

THE 2ND NATIONAL PAY FOR PERFORMANCE SUMMIT

"P4P AND IT: IMPROVING CLINICAL QUALITY MEASURES BY DEPLOYING INTEGRATED TECHNOLOGY SOLUTIONS"

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BRISTOL PARK MEDICAL GROUP***

FEBRUARY 15, 2007

Overview

This talk will focus on how Bristol Park Medical Group has improved Clinical Quality Scores over a 4 year period by using an integrated approach—integration of technology and integration of workflow.

Bristol Park Medical Group

- Primary Care Medical Group in Orange County
 - 85 PCP's
 - Contract with over 700 specialists in OC
- 11 offices, 2 Urgent Care Centers
- Hospitalist program covering 5 hospitals in OC
- 95,000 Managed Care lives
- 30,000 FFS patients
- Participate in the California IHA P4P program

Independent Computer Systems

- Electronic Medical Record
- Practice Management System (Scheduling & Billing)
- Managed Care System (Referrals & Claims)
- Secure Messaging
- Personal Health Tracker™ (Patient Portal)

Other Data Sources

- Lab Data
- Pharmacy Data
- Hospital Data
- Administrative Database

Major Challenges for Provider Organizations

1. Measuring Quality

- **Complex Specifications**
- **Identifying patient populations**
- **Integration of data into meaningful reports**
 - **Lab, pharmacy, claims, etc...**
- **Correct coding**

2. Reporting Quality

- **Actionable reports to physicians**
- **Timeliness**
- **Point of Care**

3. Patient outreach

Typical Report-based Approach

■ Old Approach:

- Crystal/Excel/Access: multiple reports to identify P4P population and patients due
- Reports difficult to integrate data
- Long, out of date, difficult to manage, inaccurate
- Difficult to get to the physicians at point of care
- Reports stand alone
- Difficult to keep track of progress

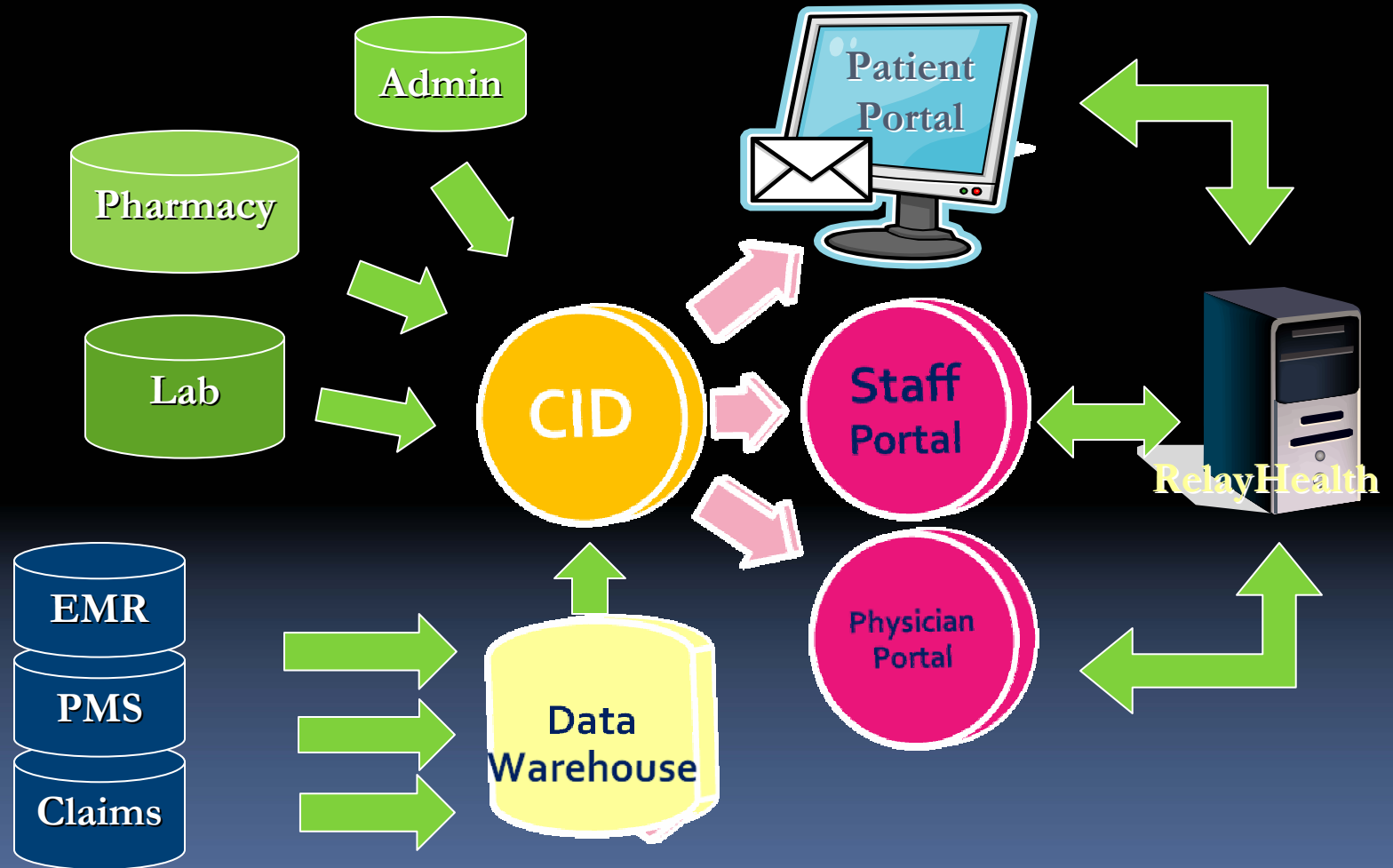
■ New Approach:

