

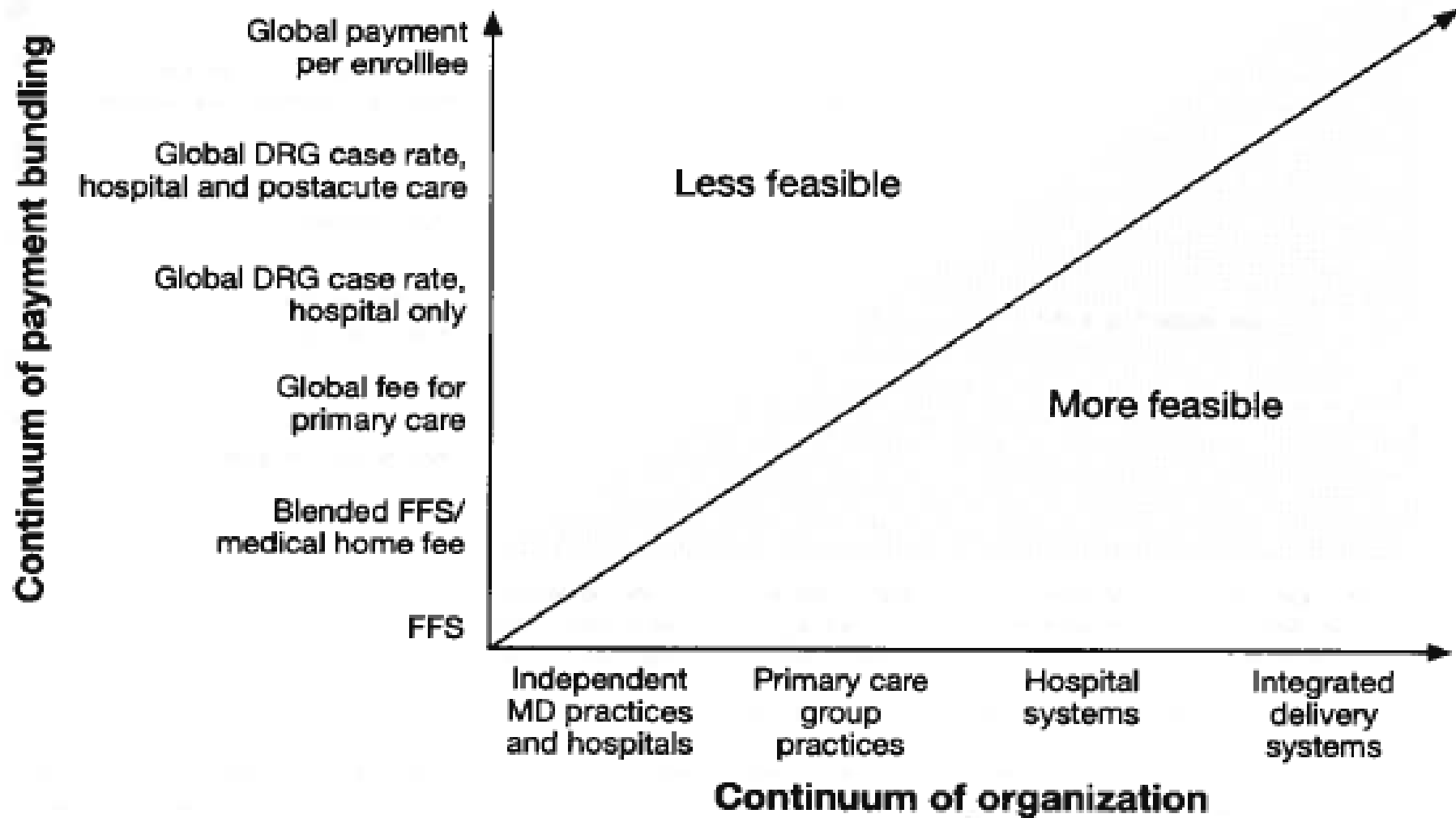
# Hard-Wiring Your ACO the California Way

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How much integration is enough?

Keith Wilson, MD

# Exhibit 3: Medicare Payment Reform Framework: Organization and Payment Methods



Notes: DRG is diagnosis-related group; FFS is fee-for-service; MD is medical doctor.

Source: S. Guterman, K. Davis, S. C. Schoenbaum, and A. Shih. "Using Medicare Payment Policy to Transform the Health System: Framework for Improving Performance," *Health Affairs Web Exclusive* (Jan. 27, 2009): w238-w250.

# Talbert Medical Group

## Eleven Centers

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- Orange County

- Anaheim
- Fountain Valley
- Huntington Beach
- Santa Ana
- Tustin
- Ambulatory Surgery Center

