Efficient, Effective Clinical Data Exchange to Improve Quality

Presented By:

Amanda Banister, *Senior Manager, Provider Engagement*
Meghan West, *Senior Solutions Manager*

RISE

veradigm®

WHO WE ARE

At Veradigm, we are transforming health, insightfully

Veradigm is a healthcare technology services, and analytics company spanning across the **three pillars** of healthcare—

PAYER

PROVIDER

BIOPHARMA

RISE®

About Veradigm Payer Solutions

Simpler clinical/financial data exchange at scale powers collaboration across providers & payers

Patented Risk Adjustment Methodology with dynamic intervention planning empowers Payers to identify actionable interventions

No.1 RANKED

End-to-End Revenue Cycle Technology by Black Book processes 1.1B revenue cycle transactions with a clean claims rate of **>98%**

Bi-directional clinical and financial data exchange between Payers and **280k+** Providers drives value for all stakeholders

AMANDA BANISTER, CPC

Senior Manager, Provider Engagement

With **over 25 years of healthcare experience**, including 15 years of practice administration for both private practice and regional healthcare systems, Amanda Banister has **extensive experience coaching teams in the implementation of process and quality improvement** activities. She has worked directly with Providers and their teams to improve their care coordination, population health management and risk stratification efforts as well as improvements in documentation and accurate coding related to HCC's and HEDIS quality scores including 5 Star and Part D measures.

Amanda is a Lean Six Sigma in HealthCare Green Belt, a Certified Clinical Microsystems Coach and a Certified Professional Coder.

MEGHAN WEST

Senior Solutions Manager

Meghan West is a Sr. Solutions Manager in the healthcare industry with **over 10 years of experience**, **specializing in provider engagement, risk adjustment, gap closure, and product development**. With a strong background in financial planning and analysis, and prior roles as a Sr. Business Analyst and Director of Financial Planning and Analysis, she possesses a wealth of knowledge and experience.

Her track record of leading cross-functional teams and delivering innovative solutions that meet both customer and business needs, coupled with her expertise in Provider Engagement, makes her an excellent partner to help healthcare organizations drive provider engagement and improve outcomes.

Efficient, Effective Clinical Data Exchange to Improve Quality

In today's healthcare market, payers need access to clinical data and providers **need streamlined solutions to make that data actionable**. In this session we will discuss ways to improve the efficiency of provider and patient engagement initiatives and the confidence of gap closure efforts.

New workflows can provide actionable care gap alerts at the point of care and within the provider's EHR, helping payers and providers **share data more efficiently, communicate more effectively**, and ultimately address the myriad of quality measures and chronic disease gaps more completely.

Objectives

- Organize the data and engagement needed between payers and providers
- Rearrange workflows to improve the speed and effectiveness of data exchange
- Analyze quality care gaps for improvement

The Why

Clinical data exchange works to eliminate waste, drive financial accuracy, and provide a source of truth for payers and providers

Payer Client

Need access to Medical Records

- Reducing time between charted data informing workflows
- Claims Processing
- Post-Payment Audits
- HEDIS and Risk Adjustment Reviews

