



# 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

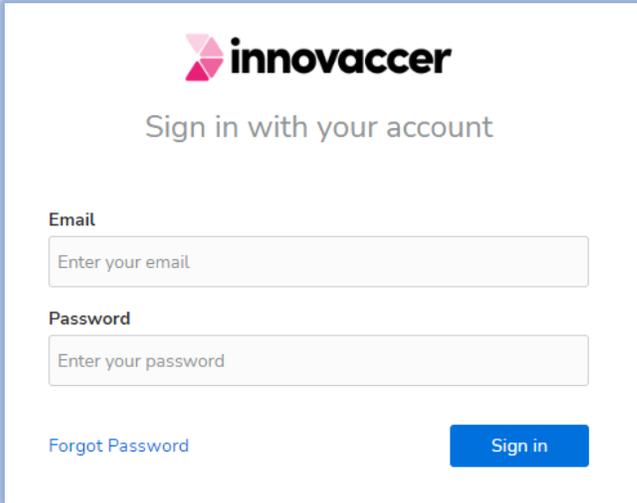
- Users are required to have individual logins
- Password recovery tool available
- Innovaccer Support will assist with username/login issues
  - 5 failed attempts or 45 days without utilizing will cause your account to be locked and require email support

## Access

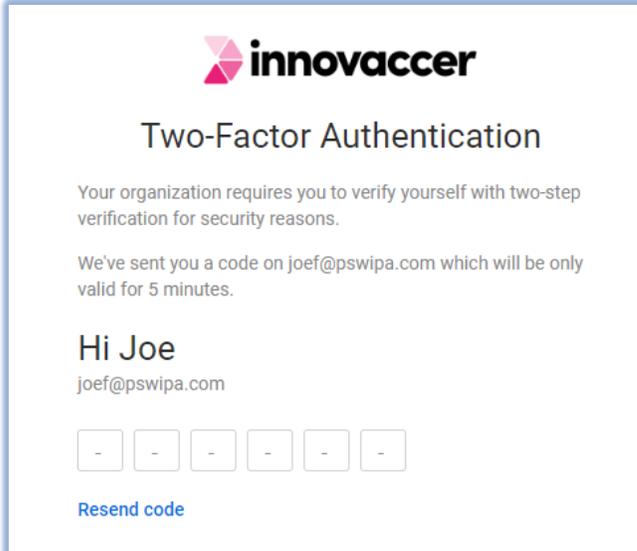
- Detailed logs for audit purposes
- Break the Glass feature

## 2-step verification

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



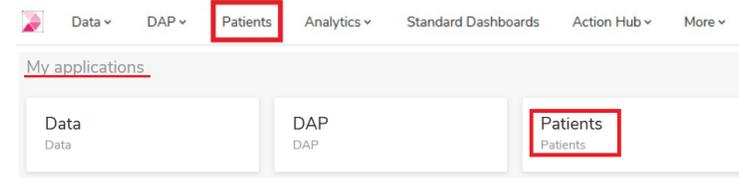
The image shows the Innovaccer sign-in interface. At the top is the Innovaccer logo and the text "Sign in with your account". Below this are two input fields: "Email" with the placeholder "Enter your email" and "Password" with the placeholder "Enter your password". At the bottom left is a link for "Forgot Password" and at the bottom right is a blue "Sign in" button.



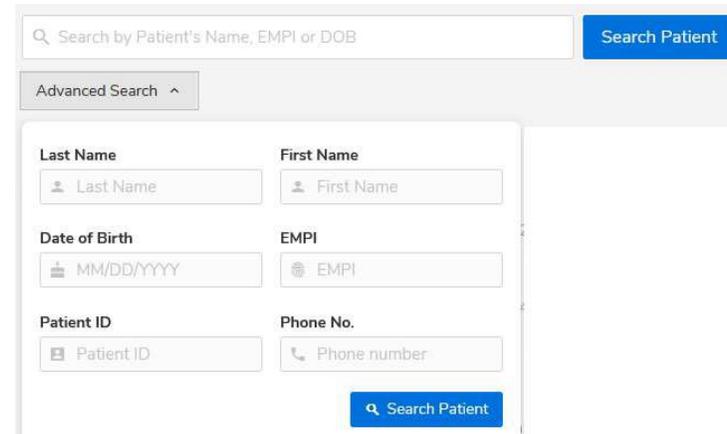
The image shows the Innovaccer two-factor authentication screen. It features the Innovaccer logo and the title "Two-Factor Authentication". The text reads: "Your organization requires you to verify yourself with two-step verification for security reasons. We've sent you a code on joe@pswipa.com which will be only valid for 5 minutes." Below this, it says "Hi Joe" and "joe@pswipa.com". There are six input boxes for the verification code. At the bottom left is a link for "Resend code".

# 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.



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
Download CCDA
Print Pre-visit Summary

Source IDs 2

⚙
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Source Member ID	Source Member ID Type	Race/Ethnicity
	Patient ID	
	MRN	

Clinical Overview

^

ACO	N/A
PCP	Data Not Available
Last Encounter	on 12/22/2020
Last Annual Well Visit	Data Not Available
ED Admits in last 12 months	Data Not Available
IP Admits in last 12 months	Data Not Available

Ongoing Care Protocols 22

⚙
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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

- Source IDs 2
- Clinical Overview
- Ongoing Care Protocols 22
- ADT Feed Details
- Recent Visits 17
- Vitals
- Allergies
- Labs 1
- Surgical Procedures
- Radiology Procedures
- Pathology & Lab Procedures
- Other Procedures
- Diagnosis 4
- Problem List
- Medications
- Immunizations 1
- Social History
- Risk 1
- Family History
- Measures and Care Gap

# 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



ADT Feed Details 7					
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						
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

- Source IDs 2
- Clinical Overview
- Ongoing Care Protocols 22
- ADT Feed Details**
- Recent Visits 17
- Vitals
- Allergies
- Labs 1
- Surgical Procedures
- Radiology Procedures
- Pathology & Lab Procedures
- Other Procedures
- Diagnosis 4
- Problem List
- Medications
- Immunizations 1
- Social History
- Risk 1
- Family History
- Measures and Care Gap

# 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

last updated 5 hours ago

- 📁 Clinical Data
- 📅 Care Management
- 📅 Timeline
- 📄 Care Protocols
- 📄 Assessments
- 🕒 Tasks
- ❤️ Risk
- 📄 Claims
- 👤 Profile
- 📄 Patient Notes