- Los Angeles County

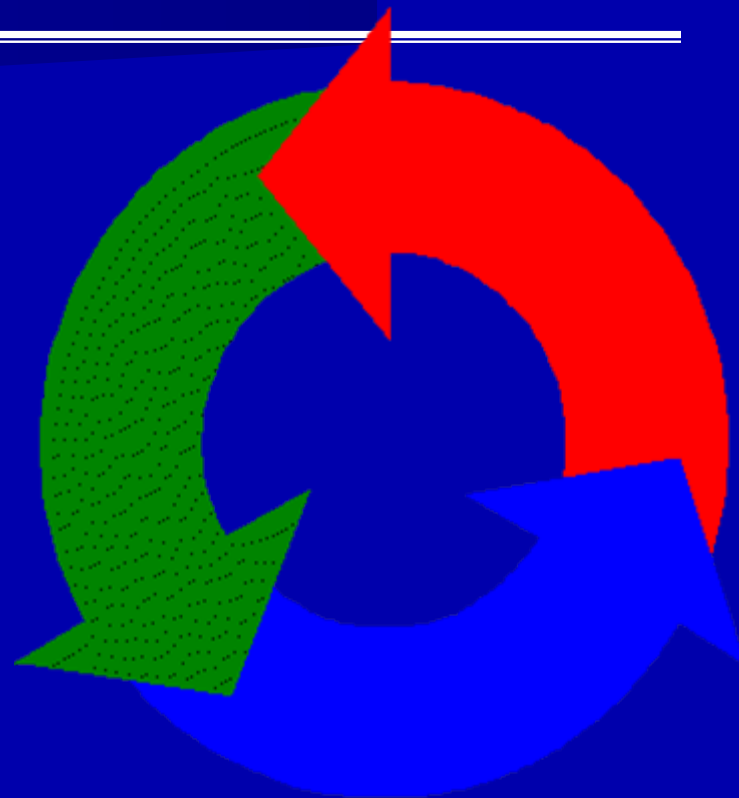
- Compton
- Downey
- Long Beach (Plaza)
- Long Beach (Downtown)
- Lakewood

# In-house Specialties

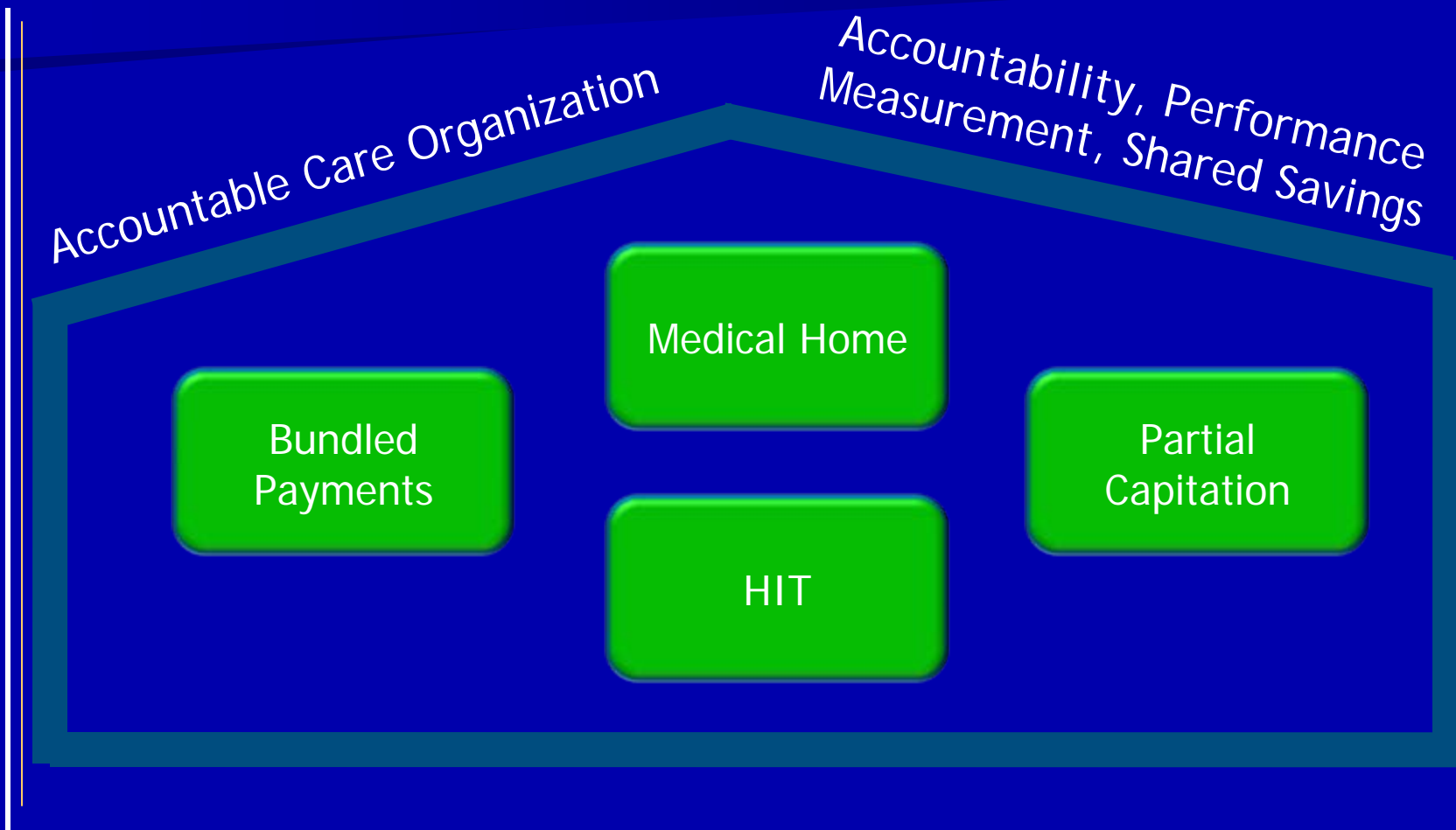
- Allergy
- Cardiology
- Dermatology
- ENT
- Family Practice
- Gastroenterology
- Hospitalist Program
- Internal Medicine
- Neurology
- Obstetrics/Gynecology
- Otolaryngology
- Out-Patient Surgery
- Pediatrics
- Podiatry
- Pulmonary/Critical Care
- Radiology
- Rheumatology
- Urology
- Physical Therapy

