Scottsdale Health Partners leverages a population health management platform to coordinate care in a value-based environment

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Orion Health Case Study: Scottsdale Health Partners

Arizona

www.shpcare.org

ORION HEALTH

Customer Name
Scottsdale Health Partners

State, Country
Scottsdale, Arizona, United States of America

Organisation Type
Healthcare Provider

Employees
700+ participating physicians

Patients Served
Over 40,000

Products Implemented
Orion Health Amadeus,
Orion Health MSSP Management,
Orion Health Coordinate
(in implementation phase)

Key Benefits
- Achieved cost savings of nearly $3.75 million in the Medicare Shared Savings Program by engaging physicians and evolving and integrating care delivery
- Lowered costs by 14.5% for a Medicare Advantage payer and 5% (compared to market) for a commercial payer
- Readmission rates among the lowest in Arizona: 9% across all payer types (compared to the state average of 12-15%)

The Customer
Scottsdale Health Partners (SHP), a physician-led clinical integration network (CIN), was founded with a mission of transforming healthcare delivery in the greater Scottsdale, Arizona, community.

SHP is a joint venture between the HonorHealth health system and the Scottsdale Physician Organisation, representing a broad spectrum of medical specialties with a pluralistic model, and allowing 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, SHP has contracts with seven major insurance companies and covers more than 40,000 patients.

The Challenge
SHP 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.

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

During the two-year planning that preceded SHP'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 40+ different electronic medical record (EMR) systems available to all 700+ 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. SHP 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.

The Solution

After a thorough review of available solutions, SHP partnered with Orion Health, a precision-medicine-focused company with advanced population health technologies and deep knowledge of what it takes to make HIEs work.

> " 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, Scottsdale Health Partners

Within the platform provided by Orion Health, there are multiple ways to view a patient record, including a timeline view. A notification hub feeds SHP's secure messaging solution, TigerText. Conveniently, providers are able to access patient information via a single sign-on, which streamlines workflows.

Traditional hospital-based technologies fail to support the critical needs of ambulatory care management. They are focused on inpatient processes, not ambulatory processes. SHP found innovative ways to leverage the power of an open-architecture platform to build applications that effectively support ambulatory care management in the community.

The Results

In January 2014, SHP was awarded Medicare accountable care organization (ACO) status. During that first year, SHP 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. SHP custom-built census reporting and real-

time alerting for care transitions and care coordinators into its technology offering, demonstrating the flexibility of development with Orion Health's open platform.

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

- SHP's Medicare Advantage Plan star ratings improved from 2.65 to 3.94 in one year, and it now boasts readmission rates among the lowest in Arizona: 9% across all payer types (compared to the state average of 12-15%).
- SHP has lowered costs by 14.5% for a Medicare Advantage payer and 5% (compared to market) for a commercial payer.
- SHP decreased costs by 10% in one year for a self-funded commercial plan, resulting in a total savings of $1.8 million and a Shared Savings payment to SHP of $900,000.
- SHP is the only Arizona Medicare Shared Savings Program (MSSP) to ever achieve Shared Savings payment. Latest reports show a total savings of nearly $3.75 million and SHP Shared Savings of $1.83 million.

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.

Future Development

SHP is now working with Orion Health on designing and testing an expanded care management solution.

Orion Health

Orion Health is a global leader in healthcare 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

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