

Implementing Prospective Flows in a Pre-Interoperability World

Presented By:

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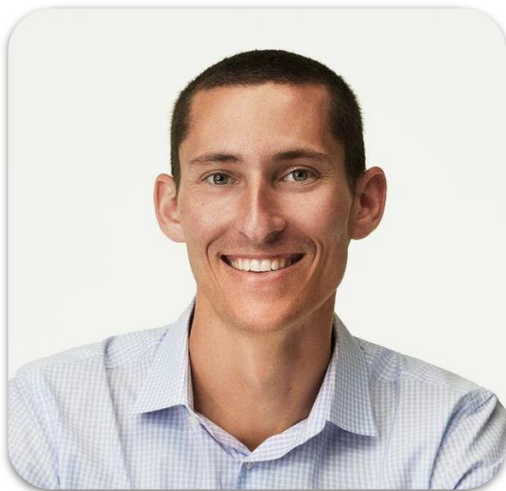
Dr. Carlos Rodriguez, *Director of Risk Adjustment* - **InnovaCare Health**



Meet the Presenters



Greg Lea, Sr. Director of Sales



Eric Segal, Sr. Director, Platform Strategy & Solutions



Dr. Carlos Rodriguez, Director of Risk Adjustment



Agenda

01 Introductions

02 Progress Towards Interoperability

03 Staged Approaches for Moving Toward Interoperability

04 A Case Study with InnovaCare Health

How Interoperability Enables Healthcare

The ability to **access and process data from multiple sources** without losing meaning and then integrating that data for mapping, visualization, and other forms of representation, analysis, and patient care.

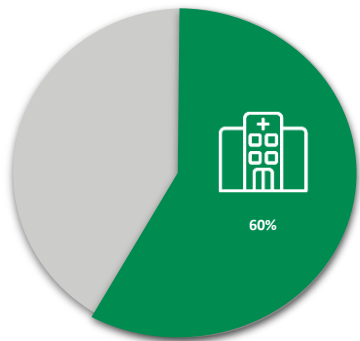
When Will We See Interoperability?

- CMS published the Interoperability and Patient Access Final Rule in 2020
- CMS' goal remains the same: **full interoperability to increase access to health information**
- On June 27, 2023, OIG published its final rule, establishing that if an entity has committed information blocking, they may be subject to a **\$1 million** penalty per violation



Progress Towards Interoperability

6 out of 10 hospitals engaged in key aspects of electronically sharing health information in 2021



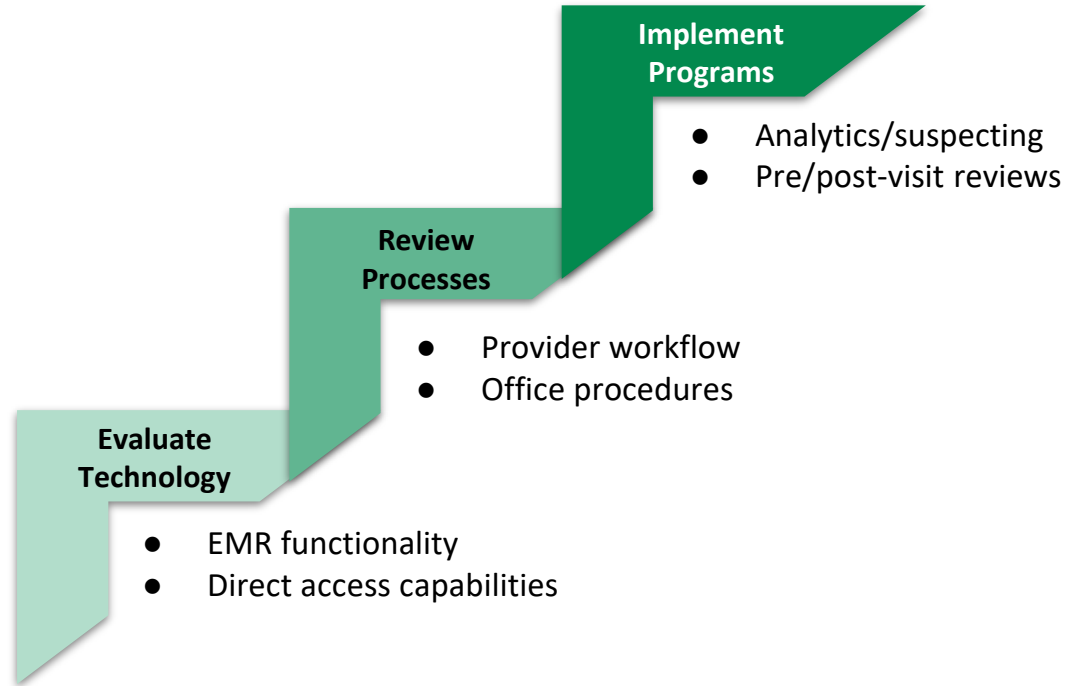
Larger organizations have found it especially difficult to transition due to **high costs** and **multiple systems/workflows**



*Source: Office of the National Coordinator. [Interoperability and Methods of Exchange Among Hospitals in 2021](#).