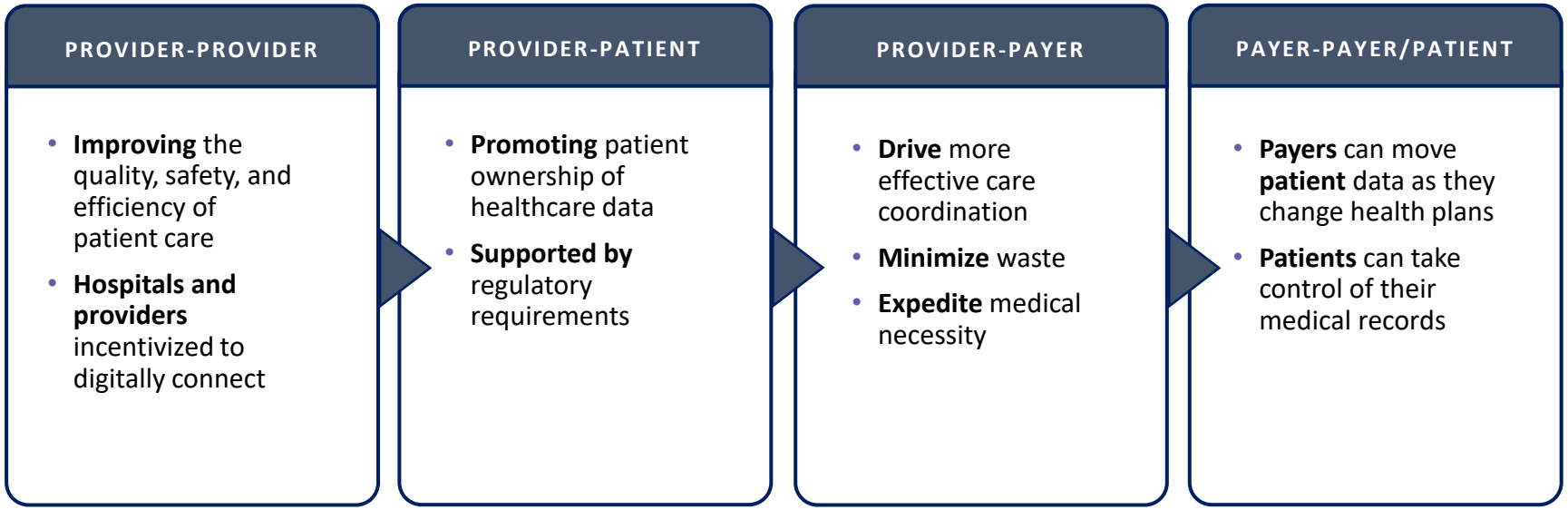
Provider

Need Streamlined Solutions

- Opportunities for face-to-face interaction with patients
- Can close gaps if they are aware
- Prevent payment denials
- Avoid duplicative expenses/waste

Evolution of Clinical Data Exchange

EHR Data > Out



Exchange Methods

For Clinical Data

1

SPECIFIC DATA FEEDS (HL7)

- **Point-to-point** interface or SFTP
- **Facilitates exchange of ADT**, Lab, Radiology and Transcription

2

HIE OR DIRECT DATA SOURCE

- **Direct message or SFTP**
- Facilitates exchange of CCDAs
  - Summary of Care
  - Discharge Summaries
  - History and Physical
  - Notes

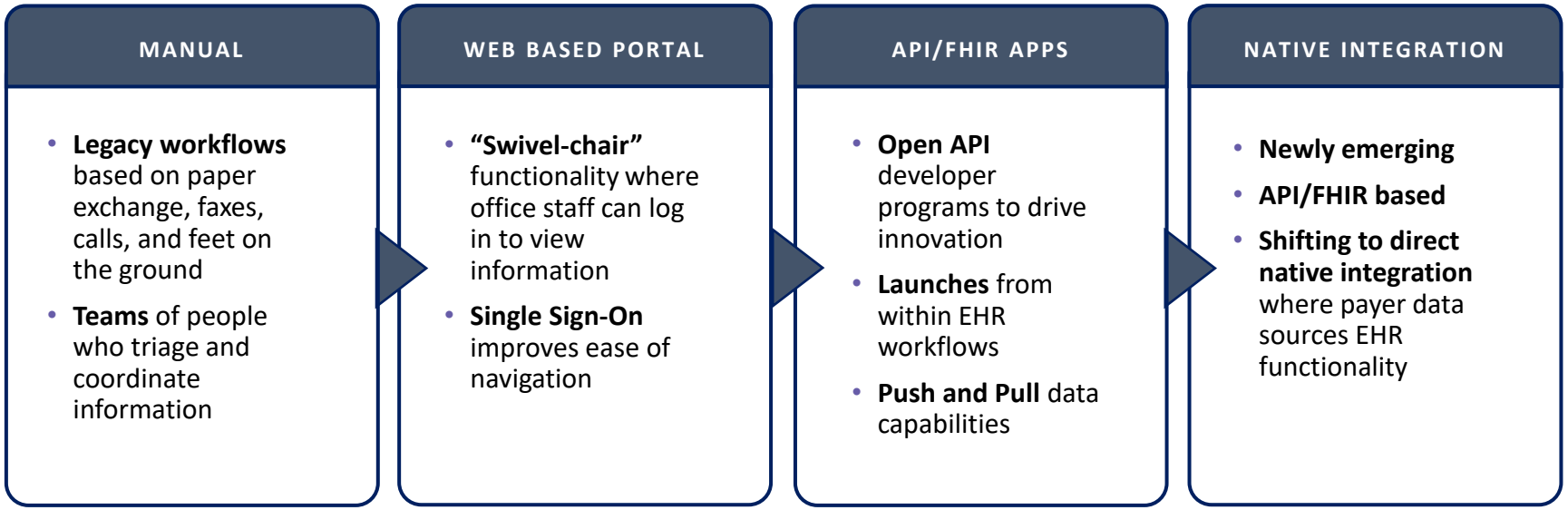
3

FAST HEALTHCARE INTEROPERABILITY RESOURCES(FHIR)

