Curation Health
Capturing the full value of care

Applying Advanced Clinical Decision Support to Improve Risk Adjustment and Quality Performance Without Burdening Clinicians

▶ A CASE STUDY ON CURATION HEALTH AND A PHYSICIAN GROUP IN THE MIDWEST

CLIENT PROFILE

Revolution Physicians Group (RPG)[1]

CASE IN BRIEF

- ▶ Physician group in the Midwest
- ▶ Subsidiary of a large national health system
- ▶ Participating in the second year of MSSP-Track 1
- ▶ New to risk contracts and risk adjustment but anticipating broader risk exposure in the coming years
- ▶ Seeking new tools to improve performance and compliance in value-based contracts

THE PROBLEM

Status quo documentation and coding practices pose barriers to performance. Like many clinician organizations, RPG is investing in capabilities to manage care quality and financial performance to support a growing portfolio of risk contracts. In early 2019, the RPG leadership team recognized that enhancing the group's medical documentation and clinical coding accuracy were top priorities to effectively prepare for—and deliver greater value under—risk.

Wrestling with the physician bandwidth challenge. While documentation and coding improvements were acknowledged as critical success factors, options for making such improvements without adding significantly to physicians' clinical administrative workloads were elusive. RPG leadership feared major setbacks in physician efficiency and engagement with the introduction of additional workflows and requirements.

THE APPROACH

Designing a frictionless model of clinician support for documentation. RPG challenged Curation Health to design and enable a sustainable documentation and coding improvement program. Specifically, the program had to deliver the opposite of anticipated (negative) effects on providers' time; rather than pose a burden on physicians, the program was expected to liberate them from clinical administrative tasks while improving revenue integrity and facilitating faster, better-informed quality management activities, clinical history research, and patient care decisions.

Curation Health introduced a series of technical, programmatic, and strategic supports—within redesigned pre-visit, point of care, and post-visit workflows—to achieve these desired enhancements.

Curation Health began a limited deployment of these supports in a proof-of-concept engagement in summer 2019. This pilot focused on a practice of 10 providers and 1,200 attributed MSSP lives over a three-month period. During this period, Curation Health:

- ▶ Deployed a proprietary analytics engine including 500+ clinical and quality rules to identify care management needs against patient data in the EHR (athenahealth);

- ▶ Designed an outreach campaign to secure appointments with patients with unmanaged chronic conditions;

- ▶ Deployed nurse documentation specialists to review evidence from analytics engine and curate summaries of each complex case for physician review;

- ▶ Implemented (and provided hands-on go-live support for) user-friendly tools that presented the CDI-curated evidence to providers within the workflow at the point of care;

- ▶ Initiated a post-visit coder review of documentation to ensure MEAT standards were met; and

- ▶ Codified workflow enhancements related to the above into a formalized, cross-functional risk management program with specific roles and accountabilities.

[1] Pseudonym.

> **"Curation Health** gives me **critical, useful patient insights** right in my EHR workflow and at the point of care. Their platform **reduces the administrative tasks** associated with value-based care, allowing me to **focus more time and energy on improving** patient care and clinical outcomes.**"**
>
> *– Medical Director*

ABOUT CURATION HEALTH

Curation Health, formerly TrustHealthcare, was founded by a team of healthcare veterans and clinicians to help providers and health plans navigate and scale from fee-for-service to value-based care. Our advanced clinical decision support platform for value-based care drives more accurate risk adjustment and quality program performance by curating and delivering relevant, real-time insights to the clinician and care team. With Curation Health, clinicians enjoy a more simplified, precise clinical documentation improvement process—while also ensuring that the full value of patient care is captured in real time. We take pride in combining the flexibility and speed of a startup with decades of leadership experience and know-how from roles in leading services companies including Clinovations, Evolent Health, and The Advisory Board Company. For more information on Curation Health, visit: www.curationhealthcare.com.

CONTACT US

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THE RESULTS

56% increase in RAF value capture*	**$30** in estimated impact on MA PMPM**	**9/10** client Net Promoter Score

Confirming the value of Curation Health's "backstaging" model

RPG and Curation Health jointly audited the performance of these enhancements. Between June–August 2019 beta test, the RPG pilot achieved the following results:

Clinically Relevant Coding Impact

▸ 56% increase in RAF value capture compared to the prior year*

▸ Number of new conditions found, degree of condition specificity, and condition "recapture" rates all increased significantly

Financial Impact

▸ 115 incremental HCCs captured that had not been previously identified

▸ $30 in estimated impact on MA PMPM**

Provider Adoption

▸ Up to 10-minute reduction in physician documentation per patient

▸ 9/10 client Net Promoter Score among physician participants in the pilot

Curation Health's data analytics successfully identified patients requiring intervention; our ambulatory CDI workflows streamlined validation of clinically relevant care gaps; and our documentation tools allowed RPG physicians to quickly study and easily capture conditions that they otherwise would not have noticed or had the time and resources to address. These improvements have immediate benefits for care quality, as well as a positive long-term impact on the resources available to fund treatment of the RPG patient population.

Equally important to the impact on risk score capture was the evidence that such results are achievable without adding to physician burnout. The provider experience in the pilot was just as affirming.

*Calculated on a per claim basis to normalize for visit volume. Calculated by Curation Health based on outgoing EHR claims data.

**Calculated based on contract terms and equivalent value of clinically validated RAF change over course of engagement; results specific to client.