Unburden Your Providers and Lead Them to Success with the *Strategy of One*

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Many providers, and especially their office staff, are having a tough time today. Managed Care has besieged physicians for decades with increasing documentation, pre-authorizations, and other administrative chores. The rate of rise in traditional and specialty pharmacy costs requires much closer scrutiny of and influence in prescribing decisions. Risk Adjustment and Quality Ratings have only made these demands more burdensome and pressing.

Complexity abounds – many plans segment these departments by Line of Business (LOB) overseen by different senior executives. That is six business units from the same plan for Risk *and* Quality – before adding medication management or pharmacy benefits – plus another handful of disease management programs. Assuming those are shared among LOBs, we're talking upwards of 15 programs *from just one plan* contacting mostly the same providers, but at different times, with overlapping and often conflicting data requests from the same patient's charts. Then, multiply this by the number of plans with which a typical medical practice works and also note that these programs use different software applications, most of which were designed from the perspective of what the plan needs and not from how the provider offices actually operate. It's easy to realize how all of this can become very overwhelming.

Now, consider the organizational flux within these provider practices. Many practices, especially the smaller ones, focus on cash flow and submit just enough clinical data so that the claim adjudicates and pays promptly. Often working without a certified medical coder, smaller practices rely on either a biller or one of the physicians to code the diagnoses, which impairs the quality of claims and hinders the practice's risk factors and quality ratings. Additionally, the practice can experience frequent turnover and complexity, hence frustration by providers is easy to understand yet very difficult to rectify. Enter Pulse8's *Strategy of One* that practices the *Power of One.*

The Strategy of One

Pulse8 data and technologies greatly simplify the workflow and number of chart retrievals, all while helping the provider and staff organize and complete their work quickly and efficiently through the following streamlined platform:

- One point of access
- One alert per member spanning risk adjustment, quality metrics, and medication management
- One chart upload[‡]

- One set of dashboards to prioritize, monitor, and quantify the progress and results

‡Collabor8TM customers only

One Point of Access

Single Sign On (SSO) enables the provider or support staff to access Pulse8's secure portal through a hyperlink in your Provider Portal, leveraging the permissions you define or edit. This enables you to define which providers and members a user may access at any time. The Pulse8 portal becomes their gateway to rich educational resources, including AAPC-approved CEU courses, concise educational videos, and handy reference materials to improve the sensitivity, specificity, and nuances of proper coding.

One Alert

Pulse8 presents alerts to each PCP regarding his/her members and integrates all gaps in risk adjustment, quality metrics, and medication management.

One Chart Upload‡

Risk adjustment and many gaps in quality of care require documentation in the chart. For practices whose EHRs are not linked with Pulse8 through Integr8 TM, they can simply point a file browser to the chart image(s) and click Upload to attach the relevant medical record for subsequent coding.

One Set of Dashboards

Our intuitive yet powerful dashboards enable you to switch from macro perspectives to micro insights, from benchmarking and building high performance networks of providers to tracking and evaluating their performance, from consolidated views of an integrated delivery system to an integrated member profile – quickly and intuitively.

Key benefits of this strategy:

- Completeness: all actionable opportunities are together in one place for each member

- Context: many Collabor8 providers bring our alerts into the treatment room to guide their conversation and examination of the patient

- Compliance: office staff frequently provide feedback on how they wish everyone used our technology because of how easy it is to learn and efficient to use

- Cash: rapid resolution brings clarity and precision to revenue forecasts – for Medicare Advantage (MA), this enhances cash flow

- Efficiency: electronic chart uploads are quicker, easier, and less burdensome to the practice – and less costly to the plan – than manual chart retrieval

The Power of One: Pulse Alerts

Integration, the heart of our *Strategy of One*, addresses the fragmentation, lack of coordination, burdensome and inefficient workflow, and many of the other pain points plaguing providers today. Once you solve these, you are still left with a major challenge: time.

Managers in health plans and provider groups are increasingly pressured to perform better through new and complex alternative payment models, such as value-based contracts. They're also often pressured to scrutinize more dimensions of their performance with increasingly sophisticated methods. Broader, deeper data will overwhelm traditional analytics. Your most precious asset – your people's time – cannot grow in line with these demands, so you are left with the need to *work smarter*. How do you do this?

Pulse8 dashboards thrive through the use of Key Performance Indicators (KPIs) to distill the complexity into a manageable number of understandable metrics with charts, tables, and graphs that highlight their drivers and correlations. While these save much time, there are too many combinations of them – by value-based provider entity and by the practices and PCPs comprising that entity, just to name a few. How do you adapt?

Pulse Alerts, an integral part of Pulse8's Illumin8™ Active Intelligence platform, enables you to create a single dashboard for every cohort of interest comprising only those metrics of critical interest across all Pulse8 analytic products. This is hugely impactful and incredibly helpful, but much more so is that you can set critical values for each alert and then rely on our solution to monitor progress and alert you whenever a metric exceeds its threshold. If there is no alert, there is no need to worry. All key metrics are in one place, and all are monitored by Pulse8 Active Intelligence™.