# Talbert's Health Care Continuum

- Hospital
- Clinic
- SNF/ECF/Assisted Living
- Home
- The Disease Process from beginning to end



# The ACO is the overarching structure within which other reforms can thrive



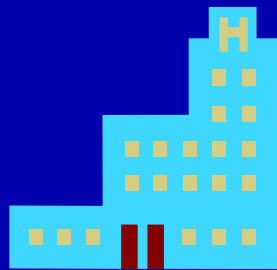
# Connecting the Docs

## Accountable Care Organization

Primary Care



Hospital



Specialists



**Other  
Possible  
Components:**

Home Health

Mental Health

Rehab Facilities

# Talbert--A Fully Integrated System

## eAccess

**EMR Online**  
(Application Suites)  
Web Access



## Patient Portal

- LUCY
- Medical Record
- Scheduling
- Referral Status
- Prescription Renewals
- Notifications/Reminders



## External Provider

(External Providers)

- Referral-View/Create
- Claims-View/Create
- Eligibility-View
- Medical Record Notes



## Interfaces

- Lab
- RX
- Elig. Verif.



**Electronic  
Medical Records**  
Patient Centric

**Care EveryWhere**  
**Hospital**  
**Other Groups**



**Care Management**



**Billing & Registration**



**Ambulatory Surgery  
Center**



**Scheduling/Appointments**





# Patient Web Portal

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- Appointment scheduling
- Medication list & refill request
- Secure communication with providers & customer service staff
- Allergy list
- Immunization record
- Lab results
- After visit summary

# Affiliated Provider Web Portal

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- Referral creation and status view
- Claims status view
- Eligibility status & benefits view
- Complete clinical record view
- Provider communication

# Interfaces (HIPAA Compliant)

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- Electronic lab orders and results with multiple labs
- Electronic medication orders and refills with pharmacies
- Real-time & Batch electronic eligibility downloads and verification
- Electronic claims & encounters submission to CMS and to health plans

# Electronic Medical Records

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- Visit documentation
- Computerized order entry (CPOE)
- Medication management
- Allergy & drug interaction
- Problem list
- Telephone & Electronic Patient Messaging
- Health Maintenance and Best Practice Alerts (Based on evidence based medicine)
- Scan, store and view external documents
- Electronic submission of prescriptions
- After visit summaries for patients

