2012 Cancer Center Business Summit

Transitioning to Value Based Oncology: Strategies to Survive and Thrive
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Building the Oncology Medical Home

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Quality, Performance Improvement, Certification / Recognition

Accreditation
Achieve the Gold Seal

QOPI® The Quality Oncology Practice Initiative

Keep the doors open
Performance Excellence

Continuous Improvement

Oncology Patient Centered Medical Home®
Oncology Management Services

2012 Cancer Center Business Summit
Where are you along the continuum?

- Do you check the boxes to pass inspection (attest to Meaningful Use)?
- Do you use any tools to compare your practice / cancer program quality against others?
- How do you decide which quality / performance initiatives to tackle first?
- Who is involved in the discussion?
- How do you know that you are performing at the level you think you are?
NCQA – Patient Centered Medical Home

- Serves as a framework for performance / process improvement
- Includes process, quality and outcome measures
- Uses data to identify and determine the first steps for PI
- Keeps Patient – Family at the center of the decision-making
- Coordinates care along the continuum
- Encourages ‘Accountable Care’
- Aligned with Meaningful Use

NCQA Primary Care PCMH are looking for like-minded specialists to refer their patients!
# Concepts: Specialty Care vs. Primary Care

## PCMH
- Whole-person care
- First contact for most problems
- Comprehensive, coordinated care
- Continuous care
- Focus on population and individual care
- Meaningful Use embedded

## Specialty Practice
- Condition-specific care
- Usually not first contact
- Population and individual health but comprehensive for single disease
- Continuous care for active disease
- Focus on coordination with PCP
- Meaningful Use embedded

### Oncology
- First point of contact for patients; determine if symptoms are cancer related or not; refer to PCP or others as indicated
- Coordination with PCP and other specialists (multidisciplinary)
- Oncology specific quality and safety measures
NCQA Standards – Specialty Practice (draft)

• Provide Access and Communication
• Identify and Coordinate Patient Populations
• Track and Coordinate Referrals
• Plan and Manage Care
• Track and Coordinate Care
• Measure and Improve Performance
Oncology Management Services, Inc.

- Education Series
- Readiness Assessment and Gap Analysis
- Implementation Services
- Tools and Templates
- Technology and Decision Support
- Workflow Adjustments leading to Physician and Practice Efficiencies
OPCMH Toolkit

*Essential tools for bending the cost curve*

- **Assessments, Templates and Training**
  - OPCMH practice readiness assessment
  - Practice Gap analysis, Work flow analysis
  - Patient engagement, orientation, education
  - Process of care, patient navigation
  - Guideline based treatment & survivorship care plans
  - Symptom management, telephone triage algorithms
  - Physician performance, utilization, EOL metrics
  - OPCMH – PCMH collaborative care agreements
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  - Patient experience survey
  - Market analysis

- **Support systems...**
OPCMH IRIS Software Suite
Structural support of OPCMH operations and service

- Clinical Decision Support System (CDSS) at the point of care
  - Work-flow integrated with delivery, documentation & MU
  - Speech-recognition integrated into work-flow
  - Immediate document completion and auto-dissemination
- Personalized Patient Assessment and Verification Tool
- Enhanced Patient Queueing/tracking program
- Individual patient test result and appointment tracking
- Screening and Immunization prompts
- Longitudinal performance status & NCI graded symptom tracking
- Physician document and lab management review
- Portal access for patients and referring physicians
- Physician performance reports
- Unscheduled visit tracking
- Palliative and End-of-Life Care Management prompts
Steps Towards OPCMH Transformation

1: Fully implement an oncology-specific EMR
2: Define Clinical & Financial Goals
3: Secure “Buy-in” from physicians via efficiencies
4: Engage Payers & Commit to New Value Proposition
5: Standardize processes of care
6: Overlay Clinical Decision Support System (CDSS)
7: Improve Communication & Coordination
8: Integrate horizontally and vertically
9: Commit to continuous process improvement
Southeastern PA Network Development

- Expand and verify OPCMH model
- Assessment of practices
- Gap Analysis / Recommendations
- Implementation
- Pilot Payer Projects
- ION Solutions
Key Finding #1 - Data

• NCQA embeds Meaningful Use criteria within standards; provides the foundation for identifying critical issues for performance improvement
  – What you should do;
  – The means or process by which you do it;
  – How well you are doing it.

• Structured / searchable fields for key measures
  – Stage
  – Performance Status
  – Result of interaction (phone, visit)
Key Finding #2 – Information Sharing

- Prompt Progress Note completion and dissemination
- Nursing Assessment documentation
- Phone Encounters documented
- Patient Engagement!

In structured fields (see Key Finding #1)
Key Finding #3 - Standardization

- Use Evidence-based Resources
- Nursing Assessment / Grading
- Triage Algorithms
- Job Descriptions and Routine Performance Review
- Policies & Procedures (SOPs)
Key Finding #4 – Results, Results, Results

• Engage the team
• Identify the key performance measures
  – Core (those you always want to monitor)
  – Project (PI activities of focus over a shorter period of time)
• Create a dashboard
  – Pull from EMR and other integrated systems (See Key Finding #1 – record as structured fields)
• Refer to evidence-based tools and best practices to resolve Opportunities for Improvement (OFIs)
• Celebrate success; move onto the next project
Value Proposition

• OPCMH – clinical & business methodologies
  – Achieves practice/patient care efficiencies
  – Community or hospital based practices
• OPCMH - organizational construct
  – Oncology “plug-in” to PCMH as a PCMH-N
  – Establishes care management accountability
  – Communications that bridge specialists and PCMH
• OPCMH – as PCMH bridge
  – Aligns oncologists for ACO, Clinical Integration, etc
  – Establishes a platform for pricing oncology bundled or episode of care payment
Questions

For more information about Oncology Management Services, contact

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