

Start Looking Forward: How Analytics-Fueled Prospective Strategies Transform Member Outcomes

Presented By:

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Speakers



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Agenda

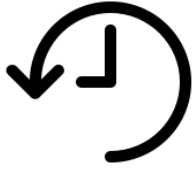
01 The Shift from Retrospective to Prospective

02 Tools for Success

03 How to Successfully Drive Prospective Strategies

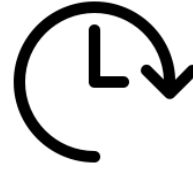
04 The Future of Prospective Risk Adjustment

From Retrospective to Prospective



Many healthcare organizations have historically focused on **retrospective** programs

- Seasonal with predictable project cycles and deadlines



Prospective programs require organizations to adapt and evolve their strategies with respect to patient care

- Increased use of technology
- More demanding timelines
- Potential for greater patient impact

The Case for Prospective RA

Build Sound Business Practices

Sound business practices encourage healthcare organizations to be proactive in using data to impact patients.

Better Understand Member Health

Prospective risk adjustment is designed to help you understand the health of patients/members and predict future costs.

Strengthen Your Tools & Tech

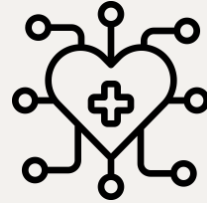
As measuring health becomes more complex, you'll need every tool at your disposal – including prospective focused technologies.

Tools for Success



Advanced Analytics

Platform capable of data management, dashboards, program support, and reporting



Point-of-Care Technologies

Pushing analytics to providers to facilitate high-quality patient care



Tailored Strategies

Evaluating capabilities, leveraging existing processes, and evolving to enable a future state of clinical care and program management

Driscoll Achieves Success

Driscoll Health System
encompasses...

- 
- 1 health plan
 - 2 hospitals
 - 1 CPSST specialty group
- 270K** members
- 24** South Texas counties served by
case management teams

Key successes have been driven by...

- 5-star quality rating
- physician engagement
- chronic care gap management
- PT, OT, and ST therapy programs
- a child wellness program

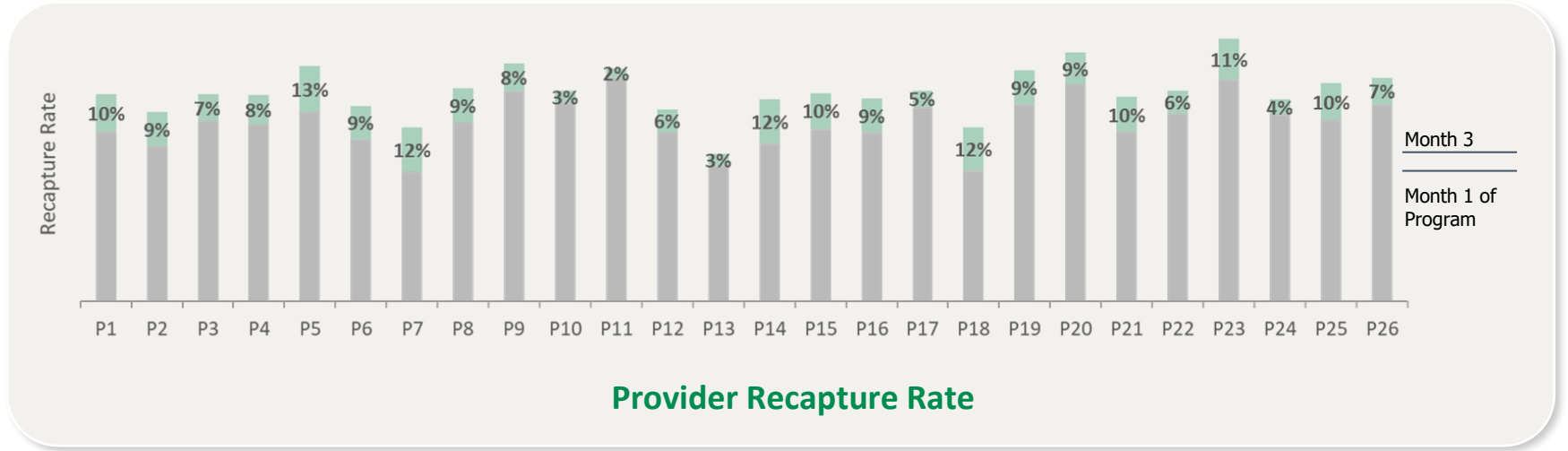
**As a health plan, we are focused on
improving documentation, partnering with
provider practices, member campaigns, and
case management.**