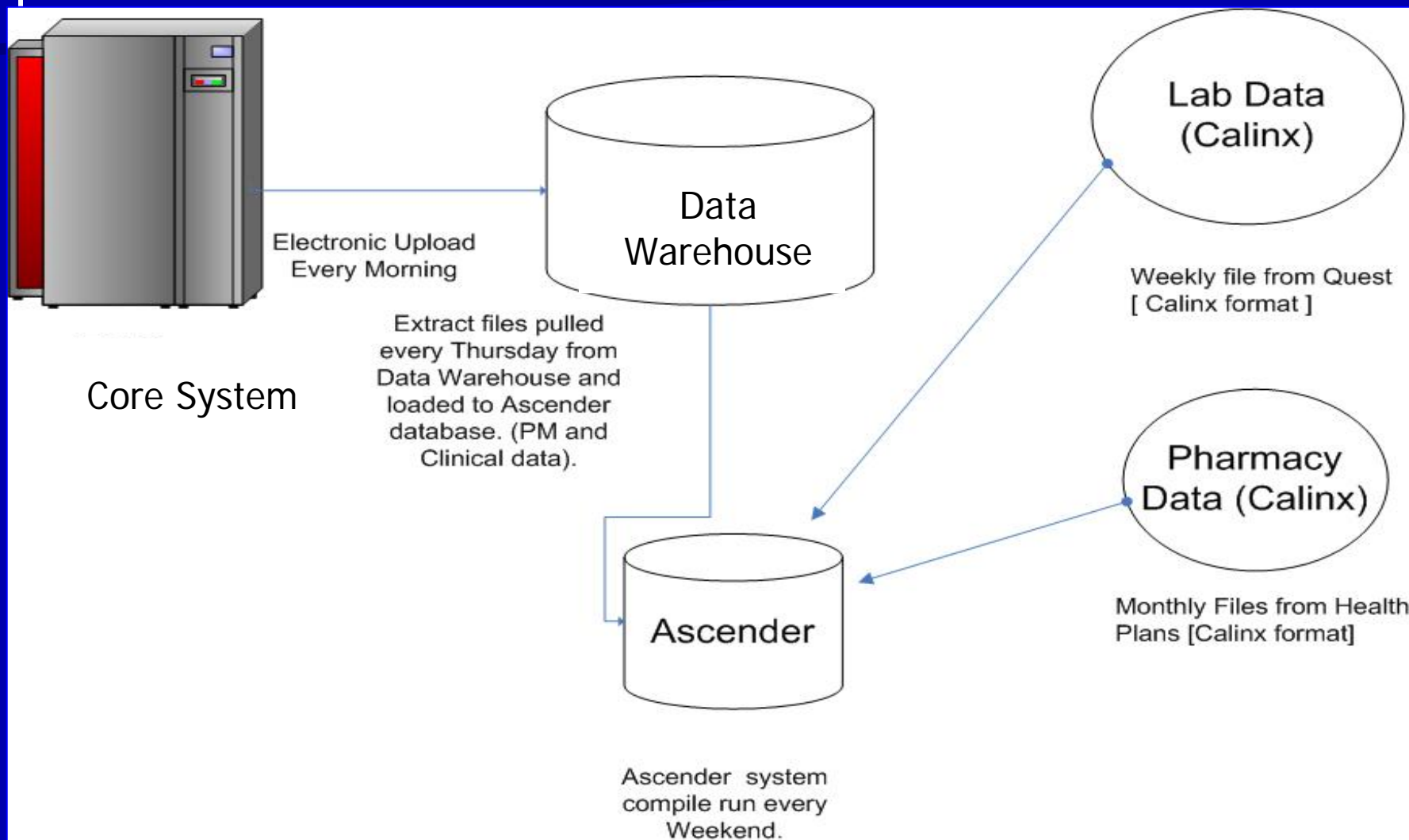
# OpTime, Care Everywhere & eAccess

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- Ambulatory surgery center integration
- View only clinical data exchange with Hospital Partner at point of care
- Access patient's complete clinical record from a secure web portal from home and other locations

# Data Sources



# Electronic Prescribing Network

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- Electronic Medication Orders
- Refill requests are received electronically
- History of all meds filled by the patient using his/her Prescription Drug Plan
- Formulary warnings at point of prescribing
- Therapeutic subclass alternatives
- Allergy and drug interaction testing and alerts

# Ascender

## Clinical Measures and Risk Adjustment

### The Pay for Performance Module

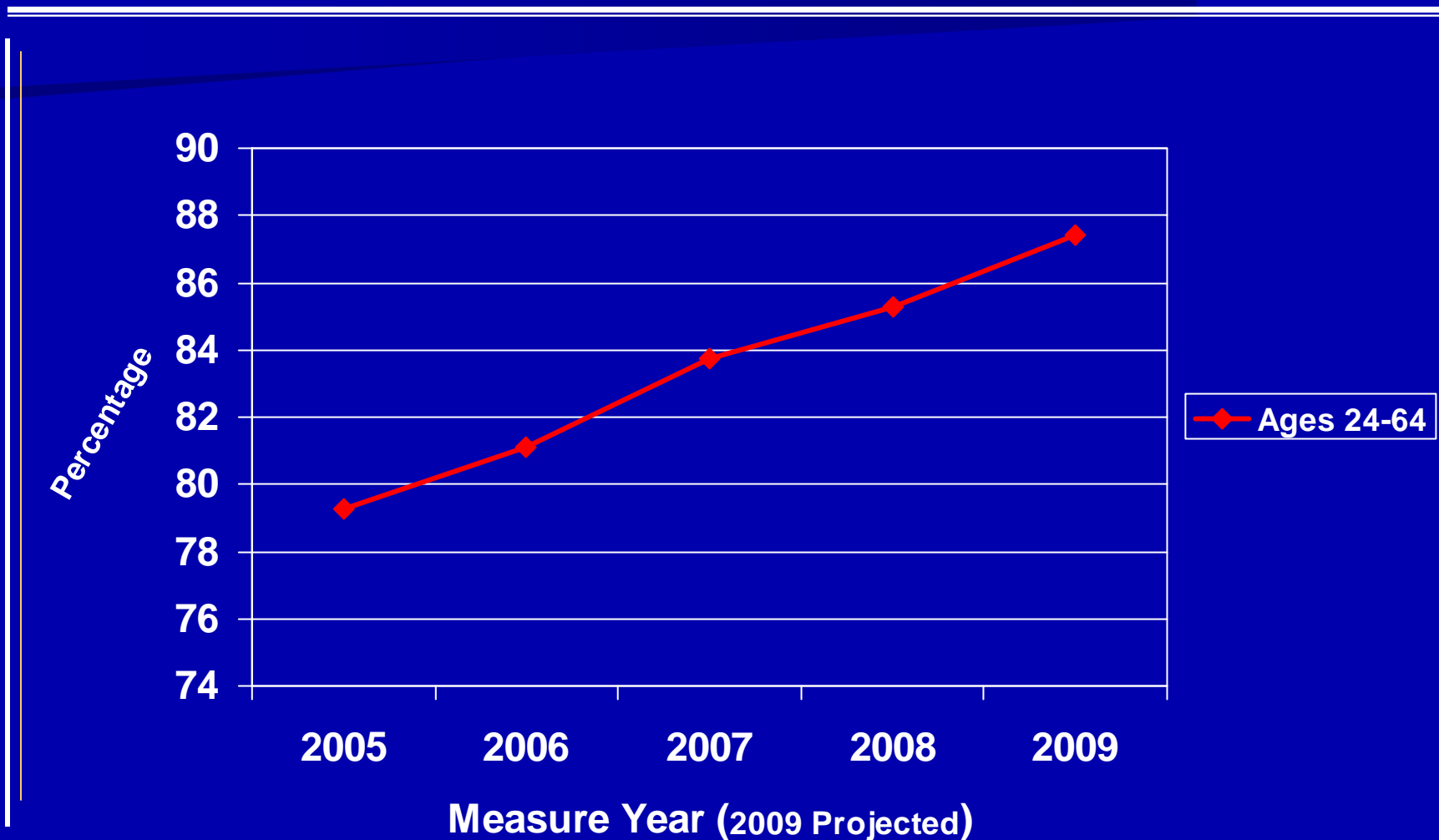
- Collect, compute, manage and report on the Clinical Measures.
- Drill down data organization.
- Talbert staff can easily monitor and manage patient care needs for the Clinical Measures.
- Supported by a Communications Manager (CM) component which allows for proactive management of out-of-compliance patients.
- Creates and manages letters and phone list communications.

