

Risk Adjustment, Quality, Utilization Reduction and Preventive Care: What's Driving Value?

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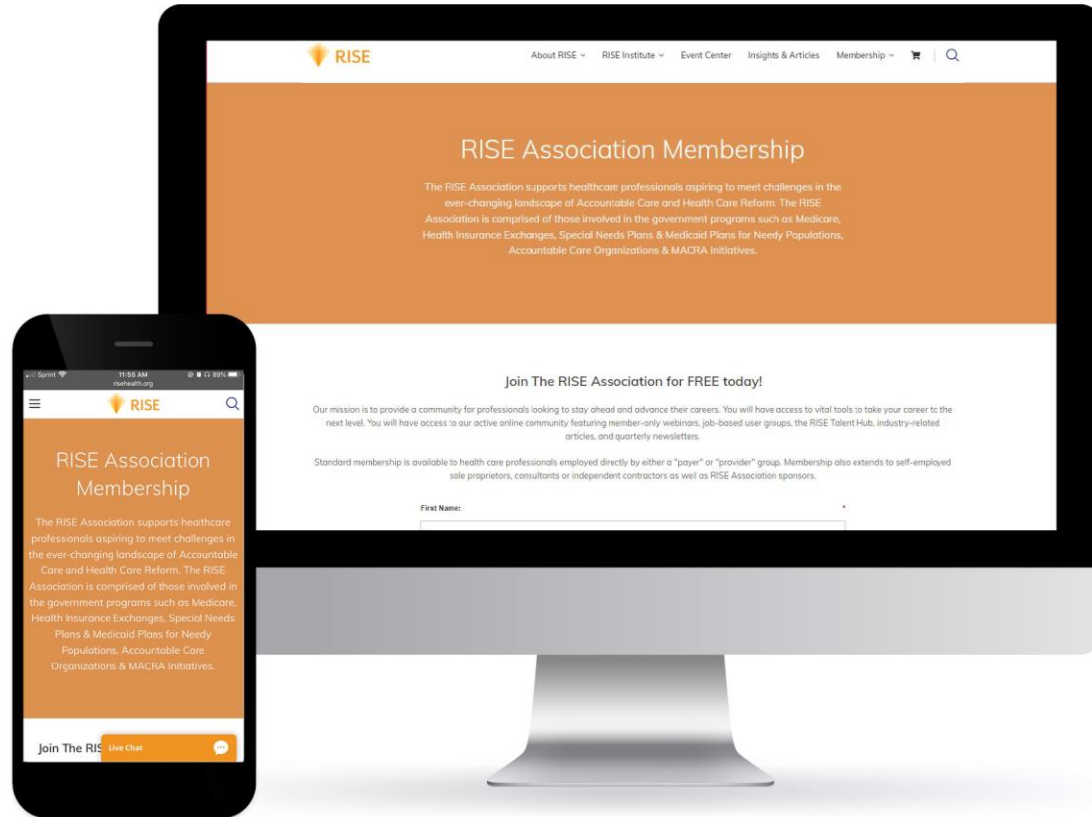
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Poll Question 1

What do you think is driving **the most** value
— *better care, reduced costs* — in care today?

Risk Adjustment

Quality

Preventive Care

Other



Agenda

01 Aging and Polychronic Population

02 After a Year+ of COVID

03 Risk Adjustment

04 Quality

05 Preventive Care & Utilization Reduction



Aging and Polychronic Population



Polychronic population estimated to **triple** from 30.8 million patients in 2015 to 83.4 million patients in 2030.

Challenges with Polychronic Patient Care

- Mobility issues impact access
- Limited provider-patient time to close gaps, document conditions, discuss health goals and advanced care planning
- Assessment of behavioral, social, support and safety challenged in a clinic
- Habituated 911/ER reflex for primary and after-hours care



Learnings from the COVID Pandemic



Telemedicine works... to an extent

- Can augment risk adjustment and quality programs
- Can increase patient 'touches'
- But, challenges persist in a complex, chronic population because of sight or hearing impairment, dementia, and those without technology or internet



Home will become a clinical site of care

- Consumer demand for delivered care (virtual/in-home) will increase
- Fee-for-service is not sustainable for flexible and longitudinal care
- Simplified access to healthcare for frail patients delivers proven outcomes



Machine and data- driven learnings matter

- Leverage analytics to prioritize patient outreach
- Predictive analytics move providers from the population view to individual needs
- Prompts during patient encounters help close care gaps

Poll Question 2

How well is risk adjustment supporting your clinical work and outcomes today?

