

Innovaccer 101 Training

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Population Health Management





Innovaccer – Purpose & Capabilities

Purpose:

 Automate the population health management of ACO patient lives to allow staff to efficiently manage these patient's care, risk, quality, utilization, and finance to achieve high quality outcomes while minimizing expenditures.

Capabilities:

- Clinical Data Connectivity
- Care Management facilitation
- Dashboarding
- Quality Metric facilitation
- Risk Management facilitation



Innovaccer – Usernames & Access

Each partner, practice, or group will need to designate a single point of contact for user access approvals and terminations.

Usernames

- Users are required to have individual logins
- Password recovery tool available
- Innovaccer Support will assist with username/login issues
 - 5 failed attempts or 45 days without utilizing will cause your account to be locked and require email support

Access

- Detailed logs for audit purposes
- Break the Glass feature

2-step verification

- Added security with two factor authentication
- Access code will be emailed to user

	凄 in	novacc	er
	Sign in w	ith your a	ccount
Email			
Enter yo	our email		
Passwor	d		
Enter yo	our password		
Forgot P	assword		Sign in
	Two-Eac	novac	cer
Your	organization requir	reasons.	yourself with two-step
We've valid	e sent you a code c for 5 minutes.	n joef@pswipa.o	com which will be only
Hi joef@	Joe pswipa.com		
-			
Rese	nd code		
		Property	of PSW. Do not distrib

How to View Patient Information



Search for a patient by selecting "**Patients**" from the banner across the top or "**My applications**"



Select "**Search Patient**" or the "**Advanced Search**" option to search for patients by name, date of birth, etc.



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Click on the patient's name to view Patient 360



Patient 360 View

Purpose: view of aggregated patient level data (clinical, claims and ADT feeds) used by care management to have holistic view of patients prior to outreach.

Summary			Export PDF Downloa	ad CCDA 😽 Print Pre-visit Summary
E Source IDs 2 Q			¢ ^	Source IDs 2 Clinical Overview
Source Member ID	Source Member ID Type	Race/E	thnicity	Ongoing Care Protocols 22
	Patient ID			ADT Feed Details
	1 34341 13			Recent Visits 17
	MRN			Vitals
				Allergies
Clinical Overview			<u>^</u>	Labs 1
				Surgical Procedures
ACO	N/A			Radiology Procedures
РСР	Data Not Available			Pathology & Lab Procedures Other Procedures
Last Encounter	on 12/22/2020 🍈			Diagnosis 4
Last Annual Well Visit	Data Not Available			Problem List Medications
ED Admits in last 12 months	Data Not Available			Immunizations 1
				Social History
IP Admits in last 12 months	Data Not Available			Risk 1
				Family History
🗐 Ongoing Care Protocols 22 Q			۵ ^	Measures and Care Gap
Care Protocol	Coached by	Start Date	Target Completion Date	
TCM Care Protocol		02/08/2021	02/08/2021	
TCM Care Protocol		01/22/2021	01/22/2021	

Contents in Patient 360



Example

 Selecting "ADT Feed Details" provides patient details found on an ADT feed such as Actual Diagnosis, Discharge Disposition, Admit/Discharge Date Time

菌 ADT Feed Details 7 오					
Chief Complaint Actual Diagnosis	Encounter Type	Discharge Dispositi	Admit Date Time	Discharge Date Time	Encounter Class
R LE WOUND/CELLULITIS/IVDU/O	Inpatient	Left against medica	2021-02-08 20:08:	2021-02-10 16:00:	Surgery

• Selecting "Recent Visits" provides details that come from Clinical data

*	Recent Visits 17	Q =					¢ ∧
	Start Date	End Date	Facility Name	Encounter Type	Encounter Type	Provider	Provider Specialty
~	01/19/2020	01/19/2020	MULTICARE HEAL		•	SCHADE AMY GE	Physician Assistant
~	01/17/2020	01/17/2020	MULTICARE HEAL				Physician Assistant



Patient Information



From the left navigation menu, selecting "Profile" allows users the ability to view patient level details such as

- Contact details
- Assigned providers
- Managed Plans

◆ New	Profile				♂ last updated 5 hours ago
🖻 Clinical Data	Preferences		🖌 Edit	Personal Details	🖍 Edit
📮 Care Management 🛛 🔨	Known Languages	English	EHR/Claims	🔄 Gender	Not available
🚢 Timeline	Preferred Method of Contact	Not available			notaranasta
Care Protocols	O Preferred Time	Not available		्रे Gender Identity	Not available
to Tasks	Preferred Name	Not available		🆌 Preferred Pronoun	Not available
Risk	+ Programs Enrolled	Not available		🚉 Ethnicity	Not available
Claims				Marital Status	Not available
€ Profile	Contact Details		🖌 Edit	. Race	Netavoilable
Patient Notes	Phone Numbers		EHR/Claims		NUL avaitable
	Addresses		EHR/Claims	Employer	Not available
	Email Addresses			💼 Employment Status	Not available