### The HCC Module

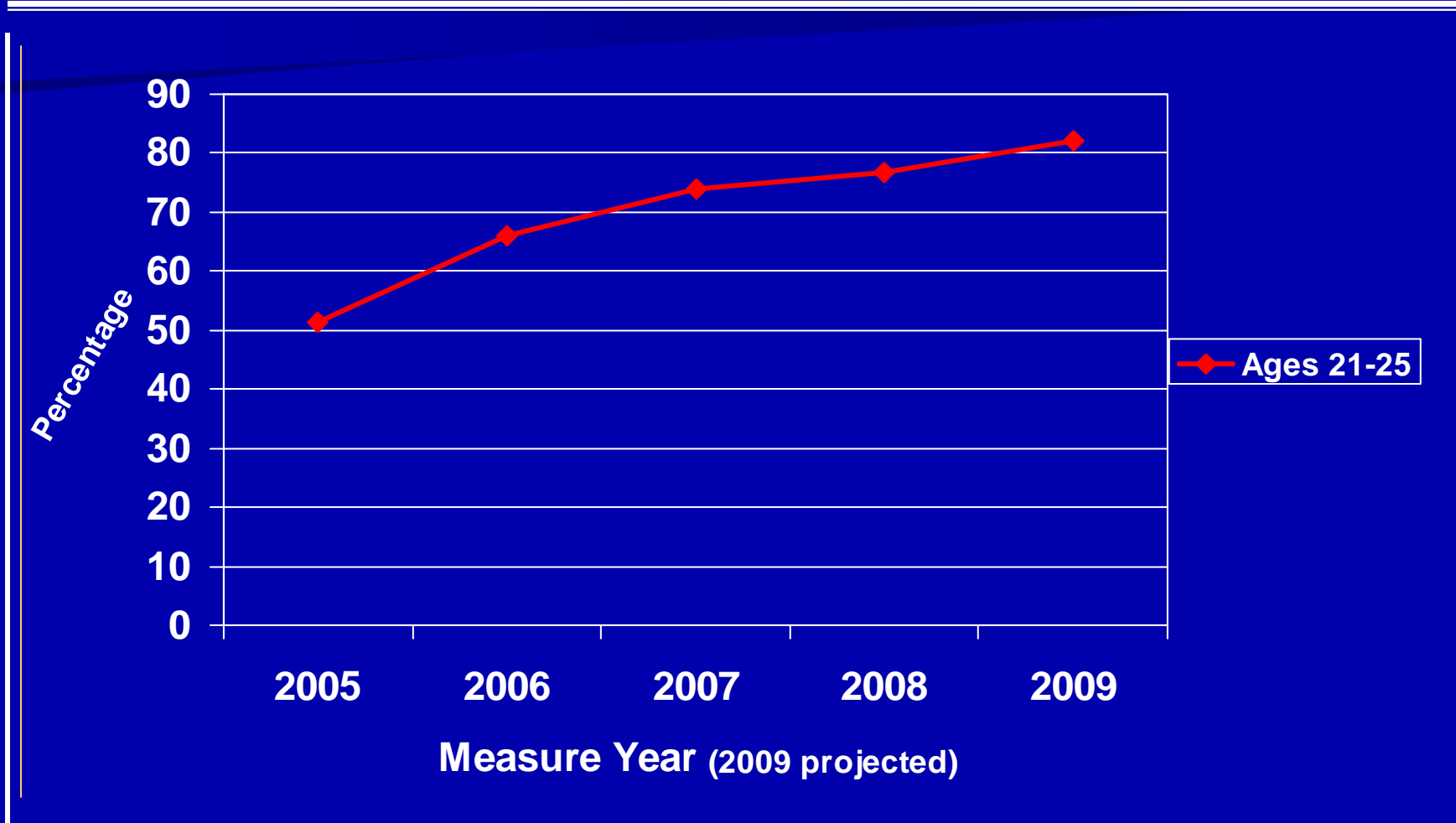
- Assists with managing our senior population for Risk Adjustment.
- Date based algorithms for conditions to address annually.
- Algorithms to identify patients that are suspect for risk conditions.
- Efforts can focus on contacting patients about care needs as well as identifying records for audits.
- Supported by the Communications Manager (CM) component.