Great – I rely on RA data to help guide care planning

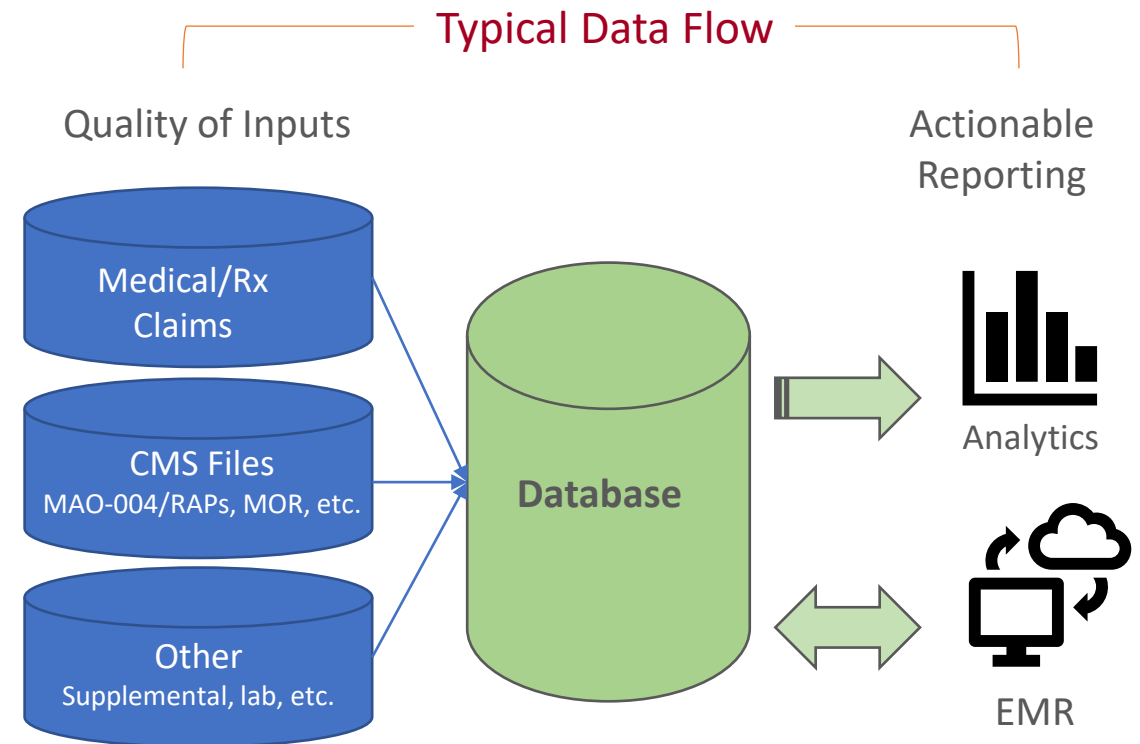
Mediocre – I find some value in previously captured data

Poor – It takes time and gets in the way of my care delivery



Risk Adjustment – Leverage Data, Analytics and Tech

- Every single touchpoint is important, and improving documentation efficiency is key
 - ▶ Identify previously captured chronic conditions
 - ▶ Identify potential HCCs via suspecting technology to scan medical and Rx claims
 - ▶ Confirm findings through clinical assessment and evaluation
 - ▶ Create action-driven reports, e.g., list of patients with recapture gaps



Keys to Quality

Point-of-care Devices

- A1c
- Retinal Screenings
- Nephropathy Screenings

Artificial Intelligence

Leverage to scan medical records for care gap closure records



Analytics

Identify patients at high risk of non-compliance and target early in the year

Technology

Ensure providers have the latest screening and test results in front of them to address a care gap

Poll Question 3

Is your organization optimizing analytics to drive preventive care for the right patients at the right time?

Yes – We leverage *internal* (home-grown) analytics

Yes – We leverage *external* analytics

No – We are not doing this well yet



Effective Preventive Care Drives Utilization Reductions

- ▶ Simplify access to medical care
- ▶ Identify new health conditions and prevent conditions from getting worse
- ▶ Identify mental, behavioral, and social needs
- ▶ Avoid unnecessary hospital visits
- ▶ Help patients take medications properly
- ▶ Assess and recommend safety measures
- ▶ Coordinate care and access to community services
- ▶ Ensure care is in alignment with patient goals and wishes

Respond 24/7 to patient needs.





Key Takeaways



Identify your complex chronic patients

- Tend to have varied clinical and social risk factors that often go unaddressed



See patients in their homes

- Simplify access and provide better service to your patients most in need



Leverage technology for quality and RA

- Point of Care Devices
- Data Analytics, including SDoH data
- Artificial Intelligence/Machine Learning

THANK YOU