### Preferences ✎ Edit

	Known Languages	English	EHR/Claims
	Preferred Method of Contact	Not available	
	Preferred Time	Not available	
	Preferred Name	Not available	
	Programs Enrolled	Not available	

### Contact Details ✎ Edit

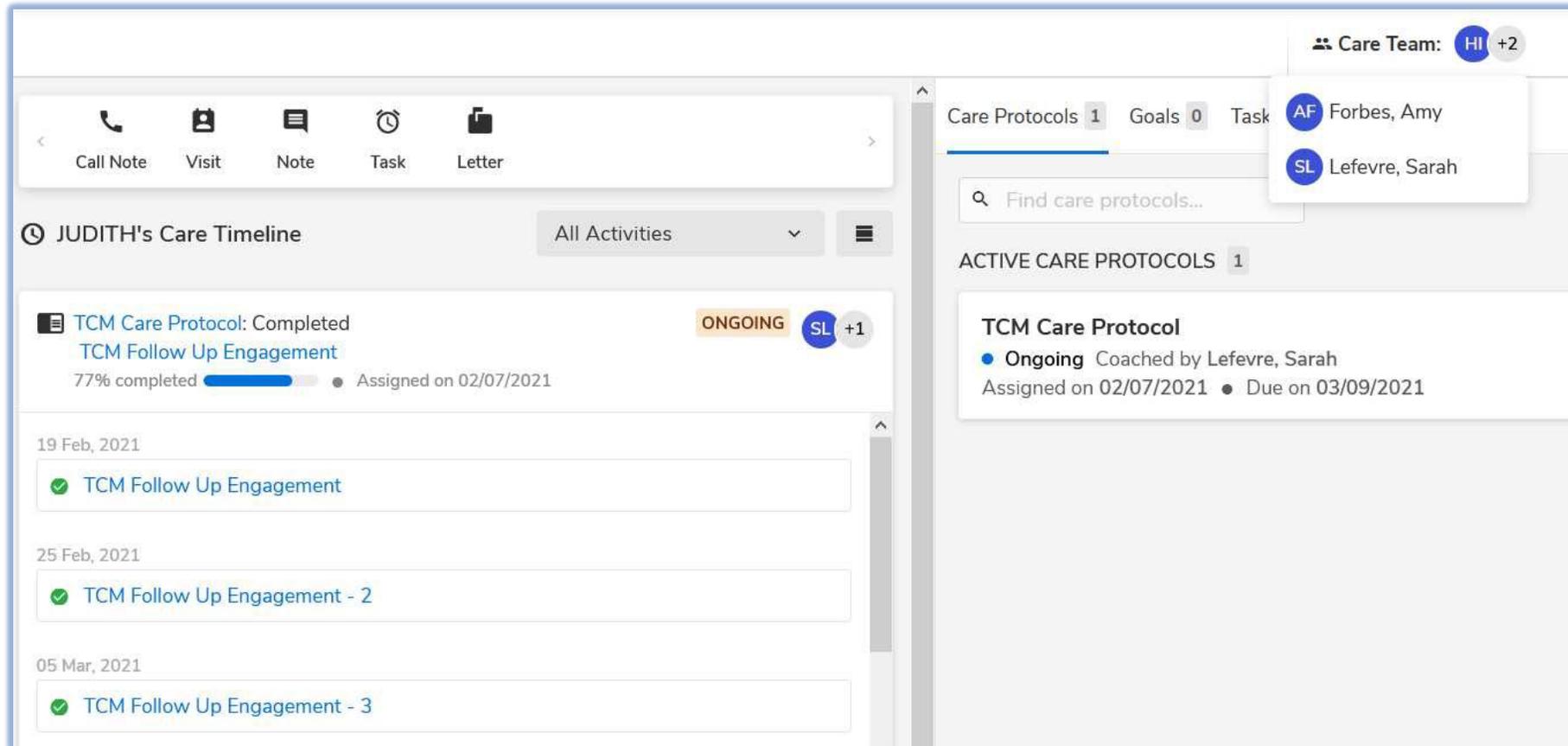
- 📞 Phone Numbers EHR/Claims
- 📍 Addresses EHR/Claims
- ✉️ Email Addresses

### Personal Details ✎ Edit

	Gender	Not available	
	Gender Identity	Not available	
	Preferred Pronoun	Not available	
	Ethnicity	Not available	
	Marital Status	Not available	
	Race	Not available	
	Employer	Not available	
	Employment Status	Not available	

# Care Management

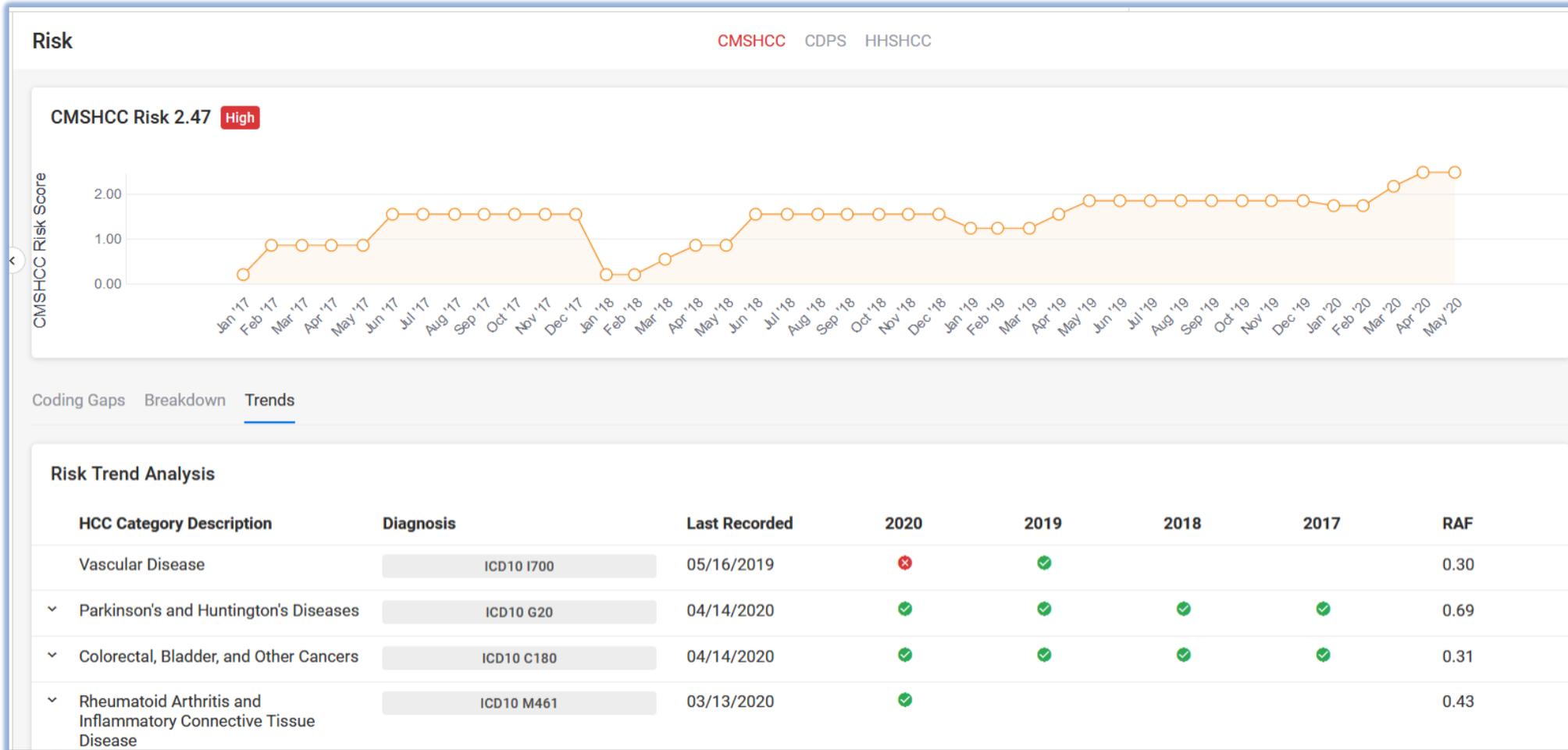
**Purpose:** view of all outreach activities that have occurred in order of most recent first for a patient. Shows active and completed care protocols and names of care team members who have worked on patient case