Care Management

Purpose: view of all outreach activities that have occurred in order of most recent first for a patient. Shows active and completed care protocols and names of care team members who have worked on patient case

			🛎 Care Team: 🕕 +2
Call Note Visit Note Task Letter		Care Protocols 1 Goals 0 Task	AF Forbes, Amy SL Lefevre, Sarah
JUDITH's Care Timeline	All Activities 🗸 🔳	Q Find care protocols ACTIVE CARE PROTOCOLS 1	
TCM Care Protocol: Completed TCM Follow Up Engagement 77% completed Assigned on 02/07/2	ONGOING SL +1	TCM Care Protocol • Ongoing Coached by Lefevre, Assigned on 02/07/2021 • Due	Sarah e on 03/09/2021
19 Feb, 2021			
25 Feb, 2021			
TCM Follow Up Engagement - 2			
05 Mar, 2021			
TCM Follow Up Engagement - 3			

Patient Level Risk Detail



Purpose: view of all outreach activities that have occurred in order of most recent first for a patient. Shows active and completed care protocols and names of care team members who have worked on patient case



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Analytics



How to Get to Dashboards

Hover on "**Analytics**" from the banner across the top and click on "**Dashboards**"

OR

Choose "Analytics" from "My applications" in

Patients Analytics ~ Care Management ~ InReport ~ Dashboards Dashboards 3 Dashboards Schedules My applications Data Analytics Patients Analytics Data Patients

Dashboards

the home screen

Scorecard Last updated Feb 22, 2021 10:38:15 am		Quality Performance Dashboard Last updated Feb 22, 2021 10:30:08 am	Risk Last updated Feb 22, 2021 10:32:34 am	PMPM Last updated Feb 22, 2021 10:34:45 am
	Explore >	Explore >	Explore >	Explore >
To open the da	shboard an	nd view the analytics, clic	ck "Explore"	

*Access to certain dashboards is dependent on users' permissions



Navigation

• Each dashboard can contain multiple reports that can be accessed by either the tabs at the top or the bottom

Cost Manag	Jement Summary		Risk Adjusted Pl \$730	MPM	рмр \$66	м 55		Person Year 102,016	s 5	
Last Updated: 10/18/2021 12:22:19	PY: \$794 (-8.1	%)	PY: \$748 (-	-11.1%)	PY	: 70,706 (+44	.3%)			
Summary	Summary Detail	Inpatient E	mergency Department	Skilled Nursing Fac	ility	Imagi	ng			
IP/1000	Risk Adjusted PMPM Strady Strady	00	Imagi	ng/1000		Rx Utiliza	ation			
131 PY: 177 (-25.7%)	375 PY: 495 (-24.24%)	12.6 % PY: 12.2 % (+2.78%)	211,729PY: 39 (-45.3%)PY: 2549 (-32.2%)					13616.2 PY: 15029.3 (-9.4%)		
Synopsis			Cost Center Comparise	on 🛛						
PMPM for the current selected peri Acute Inpatient has the highest PM	iod is \$665 and the change in PMPM YoY is - 1PM at \$162 and shifted by -18 % compared t	11.1 %. to previous year(PY).	Cost Center Type	PMPM	РМРМ РҮ	PMPM YOY %	Utilization/ 1000	Utilization/ 1000 PY	Utilization/ 1000 YOY %	
			+ Professional	\$203	\$224	-9%	19,095	23,814	-20 %	
PMPM (Trailing 12 Months)				\$199	\$256	-22 %	350	322	9 %	
● Ing	patient Medication Outpatient Profes	ssional	⊕ Outpatient ■	\$192	\$218	-12 %	2,677	3,416	-22 %	
\$800	d: 10/18/2021 12:22:19 P[Mersion: v2:0.0] Summary Summary Detail Inpatient IP/1000 ED/1000 Readmission % 131 375 12.6 % Y: 177 (-25.7%) PY: 495 (-24.24%) PY: 12.2 % (+2.789 Pe current selected period is \$665 and the change in PMPM YoY is -11.1 %. ent has the highest PMPM at \$162 and shifted by -18 % compared to previous year(PY). ailing 12 Months) Inpatient Medication Outpatient Professional Summary Detail Inpatient Emergency Department Skilled Nursing Facility Imaging	Medication	\$49	\$27	79 %	13,616	15,029	-9 %		
\$600 · · · · \$ 400 · · · · \$ 200 · · · ·			Others	\$21	\$22	-5 %	938	1,227	-24 %	
Summary Summary Detail	Inpatient Emergency Department Sk	illed Nursing Facility Imaging								



Navigation – Drill Down Controls

• This feature is not available for every widget. To determine if the ability to drill down is available you must hover in the upper right-hand corner of the widget and the menu options will appear.

