



2012 CANCER CENTER BUSINESS SUMMIT



**Transitioning to
Value Based Oncology:
Strategies to Survive
and Thrive**



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Value Based Oncology:
Strategies to Survive and Thrive**

Building the Oncology Medical Home

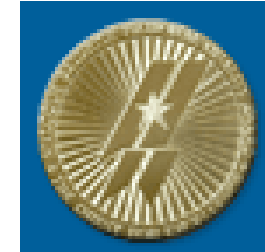
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Relations, Oncology Management Services, Inc.

Quality, Performance Improvement, Certification / Recognition

Accreditation

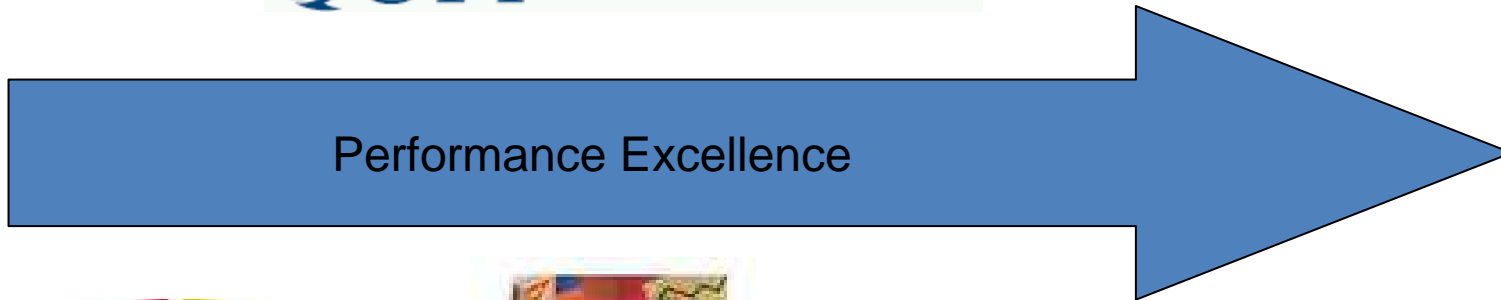


Achieve the Gold Seal

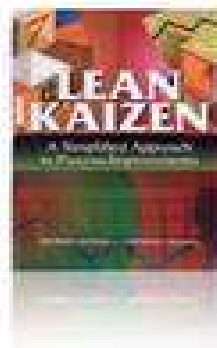


QOPI[®] THE QUALITY ONCOLOGY PRACTICE INITIATIVE

Keep the
doors open



Continuous
Improvement



Where are you along the continuum?

- Do you check the boxes to pass inspection (attest to Meaningful Use)?
- Do you use any tools to compare your practice / cancer program quality against others?
- How do you decide which quality / performance initiatives to tackle first?
- Who is involved in the discussion?
- How do you know that you are performing at the level you think you are?

NCQA – Patient Centered Medical Home

- Serves as a framework for performance / process improvement
- Includes process, quality and outcome measures
- Uses data to identify and determine the first steps for PI
- Keeps Patient – Family at the center of the decision-making
- Coordinates care along the continuum
- Encourages ‘Accountable Care’
- Aligned with Meaningful Use

NCQA Primary Care PCMH are looking for like-minded specialists to refer their patients!

Concepts: Specialty Care vs. Primary Care

PCMH

- Whole-person care
- First contact for most problems
- Comprehensive, coordinated care
- Continuous care
- Focus on population and individual care
- Meaningful Use embedded

Specialty Practice

- Condition-specific care
- Usually not first contact
- Population and individual health but comprehensive for single disease
- Continuous care for active disease
- Focus on coordination with PCP
- Meaningful Use embedded

Oncology

- First point of contact for patients; determine if symptoms are cancer related or not; refer to PCP or others as indicated
- Coordination with PCP and other specialists (multidisciplinary)
- Oncology specific quality and safety measures

NCQA Standards – Specialty Practice (draft)

- Provide Access and Communication
- Identify and Coordinate Patient Populations
- Track and Coordinate Referrals
- Plan and Manage Care
- Track and Coordinate Care
- Measure and Improve Performance

Oncology Management Services, Inc.