The screenshot displays a patient care management interface for a patient named JUDITH. At the top, there are navigation icons for Call Note, Visit, Note, Task, and Letter. Below this is the 'JUDITH's Care Timeline' section, which shows a list of activities. The most recent activity is 'TCM Care Protocol: Completed TCM Follow Up Engagement', which is 77% completed and assigned on 02/07/2021. Below this, there are three more activities: 'TCM Follow Up Engagement' on 19 Feb, 2021; 'TCM Follow Up Engagement - 2' on 25 Feb, 2021; and 'TCM Follow Up Engagement - 3' on 05 Mar, 2021. On the right side, there is a detailed view of the 'ACTIVE CARE PROTOCOLS' section, showing one active protocol: 'TCM Care Protocol'. This protocol is 'Ongoing', coached by Sarah Lefevre, assigned on 02/07/2021, and due on 03/09/2021. A care team dropdown menu is open, showing members Amy Forbes (AF) and Sarah Lefevre (SL).

# Patient Level Risk Detail

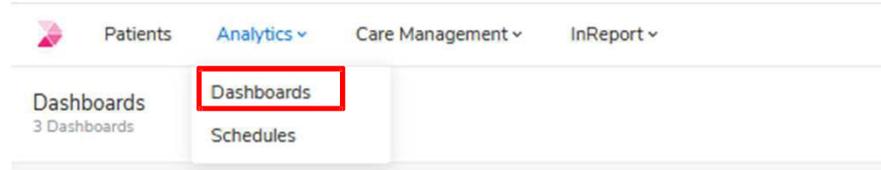
**Purpose:** view of all outreach activities that have occurred in order of most recent first for a patient. Shows active and completed care protocols and names of care team members who have worked on patient case



# Analytics

# How to Get to Dashboards

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

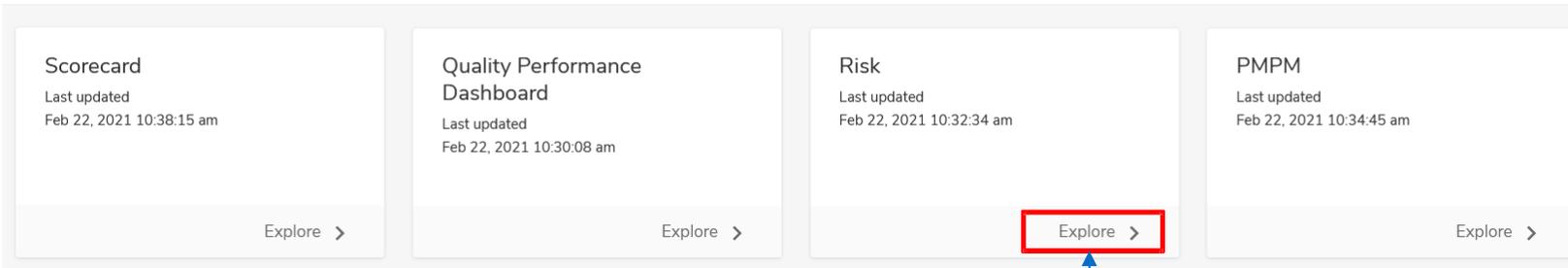


OR

Choose **“Analytics”** from **“My applications”** in the home screen



Dashboards



To open the dashboard and view the analytics, click **“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 Management Summary

Last Updated: 10/18/2021 12:22:19 P(Mersion: v2.0.0)

Risk Adjusted PMPM

**\$730**

PY: \$794 (-8.1%)

PMPM

**\$665**

PY: \$748 (-11.1%)

Person Years

**102,016**

PY: 70,706 (+44.3%)

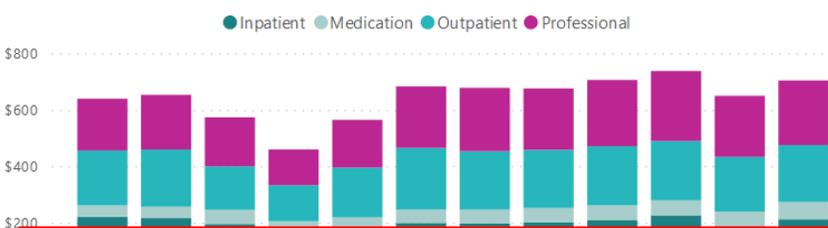
Summary
Summary Detail
Inpatient
Emergency Department
Skilled Nursing Facility
Imaging

IP/1000	ED/1000	Readmission %	SNF/1000	Imaging/1000	Rx Utilization
<b>131</b>	<b>375</b>	<b>12.6 %</b>	<b>21</b>	<b>1,729</b>	<b>13616.2</b>
PY: 177 (-25.7%)	PY: 495 (-24.24%)	PY: 12.2 % (+2.78%)	PY: 39 (-45.3%)	PY: 2549 (-32.2%)	PY: 15029.3 (-9.4%)

**Synopsis**

PMPM for the current selected period is \$665 and the change in PMPM YoY is -11.1 %.  
Acute Inpatient has the highest PMPM at \$162 and shifted by -18 % compared to previous year(PY).