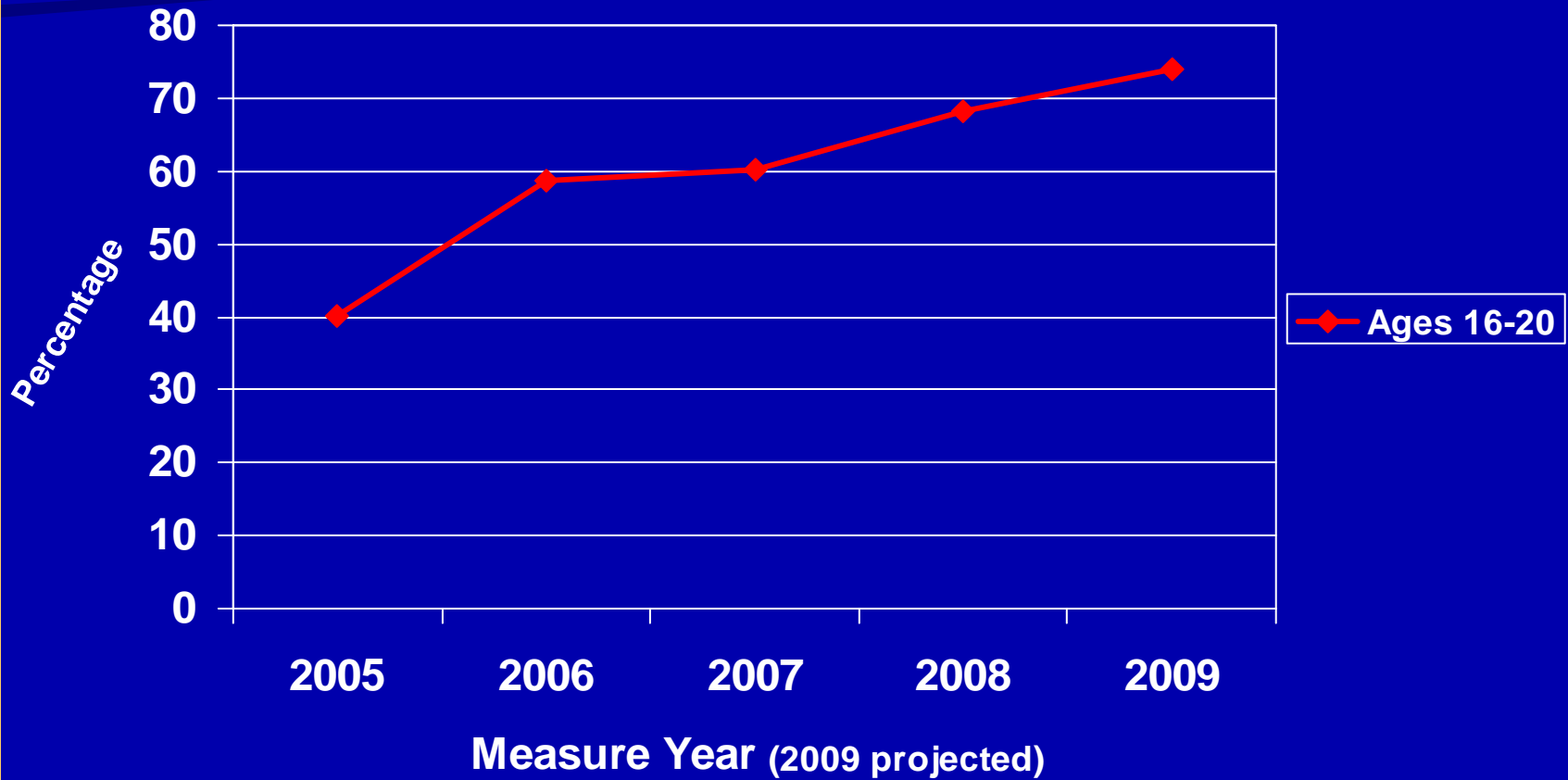
# Population Management Clinical Measure Progress Cervical Cancer Screening (Ages 24-64)