On the Road with Driscoll Health Plan

Driscoll identified **26** strategic providers for engagement across **24** counties representing **approximately 1/3** of members with the objective to:

- Build further trust and leverage peer-to-peer endorsements
- Educate on the benefits of prospective risk adjustment
- Explain the importance of coding annually, chronic condition management, and recognizing new diseases

Provider Buy-in Drives Results



- Average **8+ point increase** in recapture rate for engaged providers during the last quarter of the fiscal year
- Strongest results from **peer-to-peer** advocacy

Champions Propel Engagement

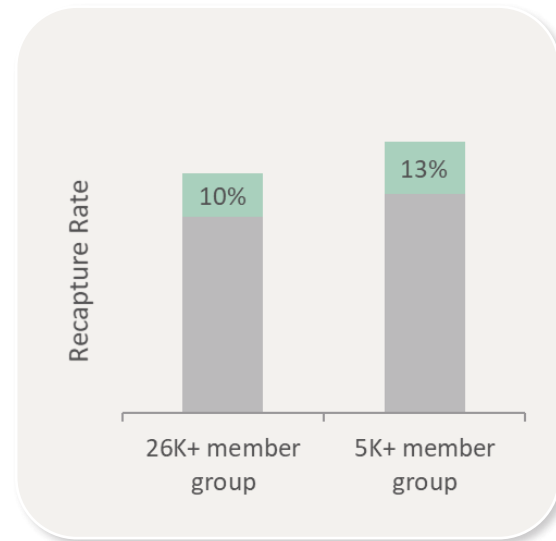
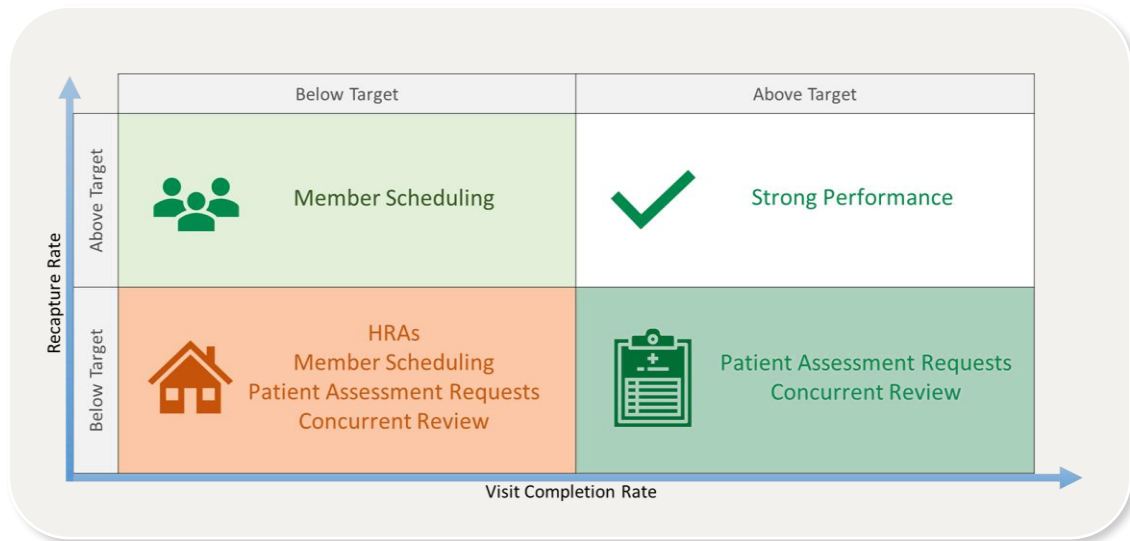
Provider at a 26K+ Member Group