**PMPM (Trailing 12 Months)**



**Cost Center Comparison**

Cost Center Type	PMPM	PMPM PY	PMPM YOY %	Utilization/1000	Utilization/1000 PY	Utilization/1000 YOY %
<input type="checkbox"/> Professional	\$203	\$224	-9 %	19,095	23,814	-20 %
<input type="checkbox"/> Inpatient	\$199	\$256	-22 %	350	322	9 %
<input type="checkbox"/> Outpatient	\$192	\$218	-12 %	2,677	3,416	-22 %
<input type="checkbox"/> Medication	\$49	\$27	79 %	13,616	15,029	-9 %
<input type="checkbox"/> Others	\$21	\$22	-5 %	938	1,227	-24 %

Summary
Summary Detail
Inpatient
Emergency Department
Skilled 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 Management Summary

Last Updated: 10/18/2021 12:22:19 PM (Version: v2.0.0)

Risk Adjusted PMPM

**\$730**

PY: \$794 (-8.1%)

PMPM

**\$665**

PY: \$748 (-11.1%)

Person Years

**102,016**

PY: 70,706 (+44.3%)

Summary

IP/1000

**131**

PY: 177 (-25.7%)

Summary Detail

ED/1000

**375**

PY: 495 (-24.24%)

Inpatient

Readmission %

**12.6 %**

PY: 12.2 % (+2.78%)

Emergency Department

SNF/1000

**21**

PY: 39 (-45.3%)

Skilled Nursing Facility

Imaging/1000

**1,729**

PY: 2549 (-32.2%)

Imaging

Rx Utilization

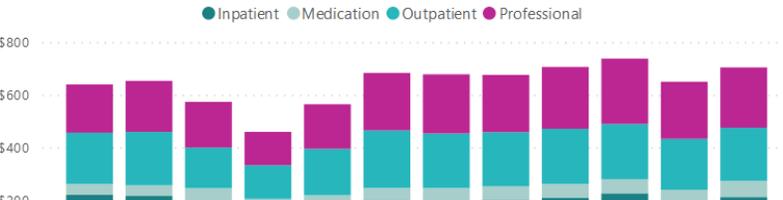
**13616.2**

PY: 15029.3 (-9.4%)

Synopsis

PMPM for the current selected period is \$665 and the change in PMPM YoY is -11.1%. Acute Inpatient has the highest PMPM at \$162 and shifted by -18% compared to previous year(PY).

PMPM (Trailing 12 Months)



Cost Center Comparison

↑ ↓ ⏪ ⏩ 🔍 🗨️ ⋮

Cost Center Type	PMPM	PMPM PY	PMPM YOY %	Utilization/1000	Utilization/1000 PY	Utilization/1000 YOY %
<b>Professional</b>	\$203	\$224	-9 %	19,095	23,814	-20 %
<b>Inpatient</b>	\$199	\$256	-22 %	350	322	9 %
Acute Inpatient	\$162	\$198	-18 %	131	177	-26 %
SNF Inpatient Claim	\$24	\$40	-39 %	21	39	-45 %
Hospice Inpatient Claim	\$11	\$18	-37 %	11	17	-32 %
Inpatient Hospital Others	\$1	\$1	86 %	186	89	108 %
<b>Outpatient</b>	\$192	\$218	-12 %	2,677	3,416	-22 %
<b>Medication</b>	\$49	\$27	79 %	13,616	15,029	-9 %
<b>Others</b>	\$21	\$22	-5 %	938	1,227	-24 %

# Navigation – More Options Menu

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

Cost Center Comparisor

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 %
Inpatient	\$199	\$256	-22 %	350	322	9 %
Acute Inpatient	\$162	\$198	-18 %	131	177	-26 %
SNF Inpatient Claim	\$24	\$40	-39 %	21	39	-45 %
Hospice Inpatient Claim	\$11	\$18	-37 %	11	17	-32 %
Inpatient Hospital	\$1	\$1	86 %	186	89	108 %
Outpatient	\$192	\$218	-12 %	2,677	3,416	-22 %
Medication	\$49	\$27	79 %	13,616	15,029	-9 %
Others	\$21	\$22	-5 %	938	1,227	-24 %

More options

-  Export data
-  Show as a table
-  Spotlight
-  Get insights
-  Sort descending
-  Sort ascending
- Sort by ▶

# 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 claims lag, and we project an additional 45 day incurred but not received (IBNR) lag for a total of 90 days.



Year

2021 ^

- Select all
- 2019
- 2020
- 2021
- 2022

Month

All ^

- Select all
- January
- February
- March
- April
- May
- June
- July
- August
- September