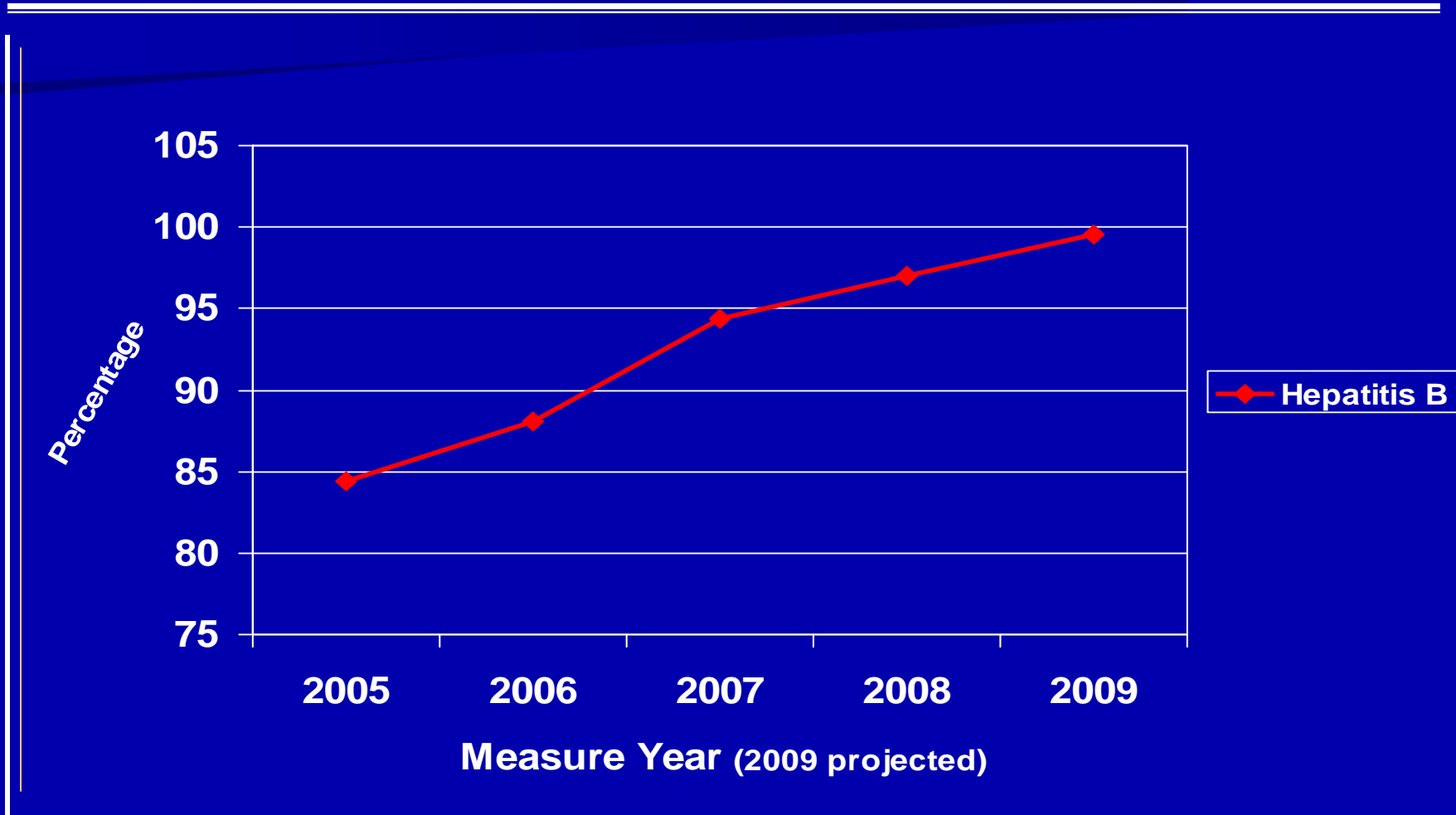
# Population Management Clinical Measure Progress Chlamydia Screening (Ages 21-25)



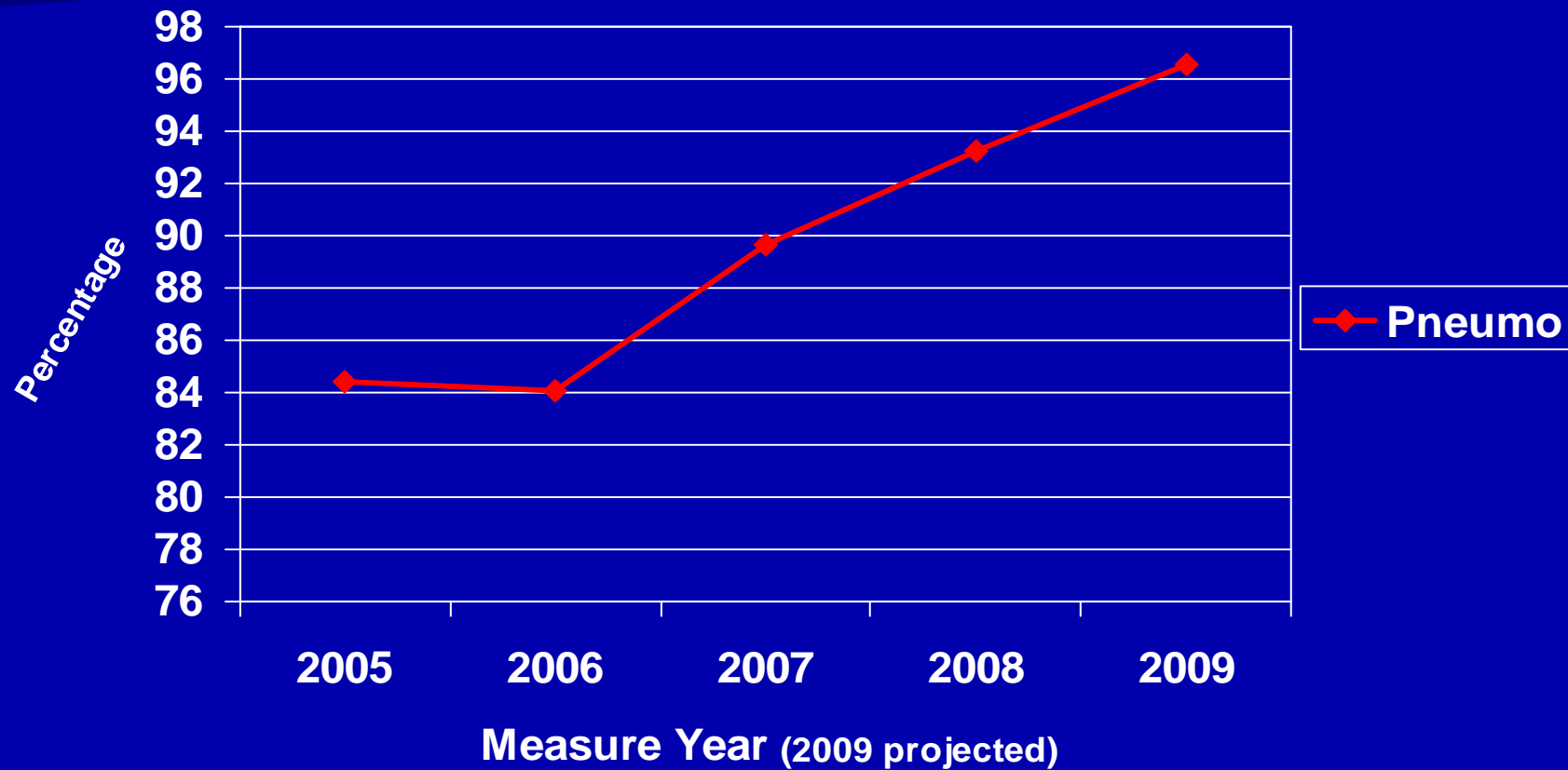
# Population Management Clinical Measure Progress Chlamydia Screening (Ages 16-20)



