in an increase in referrals to home health

Jordan Health Services’ Use of Medalogix Bridge
Improve Coordination of Care: Keep Patients within Your Healthcare System

Jordan’s use of the Medalogix Bridge product to identify potential hospice patients on home health census

◦ What is Medalogix Bridge?
  ◦ Adds predictive insights and operational efficiency to dual home health and hospice providers’ patient transfer process
  ◦ Facilitates communication between service lines
  ◦ All to provide hospice beneficiaries a higher quality of life, at the end of life

Key application components

◦ Identify
  ◦ Leverages a predictive model by using OASIS and other key EMR data to generate a patient risk ranking
  ◦ With this analytics-based list, clinicians can easily view which patients would benefit from hospice care
  ◦ May discuss identified patients in case conference or individually
  ◦ Risk ranking and key EMR data available to view in one easy-to-access location
  ◦ Expedites and streamlines hospice care discussion and decisions
Patients within Your Healthcare System

Identify

Key program components

- **Act**
  - Incorporates a customizable workflow component to facilitate communication between service lines
  - Clinicians can move each patient through organization-chosen steps, such as “Complete Clinical Evidence” and “Obtain Physician Order”
  - Can incorporate timed alerts to better manage and coordinate care and help pinpoint operational lag
Patients within Your Healthcare System

Act

Key program components
- Improve
  - Dashboard and reporting tools available
  - Measures key utilization, performance, and program outcomes
  - Pinpoint operational improvement opportunities
Improve Coordination of Care: Keep Patients within Your Healthcare System

Jordan’s use of Medalogix Bridge
- Centralized Synergy team approach
- Team of LVNs monitor the software
- LVNs communicate Medalogix-identified patient information to branch locations
- Facilitate discussion with patients, families, and physicians
- Participate in home health case conference
- Coordinate hospice evaluation visit or joint home health/hospice visit
- Management oversight using dashboards and reports
- Outbound call center “wellness checks” looking for clinical indicators
Patients within Your Healthcare System

“At Jordan, we have successfully integrated Collaborative Care models, within our Synergy program, to identify patients in need of terminal care. Beyond identification, we have created a comprehensive model that is interventions driven and provides the vehicle for earlier hospice admission and end of life care. Understanding that data without action has limited impact, we have successfully designed as services model supported with a People, Process and Technology approach to successfully manage this most vulnerable patient population.”

G. Scott Herman
Chief Executive Officer
Jordan Health Systems

Wrap Up

Key Points
◦ Elevate your EMR adoption
◦ Unlock your data
◦ Manage your population