May I Converse with Your EHR?

Electronic Medical/Health Records (EMR, EHR) collect and create torrents of data. The more we are able to query those data, the less human intervention – and, more importantly, time – is needed. Unfortunately, many practices still operate manually, and several EHR vendors charge exorbitant fees to share data. Many providers do not wish to allow their EHRs to connect with a health plan's system. Therefore, Pulse8's *Strategy of One* implements along two coordinated dimensions: Integr8 for practices with EMRs to which we'll harmonize with and Collabor8 for practices who will instead access Pulse8's provider alerts via the portal.

Integration: Maximize the Value of Electronic Health Records

Wherever it's possible and economical to connect directly, we strongly recommend our Integr8 solution. It converses securely with most major EHRs directly, or through mutually trusted intermediaries. Keeping a provider's pain points at the forefront, we can push alerts directly into the EHR's workflow. Most other vendors take the cheaper and more expedient path, dumping them into a message folder for the providers to find and sort out; thereby creating extra work, rather than reducing burden.

Collaboration: The Key to Success with Your Providers

When EHR integration is not an option, we offer Collabor8, our secure set of tools and resources to simplify and apply the *Strategy of One*. Implementing these strategies requires the following functional components: target, educate, intervene, monitor, evaluate, and adjust.

- **Target = Plan-Facing Portal and Dashboards**
  - You can visually benchmark performance and opportunities by groups and providers, contrasting their metrics on risk adjustment, quality, and medication management. You are able to drill down to provider entity, group, and PCP. The Member Clinical Profile supplies a concise but insight-packed summary of a member's past and current conditions and gaps, along with past utilization and diagnoses.

- **Intervene = Educate**
  - Smaller practices seldom have certified records coders. Some of the largest groups have coders knowledgeable about the nuances critical to documenting opportunities in risk adjustment and quality metrics that will withstand RADV and other audits. Pulse8 offers both "push" and "pull" support, depending on the Collabor8 product tier.

    These capabilities are defined as follows:

    - **"Push"**
      - Monthly webinars offered with multiple day and time slot options that are followed tests allowing you to earn free AAPC CEUs conducted by Pulse8 certified coding experts. These are then available on-demand 24/7 via the Collabor8 Provider Portal, where one can take the exams and earn CEUs for them.
      - Virtual and/or on-site meetings with key practices, with discussion topics customized for the client and practice group.
    - **"Pull"**:
      - An abundance of reference material available on Pulse8's Provider Portal with 24/7 access.
      - Pulse8-in-8 videos, each 8 minutes or less, on specific topics of interest.

- Educational one-pagers covering areas of particular documentation challenges.

- **Intervene = Provider Alerts**
  - The heart of the *Strategy of One* is the member-specific integration of care opportunities, organized logically and concisely, supplying the information needed by the clinician when evaluating the patient and by the support staff to prepare and run with the results.

    This provides the following benefits:

    - Completeness: all actionable opportunities across products licensed, in one place for each member.

    - Timeliness: the ability to sort and prioritize patients by magnitude of total opportunity and recency of last visit. Alerts for recent visits guide the retrieval of chart information to document the gap's closure. Triage scheduling is available for those with older visits and posting of the alert to the visit folder.

    - Context: many Collabor8 providers, even those with sophisticated EHRs, like to bring our alerts into the treatment room to guide their conversation and examination of the patient. (Although the EHR may have all the information, it's typically scattered across many screens needing many clicks to find. With the Pulse8 alert, the relevant data are located in one place.)

    - Efficiency:
      - Traffic-light (red, yellow, green) criteria to establish the level of confidence within each opportunity.
      - Integrates plan-wide data so clinicians can see conditions detected and confirmed by providers outside their practice.
      - Strengthens the plan/patient/provider relationship. The multi-page printed alert allows the clinician to spend more time focused on the patient than on hunting and pecking through the EMR.
      - The simple workflow needs little time to learn and even less to complete. Our strongest advocates are the office staff who use it regularly.
      - Supports secure bulk-uploads from large and institutional groups.

Monitor = PA Monitoring and Activity Reporting:

- Weekly refreshes ensure timely quantification of performance and identification of actions.
- Flexible reporting with detailed ad hoc extracts supports most programs that pay incentives.
- Identifies groups and providers that need education or reinforcement across the range of gaps.
- Outputs include business intelligence, provider reporting, and dashboards.

Pulse8's multi-product Collabor8™ offering now provides one point of access, one alert per member, one chart upload, and one set of dashboards to prioritize, monitor, and quantify the lift from capturing these integrated opportunities for risk adjustment, quality metrics, and medication management – truly a *Strategy of One*.