- **Industry standard** RESTful APIs
- **USCDI**
- **Facilitates exchange of documents** and resources (medications, allergies)

Bidirectional Exchange Methods

Payer Data > In



Importance of Provider-Payer Collaboration

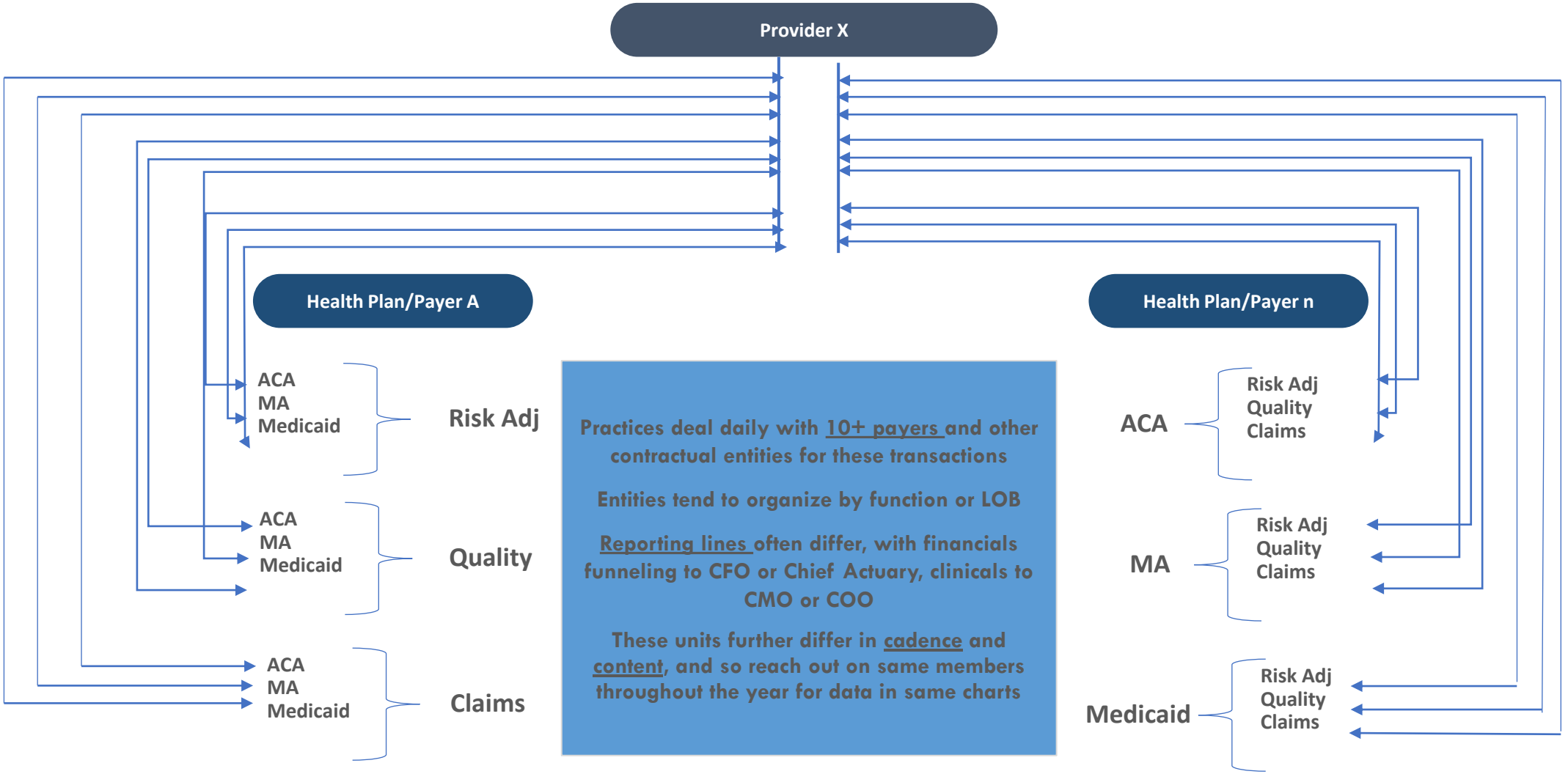
Providers want more time with patients, and to simplify greatly the overhead and complexity of satisfying requests of payers and others