Year

2021 v

Month

All v

Organization

All v

Line of Business

All v

Payer

All v

Area Of Service

All v

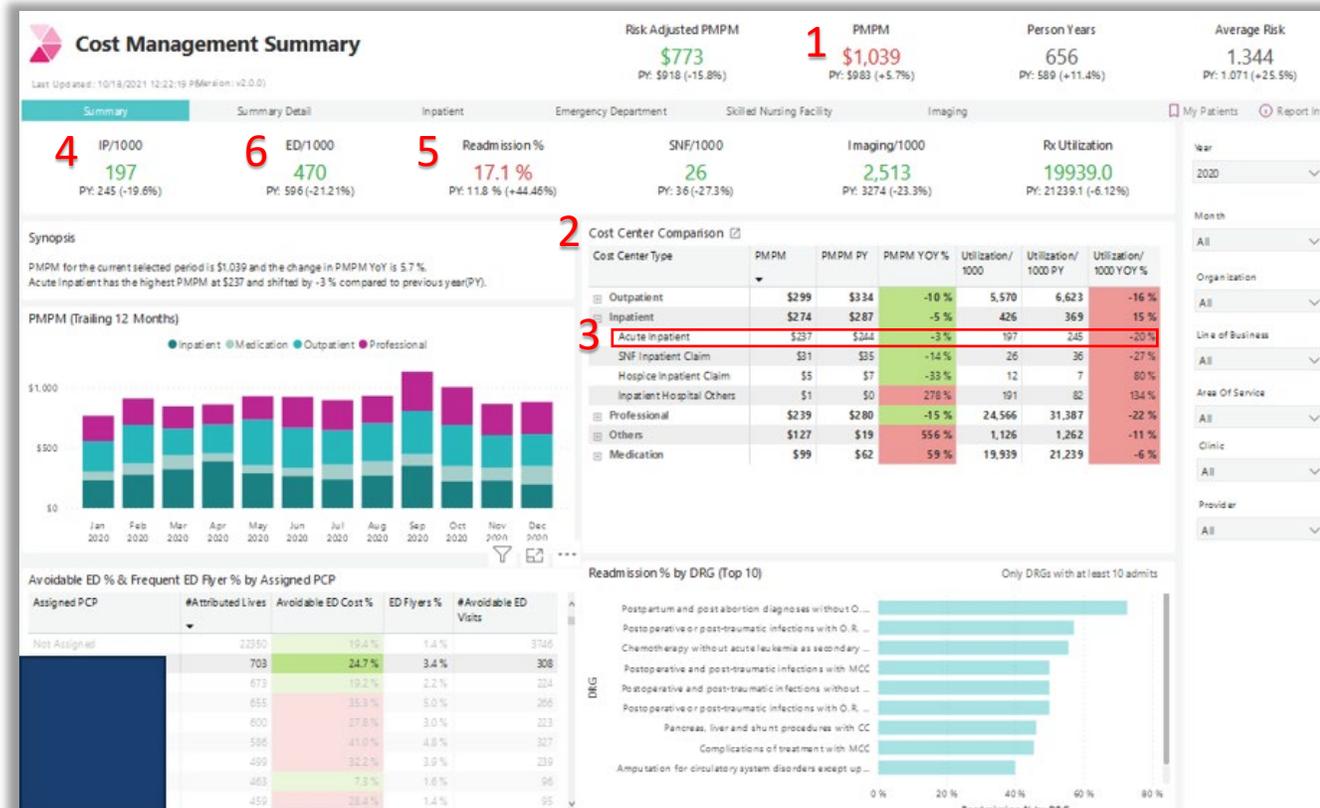
Clinic

All v



# 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

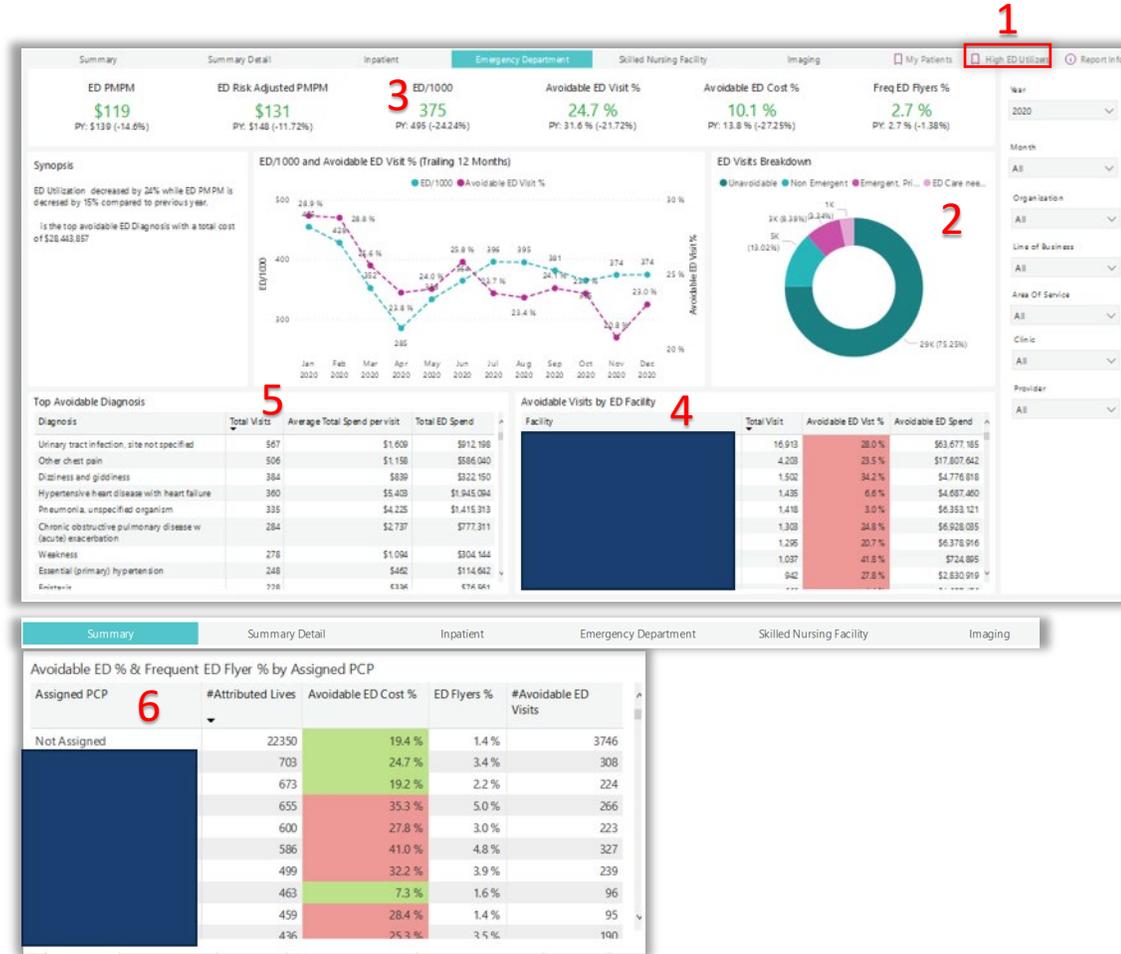
2. Gives detail on Avoidable vs Non-Avoidable ED Visits