Cost Manag	gement Summary		Risk Adjusted PMPI \$730	M	рмр \$66	м 55		Person Year 102,01	^{-s}
Last Updated: 10/18/2021 12:22:19	P[Mersion:v2.0.0)		PY: \$794 (-8.1%)		PY: \$748 (-11.1%)	PY	: 70,706 (+44	1.3%)
Summary	Summary Detail	Inpatient	Emergency Department	killed Nursing Fac	ility	Imagir	ng		Д
IP/1000	ED/1000	Readmission %	SNF/1000		Imag	ing/1000		Rx Utiliza	ation
131 PY: 177 (-25.7%)	375 PY: 495 (-24.24%)	12.6 % PY: 12.2 % (+2.78%)	21 PY: 39 (-45.3%)	1, PY: 254	729 19 (-32.2%)		1361 PY: 15029.3	6.2 (-9.4%)
Synopsis			Cost Center Comparison	2				$\uparrow \downarrow \downarrow \downarrow$	↓ 7 & ···
PMPM for the current selected per Acute Inpatient has the highest PM	riod is \$665 and the change in PMPM YoY is - /IPM at \$162 and shifted by -18 % compared 1	11.1 %. o previous vear(PY).	Cost Center Type	PMPM ▼	PMPM PY	PMPM YOY %	Utilization/ 1000	Utilization/ 1000 PY	Utilization/ 1000 YOY %
· · · · · · · · · · · · · · · · · · ·			Professional	\$203	\$224	-9 %	19,095	23,814	-20 %
PMPM (Trailing 12 Months)			⊟ Inpatient	\$199	\$256	-22 %	350	322	9 %
• In	patient Medication Outpatient Profes	sional	Acute Inpatient	\$162	\$198	-18 %	131	177	-26 %
\$800			SNF Inpatient Claim	\$24	\$40	-39 %	21	39	-45 %
	<u> </u>		Hospice Inpatient Claim	\$11	\$ 18	-37 %	11	17	-32 %
\$600	·····		Inpatient Hospital Other	s \$1	\$1	86 %	186	89	108 %
			Outpatient	\$192	\$218	-12 %	2,677	3,416	-22 %
\$400 · · · · · · · · · · · ·		a de la companya de l	Medication	\$49	\$27	79 %	13,616	15,029	-9 %
			Others	\$21	\$22	-5 %	938	1,227	-24 %
\$200	A CONTRACTOR OF A CONTRACTOR O								· · · · · · · · · · · · · · · · · · ·



Navigation – More Options Menu

• This feature is not available for every widget. The more options menu allows for additional functionality within the specific widget.

PY: 39 (-45.3%)		PY: 254	19 (-32.2%)		PY: 15029.3	(-9.4%)	٦.	
						More optio	ns	
Cost Center Comparisor⊠					$\uparrow \downarrow$	µ ¼ ∖ ⊾.		
Cost Center Type	PMPM	PMPM PY	PMPM YOY %	Utilization / 1000	Utilization / 1000 PY	Utilization/ 1000 YOY%	Ľ.,	Export data
Professional	▼ \$203	\$224	-9 %	19,095	23,814	-20 %	Ģ	Show as a table
□ Inpatient	\$199	\$256	-22 %	350	322	9 %		Spotlight
Acute Inpatient	\$162	\$198	-18 %	131	177	-26 %	0	Get insights
SNF Inpatient Claim	\$24	\$40	-39 %	21	39	-45 %	A	Oet insignts
Hospice Inpatient Claim	\$11	\$18	-37 %	11	17	-32 %	Ļ₹	Sort descending
Inpatient Hospital	\$1	\$1	86 %	186	89	108 %	IA	Sort ascending
🗄 Outpatient	\$192	\$218	-12 %	2,677	3,416	-22 %	+ 2	Sole ascentaning
Medication	\$49	\$27	79 %	13,616	15,029	-9 %		Sort by 🕨 🕨
🗄 Others	\$21	\$22	-5 %	938	1,227	-24 %	Т	
· · · · · · · · · · · · · · · · · · ·							_	