Payers want better and more timely documentation, along with more efficient and effective care that bolster financial performance

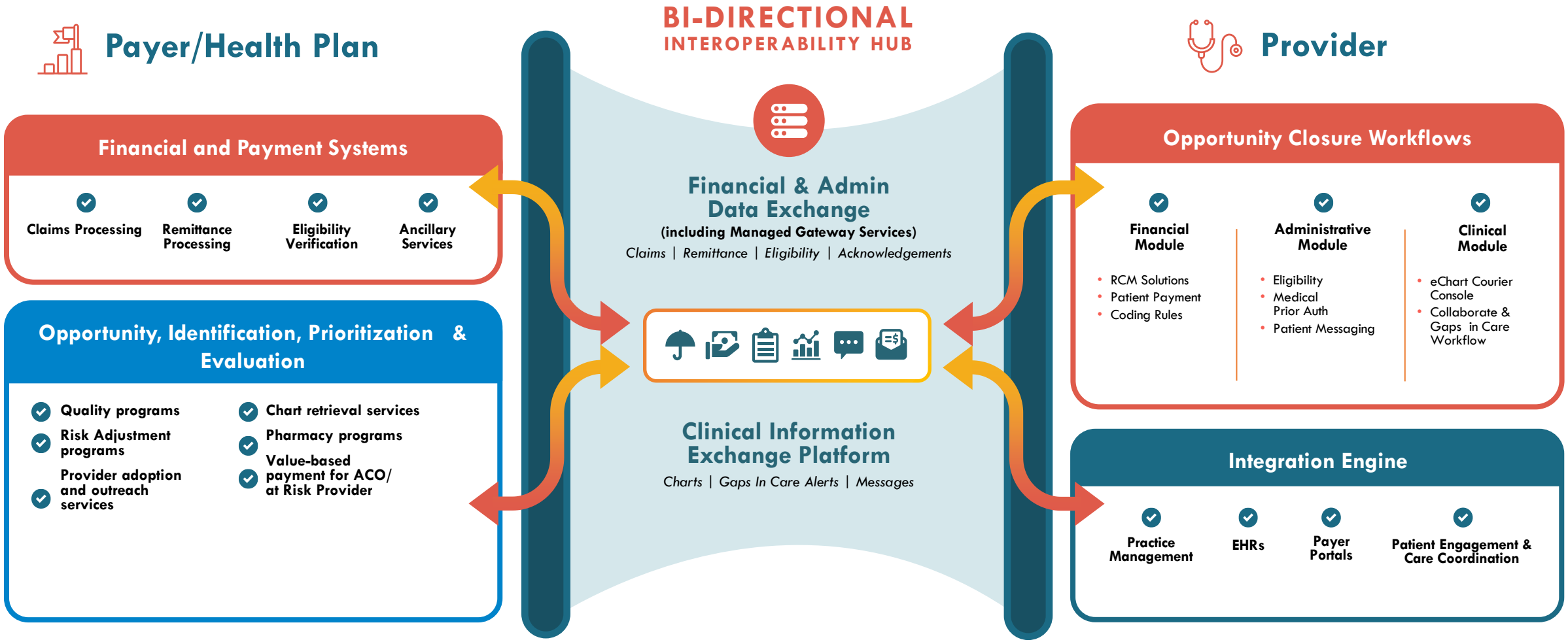
Partners profit from interventions, so they want you to do more of them regardless of incremental lift

Metrics tend to focus on process/activity rather than on the result, hence "reward" action if inaction (natural closure) would yield greater return

