

# Physician Enterprise & Ambulatory Services

*Prescription for a healthy physician enterprise*

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## Connecting the Docs: Care Pattern Index Next generation analytics to guide patient retention efforts in a value based world

The health care industry is undergoing radical change and providers, payers, and other adjacent players need to fundamentally reassess their strategy, incentive structures, business capabilities, and care delivery models in order to adapt. Unlike past trends where volume drove decision making and acquiring or affiliating with as many physicians as possible was the goal; today's physician strategy is increasingly driven by quality, cost, and value based care (VBC) delivery.

Many health care organizations are challenged to implement an active and ongoing program to evaluate and modify physician care patterns that create a high degree of interdependence and cooperation among physicians to retain patients within the network, control costs, and ensure quality. With resource availability constrained by the focus on cutting costs, health systems and health plans can benefit from reliable, guided analytics to pinpoint where patient retention efforts should be focused and demonstrated remove/tested approaches for realizing measurable results.

### Key Questions Being Asked by Leading Organizations

As hospitals, physicians, and health plans transition to VBC delivery models, shifting care pattern analytics to the population level, can improve patient retention within the network, delivering the continuity required to sustain high quality, low cost care. By using next generation analytics that layer quality and cost performance on top of steerage information along with a programmatic approach, health systems can target patient retention efforts where they will favorably impact both fee-for-service revenue and value based shared savings pools.

The following questions are at the forefront:

- Which naturally occurring care patterns and clusters of providers produce high quality, low cost outcomes for prevalent conditions in our market?
- Are our physicians and facilities in the high performing clusters for conditions that align to our service line strategy?
- How frequently are our patients flowing through low quality/high cost care patterns out-side of our network?
- What is the "leakage" impact to our shared savings or other risk pools? To our market share and fee-for-service revenue?
- Do we have a high quality/low cost care pattern within our network with capacity to receive those patients?
- Is all "leakage" bad in the transition from volume to value?
- Where should we focus our patient retention efforts and programs?
- Where should we focus our quality and cost performance improvement efforts and programs?
- Can we put reliable, credible, actionable information in the hands of our care managers and clinicians to guide care navigation decisions and improve patient retention? Can it incorporate patient preferences?
- How does our ambulatory footprint stack up against that of our competitors?



## A snapshot of our Network Insight: Care Pattern Index™

### Executive Dashboard



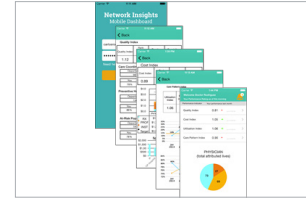
Our executive dashboard will allow management to identify care patterns in need of correction. Determine cause and monitor financial implications of patient retention issues (e.g., patients are self-selecting, access barriers, quality perceptions, hours of operation, etc.) Find alternatives for unfavorable care patterns. Enable frank, reliable, and data-driven discussions with physicians who need to change their care patterns and/or improve their performance.

### Physician/Care Manager Dashboard



Our physician and care manager dashboards will allow practitioners to identify and track their personalized care patterns and those of their patient panel(s). Determine where their care patterns are not in the best interest of the patient and/or organization. Identify alternative care patterns with high-quality and low-cost providers with capacity to deliver improved care for patients by therapeutic area or disease state that also meet patient preferences.

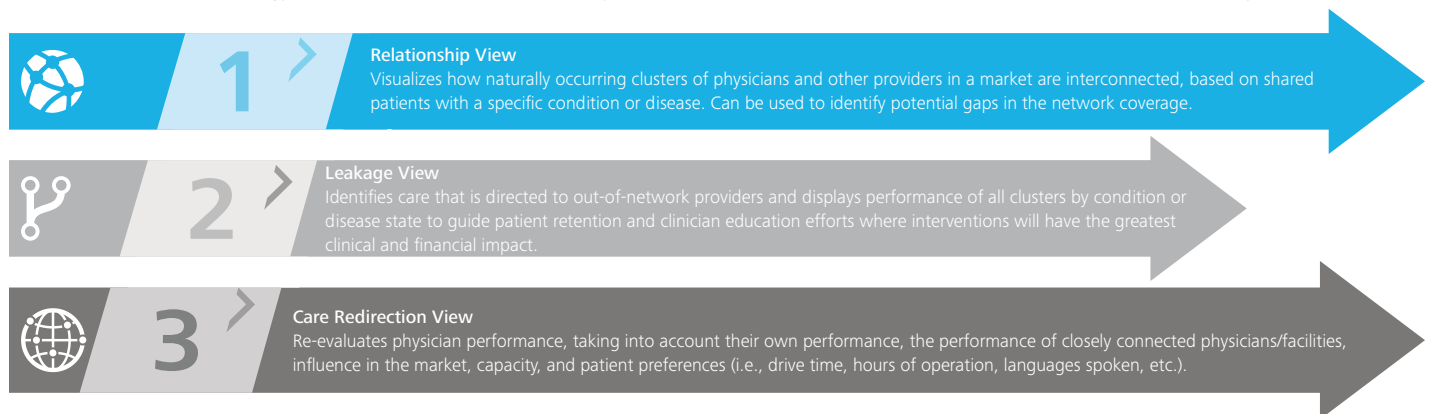
### Mobile Dashboard View(s)



A customizable, companion mobile application that can provide alerts, push notifications, and care navigation decision guides is available. Our Care Pattern Index app is highly flexible and can be configured to deliver information to physicians and care managers based on the needs of the organization and patient population. We will work with your clinician community to communicate this information in the most effective manner.

## Our Specific Three-Step Approach

Using actuarially validated claims data and proprietary algorithms, Network Insight™ can help our health care clients strategically address patient retention issues negatively impacting shared savings/risk arrangements, fee-for-service revenue, and market share. The Care Pattern Index can be tailored to the overall network strategy and views the performance of physicians and hospitals not as silos, but as an interconnected community of providers.



## Bottom-line Benefits

Care Pattern Index can influence focused and effective patient retention efforts through next generation patient retention analytics producing near term results in a fee-for-service model for value based care.

## Contacts

Help your leaders and administrators make smarter decisions and reap the rewards of using Deloitte's Care Pattern Index by contacting any one of us to start the conversation:

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