How to Filter and its Importance

• Various data filters are available in the right-side menu to filter what data is being displayed

*There is a 45-day cla	aims lag, and we project a	additional 2021	
45 day incurred but no 90 days.	ot received (IBNR) lag for	a total of Month	
/ear	Month	All	
2021	All	Organization	
Select all	✓ Search	All	
 2019 2020 2021 2022 	Select all	Line of Business	
	E February	All	
	March April	Payer	
	May	All	
	June July	Area Of Service	
	August	All	

All

 \sim



Cost Utilization

1. PMPM

- 2. Contribution Towards PMPM
- 3. Acute Inpatient PMPM
- 4. IP Admits PTMPY

5. IP Readmit Rate



6. ER Visits PTMPY



Cost Utilization

- 1. List of High ED Utilizers
- 2. Gives detail on Avoidablevs Non-Avoidable ED Visits
- 3. Total Visits PTY
- 4. Cost of Avoidable ED Visits by Facility
- 5. Total Avoidable ED Visits by Dx
- 6. Avoidable ED Cost Spread Across PCPs



703

673

655

600

586

499

463

459

436

24.7 %

19.2 %

35.3 %

41.0 %

32.2 %

7.3 %

28.4 %

253%

3.4%

2.2%

5.0 %

3.0 %

4.8 %

3.9%

1.6%

1.4 %

35%

308

224

266

223 327

239

96

95

190



Cost Utilization

1. SNF PMPM

2. SNF Visits PTMPY

3. PTMPY Trend

4. Cost per City and Facility

	Summary	Summary Detail	Inpatient	Emergency Department	Skilled Nursing Facility	Imaging			My Patients	() Re
	SNF PMPM	Risk	Adjusted SNF PMPM	SNF Admits/1000	Readmits to IP %		Average L	ength of Stay	Vear	
	\$24		\$27	4 21	12.4 %		2	4.5	2020	
	PY: 40 (-39.5%)		PY: \$43 (-37.4%)	PY: 39 (-45.3%)	PY: 13.9 % (-10.8%)		PY: 22.	9 (+7.1%)		
									Month	
ynop	sis			SNF/1000 & Length of Stay (Trailing	2 Months)				All	
urrent	SNF Readmission rate to IP is	12.4 % with a decrease o	of 11% same time the previous year		SNF/1000 Length of Stay	2				
				30	27	3			Organizatio	on
verag om pa	e length of stay while increase red to same time previous yea	ed by 7%, whereas SNFA r	Admits is decreased by 45%	30 27 27					All	
	MARK RELIDING LLC (1997)	the she wasferred Chill Court	The for a family with an average	N 1	-N		25		Line of Rusi	iness
ost pe	radmit of \$12,187 and Readm	nission to IP of 0%	inty for referrals with an average	25	·····X;·····	26	26	- 26	A.1	
					25	22	•		AII .	
				8 / \\	19 20	25	20	, as	Area Of Ser	rvice
				S 20		•	тт.Х.	···\	AI	
on Vi	sited SNEs			° / ``	17	19	•	24 9	Clinic	
	tal Name		Virit Count	l d l	and a start of the		18	23	A.1	
nospi	a Name		A Sin Count	15	16				All	
EL ISEC			109		23			- 22	Provider	
PROV	DENCE HEALTH & SERVICES V	VASHING ION	128	22					All	
300 11	THE OPERATORS, LEC		103	10 Jan 2020 Feb 2020 Mar 2020 Ap	2020 May2020 Jun 2020 Jul 2020 Aug	2020 Sep 2020 Oc	t 2020 Nov 20	20 Dec 2020		
leadm	ission % by SNF (Top 10)	c	Only SNFs with at least 10 ad mits	Details by City/SNF	4					
			1	Hospital City	# SNF Admits	Cost per Admit	AvgLOS	% Readmit to IP	^	
	VERGREEN WASHINGTON HEA	UTHCARE		E CLEVELAND	30	\$15,132.9	26.8	17.2%		
	VERGREEN WASHINGTON HEA	UTHCARE		VANCOUVER	26	\$13,835.2	25.8	15.6%		
	PROVIDENCE HEALTH & SERVIC	CES - WAS		∃ TACOMA	193	\$13,016.5	21.2	11.5%		
c	ONSOUDATED RESOURCES HE	ALTH CAR		OLYM PIA	170	5 \$8,767.8	21.0	14.2%		
	VALLEY TERRACE OPER/	ATIONS, LLC		GIG HARBOR	16	\$10,333.7	22.9	7.7%		
	BD OL	YMPIA I, LLC		TOLEDO TO	160	\$11,305.3	19.7	10.0%		
	SOUTH HILLOPER/	ATIONS, LLC		FRUITLAND	74	\$11,582.3	22.7	10.8%		
F	ROVIDENCE HEALTH & SERVIC	ES W ASHL		PU YALLUP	7.	\$15,746.6	27.7	9.5%		
	BD SPC	DKANE I, LLC		SPOKA NE VALLEY	6	\$13,334.4	21.2	14.9%		
						510 AL 1 A				
		0 %	20 %	I SALI LAKE CIT	3	5 510,051.0	21.2	10.5%	~	



