

Innovation Care
Partners leverage
a population health
management
platform to
**coordinate care
in a value-based
environment**



Orion Health Case Study



INNOVATION CARE PARTNERS

Scottsdale, Arizona,
United States of America

www.ICPHealth.com

Organisation Type Healthcare Provider,
Accountable Care Organisation

Employees 160+ staff
2000 participating physicians

Patients Served Over 150,000

Products Implemented Orion Health MSSP Management,
Orion Health Health Information Exchange

Key Benefits

- Achieved cost savings of over \$82 million in the Medicare Shared Savings Program over 5 years by engaging physicians and evolving and integrating care delivery
- Lowered utilisation and costs across multiple Medicare Advantage payers and commercial payers
- Readmission rates among the lowest in Arizona: across all payer types

I am happy to describe
our relationship with
Orion Health by not
describing them as
a vendor but as a
partner, and we do
not use the word
‘partner’ lightly...

FARON THOMPSON,
CEO, Innovation Care Partners



The Customer

Innovation Care Partners (ICP), a physician-led clinical integration network (CIN), was founded with a mission of transforming health-care delivery in the greater Scottsdale, Arizona, community.

ICP is the population management company of HonorHealth health system. ICP's nearly 2000 physician members represent a broad spectrum of primary care physicians, and medical and surgical specialties with a pluralistic model that allows providers to remain independent and entrepreneurial. Its focus is on achieving the "Triple Aim" of healthcare: improving the health of the patient population, improving the patient experience and reducing costs. Today, ICP has contracts with ten major insurance companies and covers more than 150,000 patients.

The Challenge

ICP required an open-standard, open-access approach to its technology architecture, which allowed clinicians using dozens of different types of EMR software to exchange health information in real time. To encourage adoption and improve communication and coordination, the platform needed to be clinician-friendly and easy to use.

ICP needed to identify the most effective way to share a maximum of actionable information with providers and bring transparency to its CIN participants. The CIN/ACO also needed to ensure that its physicians, who are spread out in disparate practices, would be able to use the EMRs they were already comfortable with — while also having the ability to share health information and coordinate care. Complying with contract requirements meant partnering closely with primary care practices.

ICP needed to facilitate data-sharing, identify patients most at risk, help clinicians close gaps in care and simplify reporting on quality measures.



The Solution

During the two-year planning that preceded ICP's 2012 launch, the executive team determined that it needed an open health information exchange (HIE) platform that would make complete, accurate patient data from many different electronic medical record (EMR) systems available to all participating physicians. This meant that the IT infrastructure would need to integrate with various health information systems with a robust underlying HIE technology. The IT platform also would need to be flexible enough to meet evolving regulatory requirements.

Finally, preparing for the future was a paramount concern. ICP was seeking a standards-based platform with an open application programming interface to support a wide range of population health management applications, with a very modern, scalable database and analytics at the heart of the system.

After a thorough review of available solutions, ICP partnered with Orion Health, a Health Information Exchange based company with advanced population health technologies and deep knowledge of all the necessary elements it takes to make an HIE really successful. Within the platform provided by Orion Health, there are multiple ways to view and access the complete aggregated patient record. These include via a web based clinical portal that simplifies viewing of large amounts of patient data in many ways, including for instance by aggregating the information into a timeline view. A notification hub feeds ICP's secure messaging solution, TigerConnect.

Traditional hospital-based EHRs do not support the critical needs of ambulatory care based patient management. ICP found and evolved several innovative ways to leverage the power of the core open-architecture platform to build applications that effectively support ambulatory care and community-based care.

Orion Health

Orion Health is a global leader in health-care technology. Hundreds of thousands of clinicians in 15 countries use our healthcare information technology solutions every day to improve clinical workflow, decision-making and patient care for more than 100 million patients. We offer population health solutions across the whole healthcare landscape, from integrating electronic health records to care pathways and medicines management.

Find out more at: orionhealth.com

The Results

In January 2014, ICP was awarded Medicare Accountable Care Organization (ACO) status. During that first year, ICP successfully achieved cost savings of nearly \$3.75 million by engaging physicians; evolving and integrating care delivery; and launching an open-platform, flexible, clinician- friendly technology solution to manage the health of its population groups. In the years since, ICP has grown to have Medicare, Medicare Advantage, Medicaid, and Commercial contracts from 10 different payers that cover more than 150,000 lives. ICP has leveraged Orion technology to continue to improve healthcare cost and quality in Arizona.

ICP custom-built census reporting and real-time alerting for physicians, care transitions, and care coordinators into its technology offering, demonstrating the flexibility of development with Orion Health's open platform.

More than anything else, the resulting improvements in transition of care and care coordination have correlated to positive outcomes for patients and efficient operations for the ACO.



Advantages

This transition has resulted in significant improvements in care quality and cost savings:

Arizona Medicare Shared Savings Program (MSSP)

ICP is the only Arizona Medicare Shared Savings Program (MSSP) to achieve Shared Savings payments its first year, and every year of existence. Cumulative savings over 5 years total \$82 million and ICP Shared Savings of \$37 million on a total cumulative benchmark spend of over \$1 billion.

Lowered Costs

ICP has lowered costs by 14.5% for a Medicare Advantage payer and 5% (compared to market) for a commercial payer.

Savings

ICP decreased costs by 6.5% in one year compared to benchmark for a self-funded commercial plan, resulting in a total savings of \$4.6 million and a Shared Savings payment to ICP of \$2.1 million.



FIND OUT MORE AT // [ORIONHEALTH.COM](https://orionhealth.com)

Orion Health is a global healthcare technology company focused on reimagining healthcare for all. We are leading the change in digital health with health and care organisations to improve the wellbeing of every individual with our world leading Unified Healthcare Platform