- Education Series
- Readiness Assessment and Gap Analysis
- Implementation Services
- Tools and Templates
- Technology and Decision Support
- Workflow Adjustments leading to Physician and Practice Efficiencies

OPCMH Toolkit

*Essential tools for **bending the cost curve***

- **Assessments, Templates and Training**
 - OPCMH practice readiness assessment
 - Practice Gap analysis, Work flow analysis
 - Patient engagement, orientation, education
 - Process of care, patient navigation
 - Guideline based treatment & survivorship care plans
 - Symptom management, telephone triage algorithms
 - Physician performance, utilization, EOL metrics
 - OPCMH – PCMH collaborative care agreements
 - Patient experience survey
 - Market analysis
- **Support systems...**

OPCMH IRIS Software Suite

Structural support of OPCMH operations and service

- Clinical Decision Support System (CDSS) at the point of care
 - Work-flow integrated with delivery, documentation & MU
 - Speech-recognition integrated into work-flow
 - Immediate document completion and auto-dissemination
- Personalized Patient Assessment and Verification Tool
- Enhanced Patient Queuing/tracking program
- Individual patient test result and appointment tracking
- Screening and Immunization prompts
- Longitudinal performance status & NCI graded symptom tracking
- Physician document and lab management review
- Portal access for patients and referring physicians
- Physician performance reports
- Unscheduled visit tracking
- Palliative and End-of-Life Care Management prompts

Steps Towards OPCMH Transformation

- 1: Fully implement an oncology-specific EMR
- 2: Define Clinical & Financial Goals
- 3: Secure “Buy-in” from physicians via efficiencies
- 4: Engage Payers & Commit to New Value Proposition
- 5: Standardize processes of care
- 6: Overlay Clinical Decision Support System (CDSS)
- 7: Improve Communication & Coordination
- 8: Integrate horizontally and vertically
- 9: Commit to continuous process improvement

Southeastern PA Network Development

- Expand and verify OPCMH model
- Assessment of practices
- Gap Analysis / Recommendations
- Implementation
- Pilot Payer Projects
- ION Solutions

Key Finding #1 - Data

- NCQA embeds Meaningful Use criteria within standards; provides the foundation for identifying critical issues for performance improvement
 - What you should do;
 - The means or process by which you do it;
 - How well you are doing it.
- Structured / searchable fields for key measures
 - Stage
 - Performance Status
 - Result of interaction (phone, visit)

Key Finding #2 – Information Sharing

- Prompt Progress Note completion and dissemination
- Nursing Assessment documentation
- Phone Encounters documented
- Patient Engagement!

In structured fields (see Key Finding #1)

Key Finding #3 - Standardization

- Use Evidence-based Resources
- Nursing Assessment / Grading
- Triage Algorithms
- Job Descriptions and Routine Performance Review
- Policies & Procedures (SOPs)

Key Finding #4 – Results, Results, Results

- Engage the team
- Identify the key performance measures
 - Core (those you always want to monitor)
 - Project (PI activities of focus over a shorter period of time)
- Create a dashboard
 - Pull from EMR and other integrated systems (See Key Finding #1 – record as structured fields)
- Refer to evidence-based tools and best practices to resolve Opportunities for Improvement (OFIs)
- Celebrate success; move onto the next project

Value Proposition

- OPCMH – clinical & business methodologies
 - Achieves practice/patient care efficiencies
 - Community or hospital based practices
- OPCMH - organizational construct
 - Oncology “plug-in” to PCMH as a PCMH-N
 - Establishes care management accountability
 - Communications that bridge specialists and PCMH
- OPCMH – as PCMH bridge
 - Aligns oncologists for ACO, Clinical Integration, etc
 - Establishes a platform for pricing oncology bundled or episode of care payment

Questions

For more information about Oncology Management Services, contact

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