A Different Approach

- Instead of switching to an entirely new platform, consider a staged approach
- Gradually transitioning reduces abrasion and allows your organization to grow familiar with the new platform



Who Is InnovaCare Health?

- Began in 1998 as North American Medical Management
- We combine physician-led care models with cutting-edge technology and a focus on personalized, coordinated care to succeed in some of healthcare's most challenging environments

500,000

Managed lives —
half of which are
dual-eligible

30+

Medical clinics in
Florida and Texas

Top 10

Rating for Medicare
Advantage Plan, by
membership

InnovaCare Health: A Case Study

How to address organizational challenges

Multiple EMRs:

5 different EMRs, multiple instances, and paper charts clinics

Different workflows:

Processes varied by provider group complicated by acquisitions

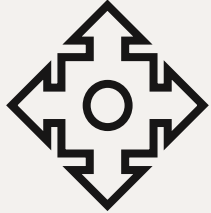
Manual processes:

Excel spreadsheets, potential for human error, and lower productivity rates

Timely reporting:

Checks and balances to monitor provider performance and program success

Finding Solutions



EMR-Agnostic Workflows

New workflow is
EMR-agnostic



Pre-Chart Prep

Built a
customizable
workflow for pre-
chart prep



Pre & Post-Visit Workflows

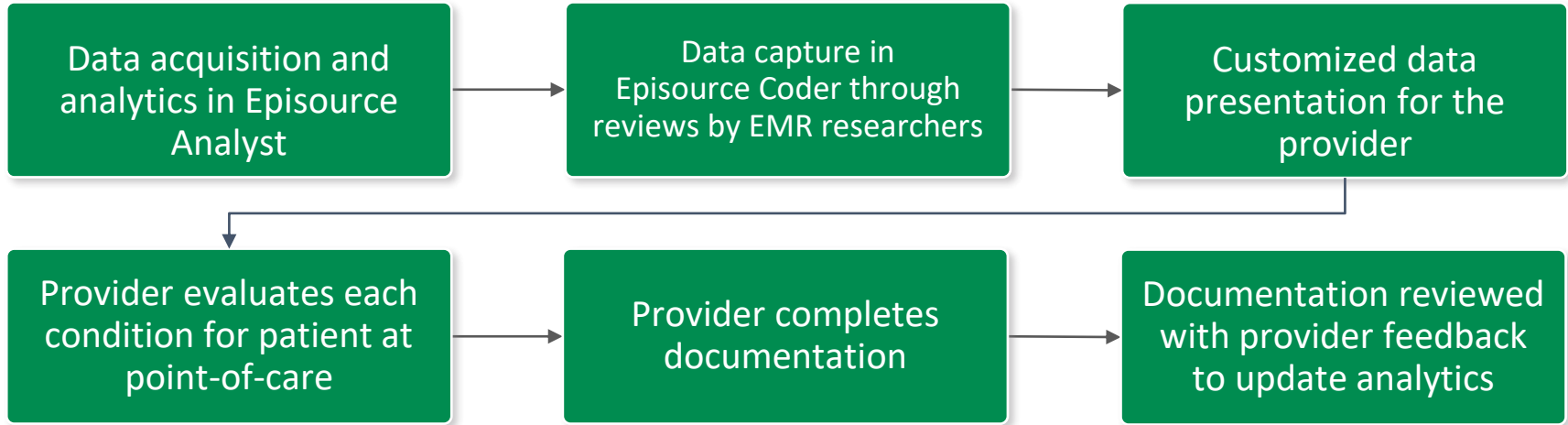
New workflow
delivers data to
providers before
patient visits and
delivers post-visit
data to coders



Program Oversight

Monitoring
program and
provider
performance

Pre-Interoperability Workflow



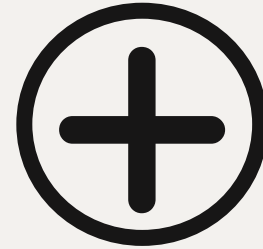
- Workflow maintains flexibility to fit differing systems and processes
- Focus on data enabling delivery of high quality patient care

Results and Takeaways



Game-changing workflow

- Up-to-date aggregated data in a centralized tool
- Continuous provider feedback
- Collaborative implementation



Positive impacts

- EMR researcher productivity
- Targeted pre-visit planning
- Most important data aggregated for provider at point-of-care
- Provider/coder data analysis

THANK YOU