3. Total Visits PTY

4. Cost of Avoidable ED Visits by Facility

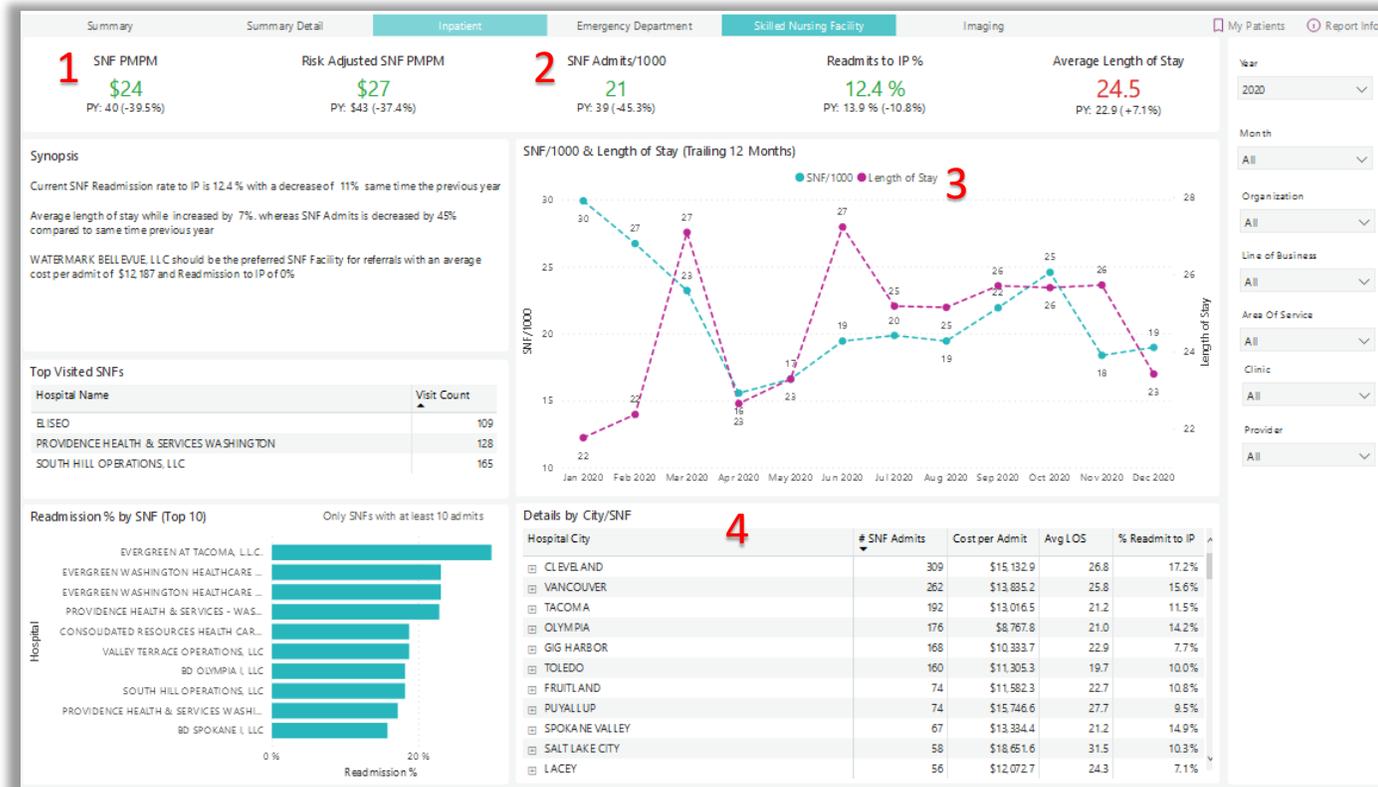
5. Total Avoidable ED Visits by Dx

6. Avoidable ED Cost Spread Across PCPs



# Cost Utilization

1. SNF PMPM
2. SNF Visits PTMPY
3. PTMPY Trend
4. Cost per City and Facility

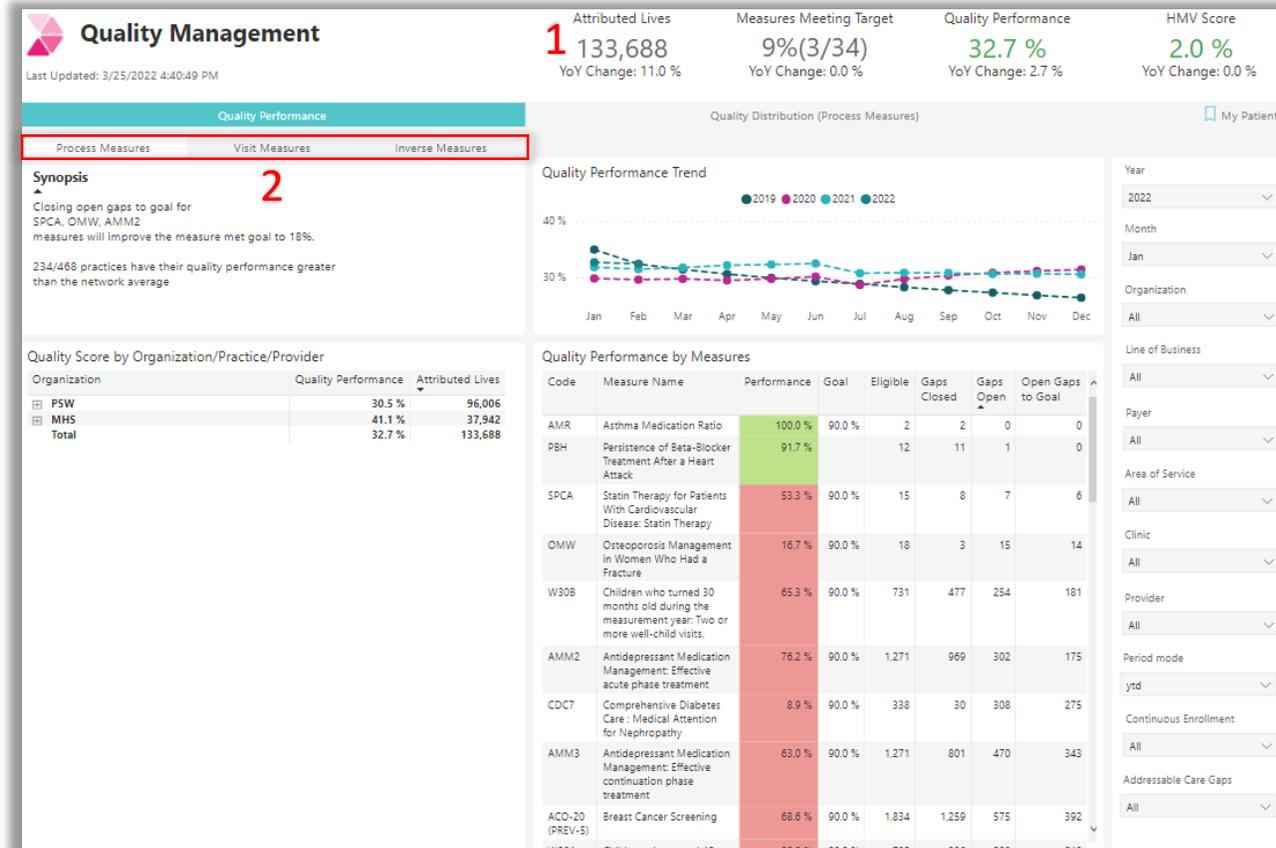


# Quality Management

## 1. Attributed Population

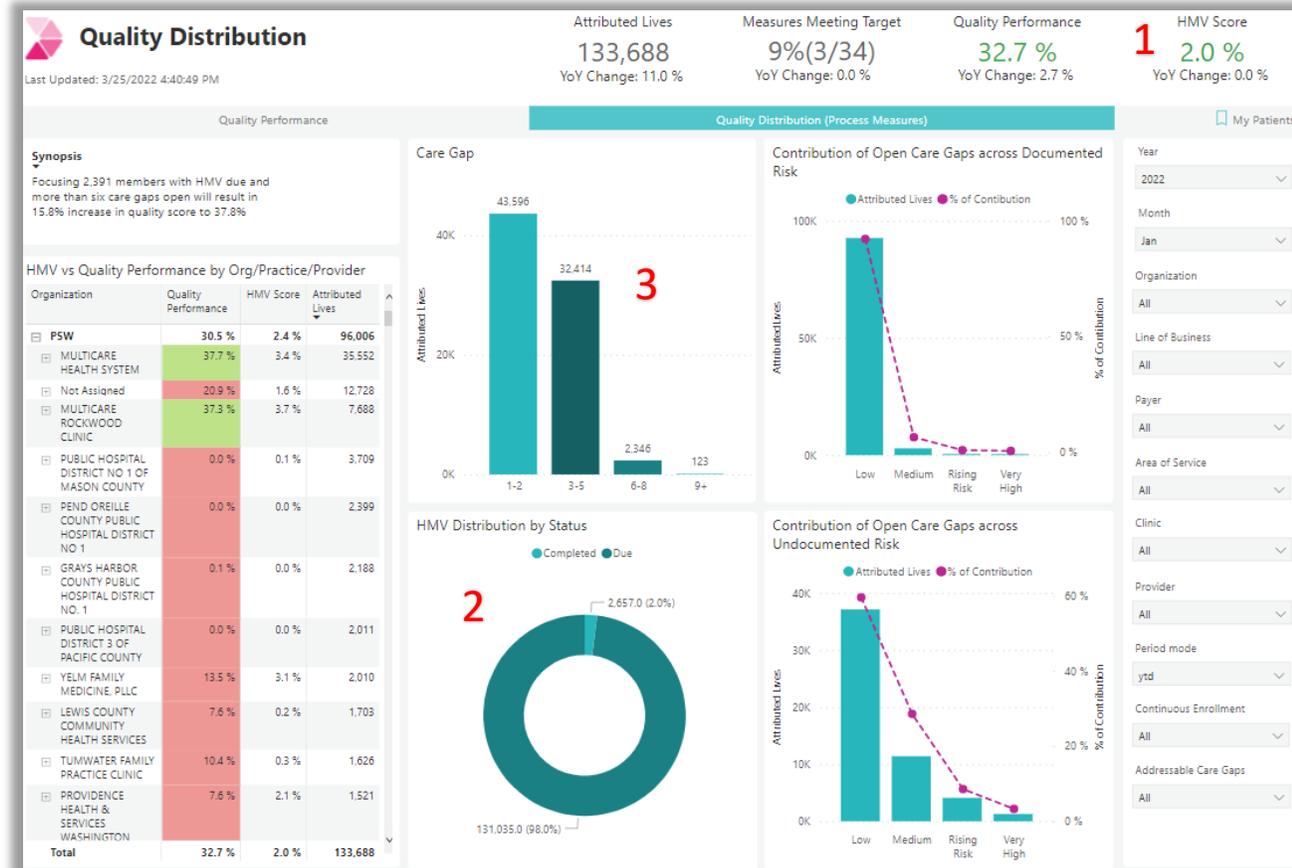
