

# Quatris Healthco

## EqualizeRCM SERVICES

Quatris Healthco and EqualizeRCM have worked together for over 10 years.

Common between our two companies is a desire to help our customers achieve their goals and drive excellence in Healthcare Solutions.



## Driving Excellence in Healthcare Solutions

*EqualizeRCM Services provides expert and highly trained revenue cycle management specialists for Hospitals, Physicians, Clinics, Providers, and Healthcare Organizations*



### REVENUE CYCLE MANAGEMENT

Provides expert RCM specialists for over 75 Hospitals, Clinics, and Healthcare Organizations as well as 1,600+ Physicians



### MEDICAL CODING

Delivers high quality medical coding solutions with short turnaround time across all platforms and specialties



### SOFTWARE SOLUTIONS

Our RCM automation platform seamlessly coexists with clients' existing infrastructure and help boost RCM performance to the next level

# Quatris Healthco

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- Corporate Headquarters in Bedford, Texas
- Offices in Sacramento, CA; Atlanta, GA; and Ft. Wayne, IN
- 130 employees nationwide
- Support 10,000+ physicians over 1,352 across the U.S.



# Hello

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**Dan Gallagher** is Vice President of Sales with **Quatris Healthco**. With over 17 years' experience selling software to physicians, Dan Gallagher has produced solutions for a diverse array of medical practices — in both size and specialty.



# Population Health Management Strategies for Success in a Value-Based Care Environment

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This webinar covers some essential **population health management strategies** and answers common population health questions:

- What are the main population health challenges for healthcare organizations?
- What are the keys to success in a value-based care environment?
- What advantages does a population health management tool provide?





# Population Health Overview

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Population Health is a coordinated, team-based approach to proactively managing the care of a defined patient population with similar needs.



# A Large, Diverse Sample Produced Robust Insights

## RESEARCH OVERVIEW: A LARGE, DIVERSE SAMPLE PRODUCED ROBUST INSIGHTS

HIMSS MEDIA CONDUCTED THIS RESEARCH IN FEBRUARY 2018 ON BEHALF OF VIRENCE HEALTH TO BETTER UNDERSTAND HOW HEALTHCARE PROVIDERS/PRACTICES ARE MANAGING POPULATION HEALTH

**96**

RESPONDENTS

MIX OF BUSINESS, CLINICAL, IT/TECHNOLOGY ROLES

- MIX OF SMALL AND LARGE AMBULATORY PRACTICES AND IDNS

**61%**  
AMBULATORY  
PRACTICE

**39%**  
INTEGRATED  
DELIVERY  
NETWORK

**62%**  
21+  
PHYSICIANS

**38%**  
< 21  
PHYSICIANS

ORGANIZATIONAL  
TYPE

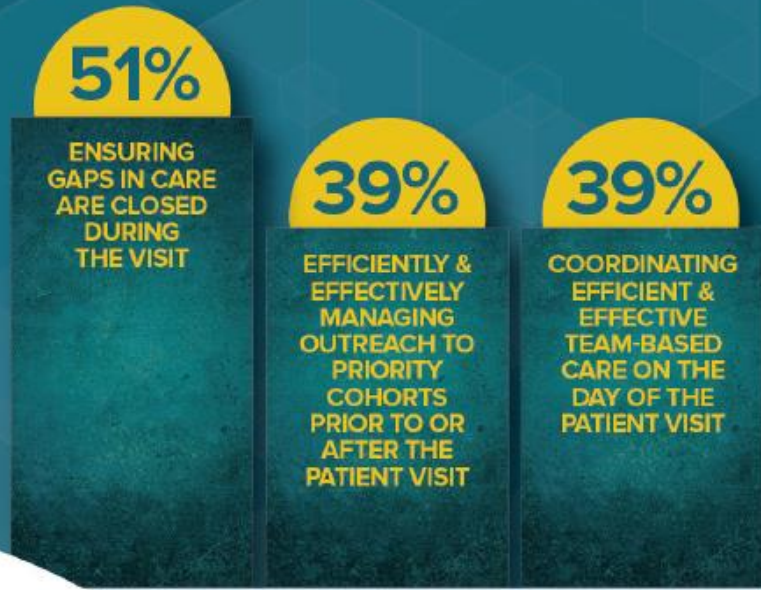
ORGANIZATIONAL  
SIZE



# Research Revealed the Top Population Health Challenges

## TOP POPULATION HEALTH MANAGEMENT CHALLENGES DIFFER BY TYPES OF PRACTICE

### AMBULATORY CHALLENGES: CARE MANAGEMENT/COORDINATION



### IDN CHALLENGES: COHORT MANAGEMENT/IDENTIFICATION





# Additional Burdens

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Knowing some of the typical burdens and barriers may help you avoid them during your implementation:

- Increasing documentation requirements
- Changing regulatory requirements
- Disconnected systems and outdated data
- Lack of a central IT platform analytics and reporting stratification of risk-based populations or identification of cohorts, care coordination, patient engagement
- Evolving care delivery and payment models
- Unmanageable referral administration
- Low staffing levels

# Defining Patient Populations

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## Define your patient panel

- From your medical records
- Attributed patient panel from insurers

## Specify & stratify populations

- Healthy patients – need health wellness and prevention
- At risk for health problems – need screening and lifestyle changes
- Chronic conditions – need to prevent further complications

## Identify most common comorbidities

- Inquiries based on diagnosis
- Start learning care management with this information

# Introduction to the Care Team

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After identifying your core population



Introduce to your care team



Creating such trust helps to continually move patients toward better health.

# Proactive Team-based Care

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- Identify and communicate the need for change
- Create a strategic plan on how to achieve desired results
- Ask executive leadership to champion your initiative
- Start with a small pilot. Show wins to gain momentum and win over the physicians.
- Transition to a team-based care delivery model, which may require hiring additional staff
- Daily huddles
- Value-based care team that meets weekly and reviews progress



# Data Analysis

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Data analysis is another key to succeeding on a broader level.

An analysis of aggregated data can help the practice prioritize efforts by identifying and closing various care gaps

# Picking the Right Technology and Partner

Reminders Approvals **Workflow** Patients Programs Reports Admin

Program: Preventiva Care Patient search: Name or DOB (mm/dd/yyyy) My Patients Only: Workflow frequency: Calendar Month Month: 4 Year: 2018 Max. total time: = Number

Bulk Action Add Patient Refresh Hide Admin Data Hide Clinical Data Hide Actions Count: 44 Last updated 4/25/2018 6:18:52 PM

Workflow Checklist m - minutes

Patient	Data Source	DOB (age)	Coordinator	Appointment	Workflow State	Breast CA	Cervical CA	Colon CA	Anxiety	Depression Screen	Call Patient	Review/Update Care Plan	Review Care Gaps	Perform Assessment	Review Preventive Services	Review Next Visit Agenda	Coordinate Care	Other Action	Bill Complex CCM	Total Time	OK to Bill	
Adams, Alice	GE	1/1/1960 (58)	★ Lynn Marks		Due For Call	Red	Red	Green	Due	Due	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m		<input type="checkbox"/>	0 m	<span style="color: red;">●</span>	<input type="checkbox"/>
Allen, Debbie	GE	12/1/1960 (57)	★ Lynn Marks		Due For Call	Red	Green	Green	Due	Due	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m		<input type="checkbox"/>	0 m	<span style="color: red;">●</span>	<input type="checkbox"/>
Anderson, Lucille	GE	3/7/1954 (64)	★ Lynn Marks		Waiting For Provider Response	Red	Red	Red	Due	Due	<input checked="" type="checkbox"/> 5 m	<input checked="" type="checkbox"/> 10 m	<input checked="" type="checkbox"/> 5 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m		<input type="checkbox"/>	20 m	<span style="color: green;">●</span>	<input checked="" type="checkbox"/>
Bassett, Donald	GE	1/1/1950 (68)	☆ Team		Active Enrollment	Red	Red	Green	Due	Due	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m		<input type="checkbox"/>	0 m	<span style="color: red;">●</span>	<input type="checkbox"/>
Bouchard, Jessica	GE	4/30/1960 (57)	★ Lynn Marks		New Patient	Red	Red	Red	Due	Due	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m		<input type="checkbox"/>	0 m	<span style="color: red;">●</span>	<input type="checkbox"/>
Boyce, Miles	GE	1/6/1988 (30)	★ Lynn Marks		Active Enrollment	Red	Red	Red	Due	Due	<input checked="" type="checkbox"/> 5 m	<input checked="" type="checkbox"/> 5 m	<input checked="" type="checkbox"/> 5 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m	<input type="checkbox"/> 0 m		<input type="checkbox"/>	15 m	<span style="color: yellow;">●</span>	<input type="checkbox"/>

Virence Health's Ambulatory Population Health module includes a role-based care coordination workflow tool that helps teams collaborate and optimize the value of care delivered.

# Questions

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