Engaged the provider to improve patient assessments and RA practices

Provider at a 5K+ Member Group

Gained buy-in to review EMR documentation for potential outstanding conditions

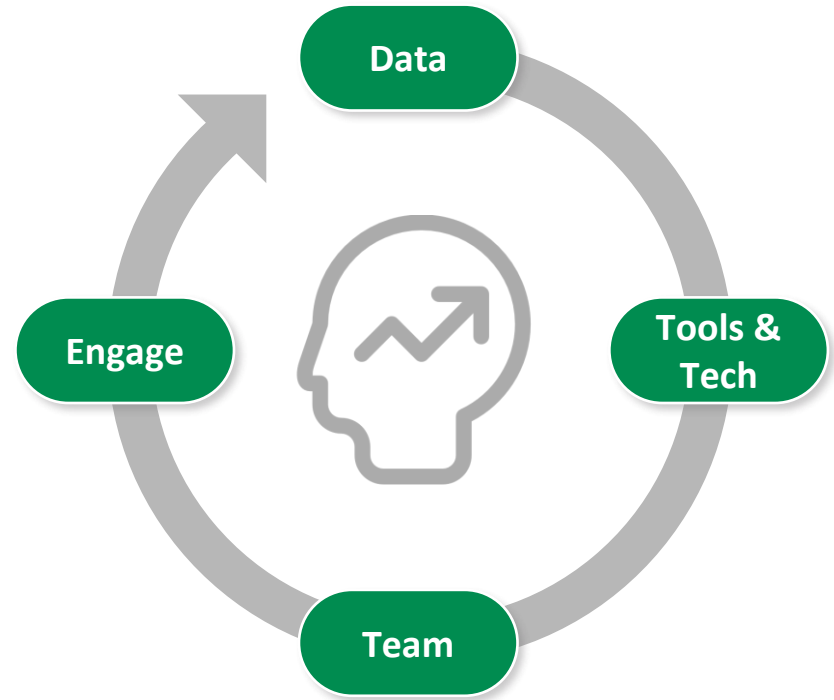
Solutions That Address Needs



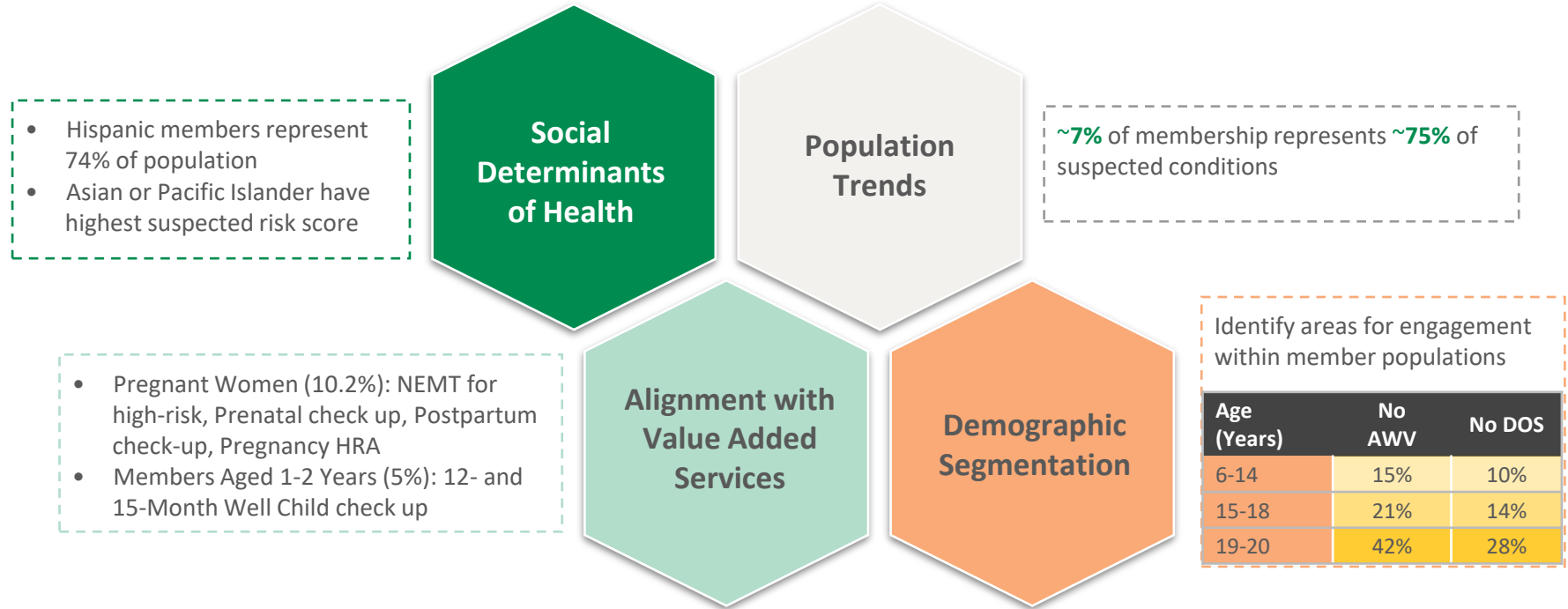
- Align programs with needs while **balancing provider engagement**
- Prospective strategies are most effective when they **address root causes** and serve both patients and providers

