

Take-aways from the Highest Shared Savings earners

Clinic 1

Shared Savings amount: \$232K

ACO Start Date: 2015

Bright Spots: This clinic was one of the early adopters of the DACO Support Center and also has an internal staff member calling/scheduling/monitoring AWVs. The lead Physician in this practice expects practice managers to stay on top of AWVs, CCM, TCM, and missed appts. Because of this, managers send weekly reports and have an efficient system of monitoring appointments. This clinic pays close attention to their ER FFs, re-admissions, and dropped patients to ensure they are getting the most vulnerable patients into the clinic frequently.

Clinic 2

Shared Savings Amount: \$199K

ACO Start Date: 2016

Bright Spots: The Physician in this practice understands the importance of having the entire clinic staff involved with the ACO. They have held multiple group trainings with their Provider Consultant on topics like general ACO concepts, AWVs, and Quality measures. The front office staff and the back office staff work together to close gaps and schedule AWVs. This clinic also logs in to Blue Sky frequently to monitor their data.

Clinic 3

Shared Savings amount: \$161K

ACO Start Date: 2015

Bright Spots: This clinic has a Practice Manager who is highly engaged and proficient at delivering reports and explaining ACO concepts to the Providers, who trust the Manager to steer them in the correct direction. This practice recently started an incentive program for patients to encourage preventive services: patients are rewarded with a small gift card if they complete a pre-defined list of preventive services such as breast and colon cancer screens, immunizations, and their AWV by the end of the year.

Clinic 4

Shared Savings amount: \$158K

ACO Start Date: 2015

Bright Spots: This practice had a dedicated staff member who monitored all AWVs in the practice via a spreadsheet that was frequently updated from Blue Sky (Storan previously). The AWV Coordinator sent letter and texts to patients who were due for AWV and monitored the schedule each day for no-shows that needed to be rescheduled. AWVs were also added on to patients who walked in or who were previously scheduled for another appt but due for AWV. All staff in this clinic knew the importance of AWVs and worked together with the AWV Coordinator to ensure they were completed.

Clinic 5

Shared Savings amount: \$124K

ACO Start Date: 2015

Bright Spots: The Physician at this clinic has recently started a home-visit program to ensure the most fragile patients receive timely, frequent services in order to reduce ER utilization. This clinic also has a Practice Manager who is fastidious about working the reports brought by the Provider Consultant. The Manager is highly skilled at using Blue Sky and their EHR to monitor patient trends and ensures that all reports, notes, etc. are entered into the appropriate places in the EHR so that they are visible and useful to providers (i.e. not PDFs that are buried and never viewed). This practice has made enormous improvements since joining the ACO by simply paying more attention to the right patients at the right time. ER visits have been cut in half since 2015 and IP Admits have been steadily declining.

Other Bright Spot within the ACO

- A practice incentivized the staff last year on AWVs. For every AWV completed, a dollar amount was contributed to a Party Fund for a staff holiday party. The staff also received a percentage of this clinic's Shared Savings check as a bonus with explanation of why they received the money and what they could improve on during the coming year to increase the bonus.
- One of the practices that showed the most improvement from 2016 to 2017 was a practice that hired a full-time Care Coordinator whose main job is to go through the next day's schedule, identify Medicare patients, and scrub their chart for any preventive measures that are missing. The clinic has a Superbill/face sheet that accompanies each chart/patient with the missing services indicated, CPT codes already circled, and any other pertinent info for the providers (date of next AWV, etc.). This is one of the most efficient Care Coordination programs in our ACO and the practice has improved greatly (both in Quality and in revenue to the practice) because of it.
- The practices that utilize the DACO Support Center have significantly higher percentages of AWVs completed and many score higher than average on Quality Measures because of it.