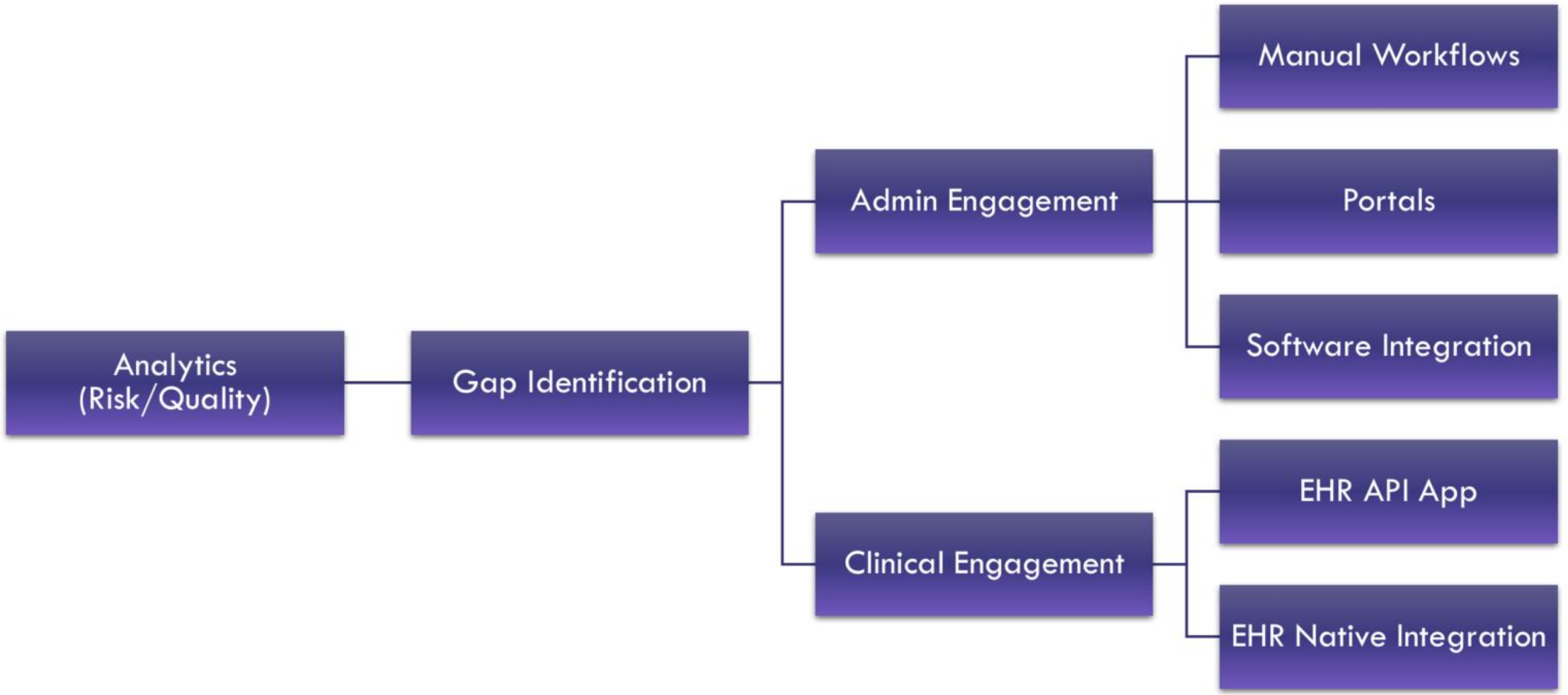
Complexity: Multiple organizational structures, processes, and cadences frustrate providers and their support staff



Bi-Directional Data Exchange Platform



Multi-Channel Approach



Wrap-up

Provider and Payer Collaboration is KEY!

- Deliver Accurate, Timely and Actionable Data at the Point of Care
- Leverage opportunities to utilize current workflows while minimizing work outside of EHR to address gaps in care
- Utilize Member Engagement Strategies via personalized outreach results to improve patient experience and Population Health Management

Leverage Technology

- Consolidating workflows and touches to maximize results

Improved Results

- Increase Provider's face time with patients while simplifying overhead and complexity of satisfying requests of payers and others
- Provide improved and more timely documentation with more efficient and effective care that bolsters financial performance

Meghan West
Senior Manager, Product Management

Amanda Banister, CPC
Senior Manager, Provider Engagement

Q&A

Confidential and Proprietary Information Prepared by Veradigm: Internal Use and Distribution Only

This document is intended for the internal use of recipients only and may not be distributed externally or reproduced for distribution in any form without express written permission of **Veradigm.**

WE WELCOME YOUR QUESTIONS AND FEEDBACK

providerengagement@veradigm.com

THANK YOU