Quality Management

1. Attributed Population

2. Quality Measures

- Process Measures
- Visit Measures
- Inverse Quality
 Measures

Quality Management			Attributed Lives		Measures Meeting Target			Qua	lity Perl	formance	HMV Score	
			1 12	33,688 ^{Change: 11.0 %}	9%(3/34) YoY Change: 0.0 %		32.7 % YoY Change: 2.7 %			2.0 % YoY Change: 0.0 %		
Quality Performance			Quality Distribution (Process Measures)							🔲 My Patients		
Process Measures Visit Measures Inverse Measures												
Synopsis 2			Quality Performance Trend								Year	
Closing open gaps to goal for SPCA, OMW, AMM2 manufacture the manufacture mat coal to 1985			●2019 ●2020 ●2021 ●2022 40 %							2022 Month	~	
measures will improve the measure met goal to 16%.			30 %							Jan	\sim	
234/400 practices have then quality performance greater than the network average										Organization		
			Ja	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec						All	~	
Quality Score by Organization/Practice/Provider			Quality Performance by Measures								Line of Business	
Organization	Quality Performance	Attributed Lives	Code	Measure Name	Performance	Goal	Eligible	Gaps	Gaps	Open Gaps	All	\sim
E PSW	30.5 %	96,006						Closed	Open	to Goal	Daver	
MHS Total	41.1 %	37,942	AMR	Asthma Medication Ratio	100.0 %	90.0 %	2	2	0	0	Payer	
		133,000	РВН	Persistence of Beta-Blocker Treatment After a Heart Attack	91.7 %		12	11	1	0	All Area of Service	~
			SPCA	Statin Therapy for Patients With Cardiovascular Disease: Statin Therapy	53.3 %	90.0 %	15	8	7	6	All	\sim
			OMW	Osteoporosis Management in Women Who Had a Fracture	16.7 %	90.0 %	18	3	15	14	Clinic	
											All	\sim
			W30B	Children who turned 30 months old during the measurement year: Two or more well-child visits.	65.3 %	90.0 %	731	477	254	181	Provider	
											All	\sim
			AMM2	Antidepressant Medication Management: Effective	76.2 %	90.0 %	1,271	969	302	175	Period mode	
			CDC7	acute phase treatment	89%	90.0.%	338	30	308	275	ytd	~
				Care : Medical Attention for Nephropathy							Continuous Enrollme	int
			AMM3	Antidepressant Medication Management: Effective continuation phase treatment	63.0 %	90.0 %	1,271	801	470	343	All Addressable Care Ga	ps
			ACO-20 (PREV-5)	Breast Cancer Screening	68.6 %	90.0 %	1,834	1,259	575	392	All	~
		C1211 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	25.0.00	00.00	705	000		240				



Quality Management

1. Health Maintenance Visit (HMV)

Annual Wellness Visit

- 2. HMV Distribution
- 3. Care Gaps





Risk Management

1. Current Risk Score

- 2. Potential Risk Score
- 3. Risk Recapture Rate
- 4. Risk Recapture Rate Trend
- 5. Risk Score at Org Level





Risk Management





Rising Risk Variables



Managing care gaps: understand and filter on several factors

- Age Grouping
- HMV visit completion
- Open care gaps (quality measures)
- Contribution of undocumented risk

CASE STUDY EXAMPLE: Data->Actionable Information

- Filter on a specific clinic
- Filter on desired age group (66-80) with highest contribution of undocumented risk which gives you a set of 2998 lives
- Narrow results by filtering on highest number of care gaps (9+) which reduces results to 75
- Apply a final filter on the annual Health Maintenance Visit being due which then produces a workable patient list containing 13 patients ready for outreach to schedule an appointment.



Thank you!