## 2. Quality Measures

- Process Measures
- Visit Measures
- Inverse Quality Measures



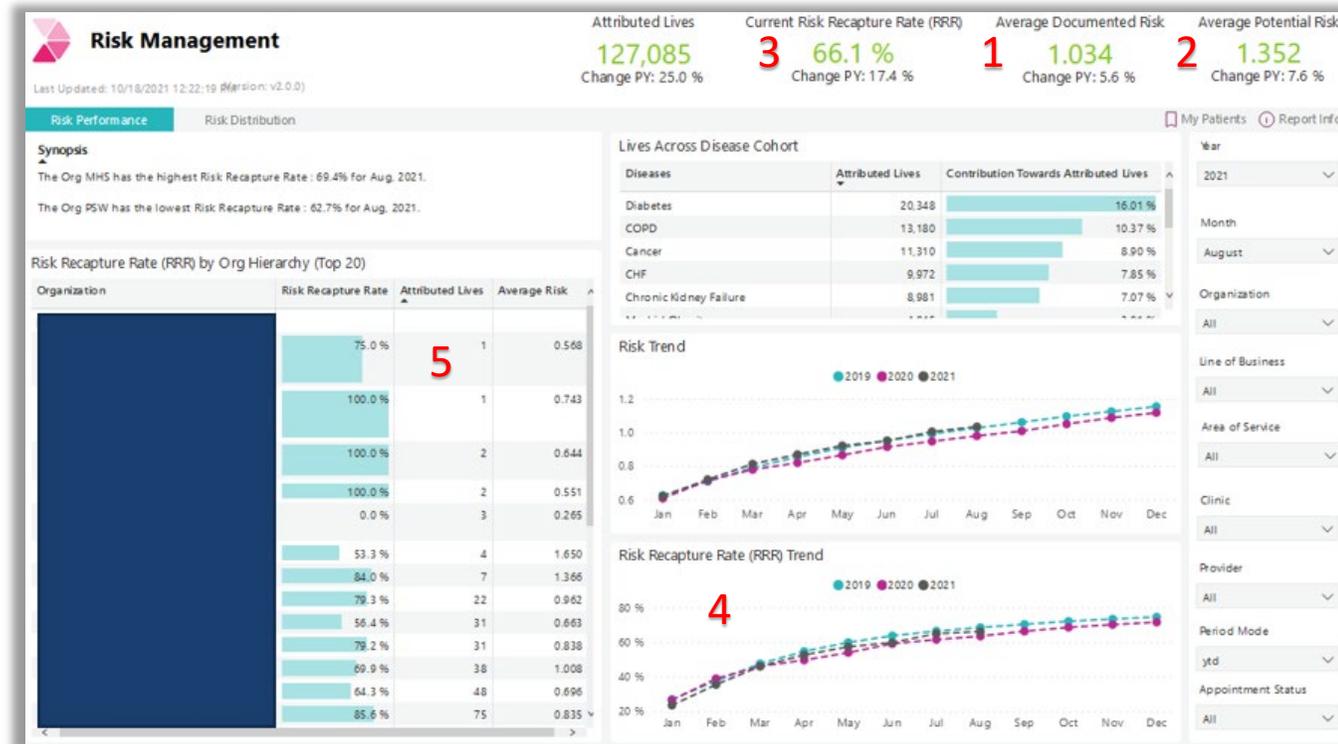
# Quality Management

1. Health Maintenance Visit (HMV)
  - Annual Wellness Visit
2. HMV Distribution
3. Care Gaps



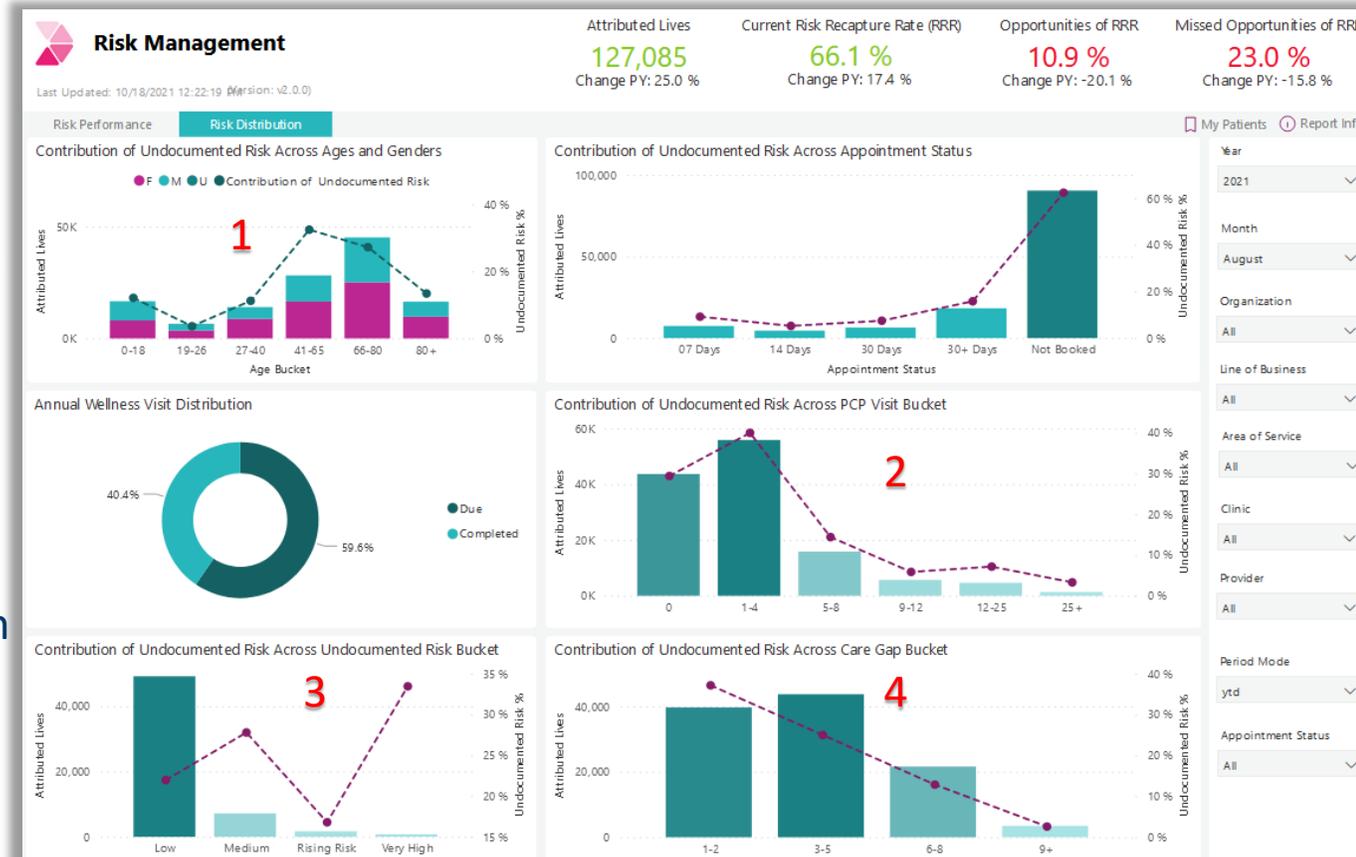
# Risk Management

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