Prospective Strategy Mindset

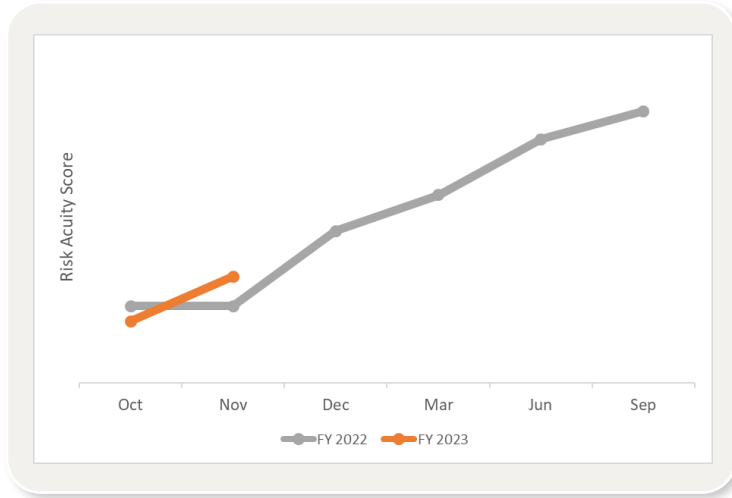
- Drive **provider** and **patient engagement**
- Focus on population, PCP, and specialist-driven **interventions**
- Be **flexible** and **scalable** with programs aimed at sustainable results
- **Continuous measurement** and improvement



Drill Down to Care Opportunities



Measurable Long-Term Impact



- Engagement from prior fiscal year carries over to **accelerated diagnosis capture** in current year
- Prospective is **key to care delivery** and measurable through risk score tracking



- **Strategy, engagement, and analytics** result in quality patient care and outcomes

The Future of Prospective RA

Technology, tools, and teams engaged in seamless coordination



Advanced Analytics

Analytics in-line with programs, not adjacent



Real-Time Information

Agile decision-making based upon most recent information on a forward-looking basis, not retrospectively, to impact patient care



Interoperable Systems

Interoperability facilitating connectivity and integration of systems across point-of-care and program management



Greater Access for All

Patients and providers benefit from better access to data, information, and resources

Key Takeaways

- 1 Develop a forward-looking mindset
- 2 Combine the data, tools & tech, team, and engagement strategies necessary to transform care vision into reality
- 3 Strategize, execute, measure, and iterate
- 4 Engage providers and patients to build strong relationships

THANK YOU