

Session 32: Lessons Learned

How One ACO is Using Analytics to Position Itself for Population Health Management and Shared Savings

Honor Health

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1. No one likes prior authorization – need good data to manage it more precisely

Prior authorization is a vehicle that all insurers use to control costs. However, no one – neither patients nor physicians – like the prioritization process. With good data, it will be easier to identify high-risk patients that use more healthcare resources. This should allow easier identification of patient populations to focus utilization efforts so that other patients do not have to put up with the frustrating prioritization process.

2. Good data is required to ask the right questions and focus on what is most important

Good data is required in order to ask the right questions and focus improvement efforts where they are most important. You cannot make good decisions without good data. For example, when managing performance related to the CMS Hierarchical Condition Categories (HCC), access to high quality, reliable data helps an ACO identify issues and know where to focus improvement efforts.

3. It is important to have a strong and highly collaborative working relationship with your analytics vendor

An effective collaborative working relationship with your analytics vendor is important. As healthcare organizations learn how to use data-driven quality improvement to produce value and manage populations effectively, both the healthcare organizations and their analytics vendor are learning how to do this well. It is important develop a strong working relationship, learn from experience, and disseminate best practice the desired outcomes are achieved.

Choose at least one thing that you've learned today that you will share or do differently as a result of listening to this presentation. Write this down below and the date to accomplish it.

Goal(s) or Learning(s)

Date