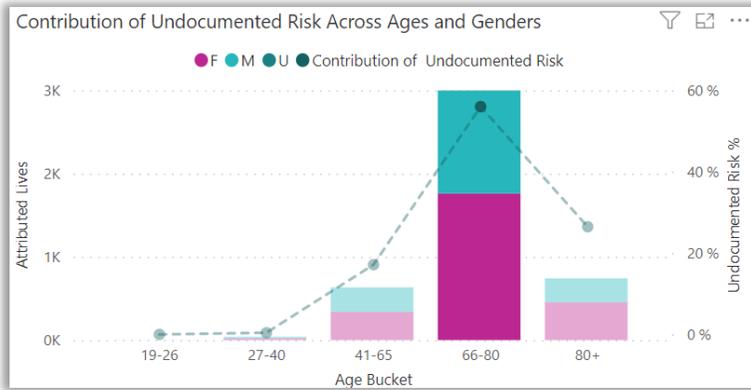


# Risk Management

1. Risk By Age
2. PCP Visit Distribution
3. Undocumented Risk Distribution
4. Care Gap Distribution



# Rising Risk Variables



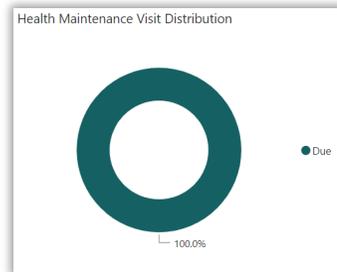
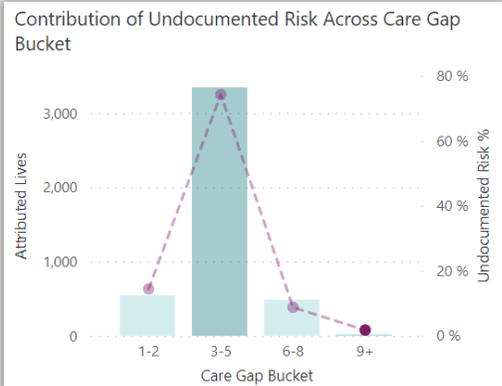
**Managing care gaps:** understand and filter on several factors

- 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!