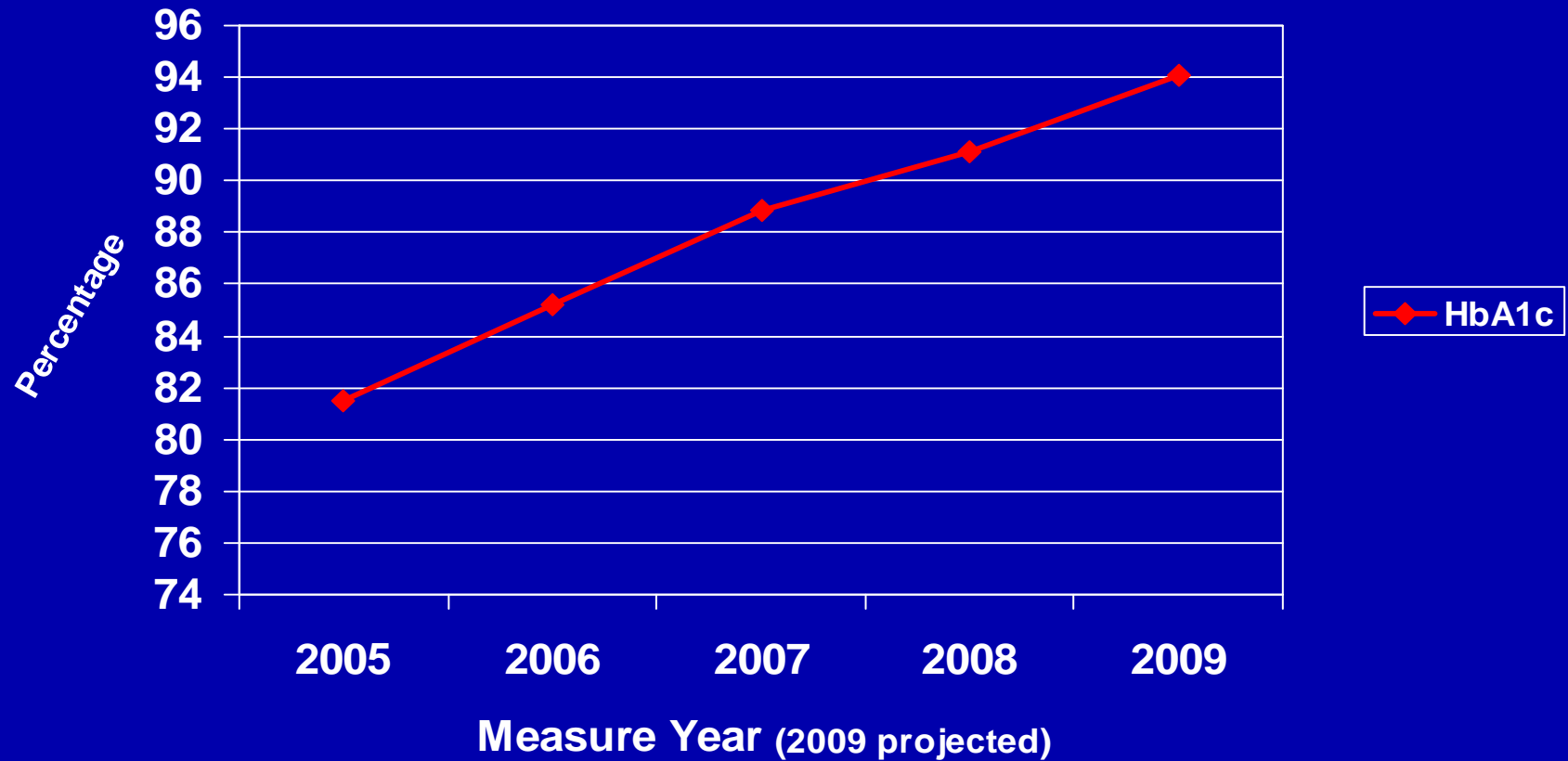
# Population Management Clinical Measure Progress Childhood Immunization (Hepatitis B)



# Population Management Clinical Measure Progress Childhood Immunization (Pneumo)



# Population Management Clinical Measure Progress Diabetes Care - Screening



# Discussion