- Integrate & automate multiple systems into one real-time, web-based software program for P4P (Ascender Software Suite)

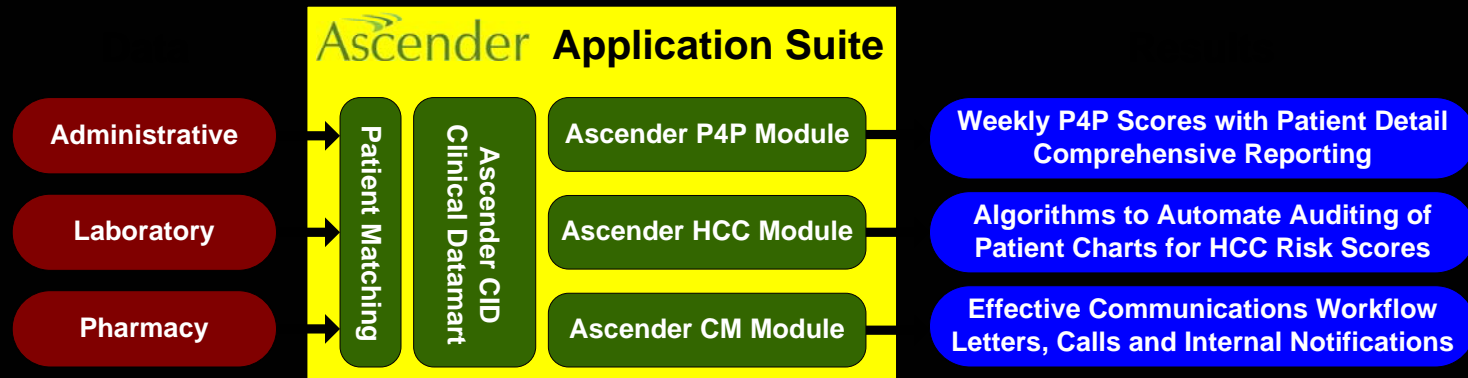
Integration Project

- **Creation of Clinical Information Database**
 - **Real-time interfaces**
 - EMR
 - Practice Management System
 - Claims/Referrals
 - Labs, Pharmacy data
- **Physician Portal**
 - **View patient population**
 - **View scores at measure level, physician level, group level**
 - **Send Secure Messages to patients and staff**
- **Staff Portal**
 - **Communications workflow**
 - **Secure messaging, letter generation, phone queue tools**
- **Patient Portal**

Integration Schematic



ASCENDER'S CLINICAL INFORMATION DATABASE (CID)



Administrative and clinical data sources such as claims, invoices, labs, pharmacy and even proprietary database information are fed in to CID.

Ascender P4P Physician Portal

- **Real-time, automated system to report and view P4P measures**
- **Calculates measure scores throughout the year**
- **View the entire population of P4P patients, and identify the ones that are due for each measure**
- **View by Group, Office, Specialty, PCP, and Patient**
- **Print reports daily, weekly, monthly, etc...**
- **Interfaces with Communications Manager**



Welcome, Ascender Software

To view a different measurement, select the measurement and year and click the Select button below.

IHA P4P 2006 Select

Upcoming Appointments

Appt. Date	Patient Name	Measure
10/10/2006	MOBLEY, SAMANTHA L	Breast Cancer Screening
10/10/2006	SULLIVAN, SIERRA	Cholesterol Management: LDL-C_Test
10/10/2006	SULLIVAN, SIERRA	Cholesterol Management: LDL-C_under130
10/10/2006	WELLS, LIZA S	Cervical Cancer Screening
10/11/2006	SCHWARTZ, DAWN A	Breast Cancer Screening
10/13/2006	BRASHEAR, YOLANDA	Breast Cancer Screening
10/13/2006	BRASHEAR, YOLANDA	Cervical Cancer Screening
10/15/2006	WISE, SHANNON	Breast Cancer Screening
10/16/2006	HENTGEN, FIROOZEH	Cervical Cancer Screening
10/16/2006	WISE, SHANNON	Breast Cancer Screening

Providers	Child Immun	Cervical Cancer: 21-64yr	Cervical Cancer: 24-64yr	Breast Cancer Screen	Asthma Meds	DM Care	Chol Mgmt	Approp Treat URI	Chlmy Screen
BUTTS MD, SALVADOR	NA	69%	72%	48%	43%	70%	67%	0%	25%
ENTERPRISE Totals	90%	79%	80%	63%	51%	68%	73%	7%	20%

Facilities - All Measures

ABCDEFGHIJKLMNOPQRSTUVWXYZ ALL Search

PREV Page 1 of 1 NEXT << Back Print This Data

Facilities	Child Immun	Cervical Cancer: 21-64yr	Cervical Cancer: 24-64yr	Breast Cancer Screen	Asthma Meds	DM Care	Chol Mgmt	Approp Treat URI	Chlamy Screen
ATLANTA	92%	76%	78%	58%	48%	75%	67%	6%	15%
CAROLINA	87%	75%	76%	58%	48%	56%	61%	9%	14%
GREEN BAY	NA	NA	NA	NA	NA	NA	NA	0%	NA
HOUSTON	100%	77%	77%	59%	47%	69%	69%	8%	26%
INDIANAPOLIS	98%	79%	80%	63%	47%	57%	81%	3%	18%
INFOTECH GROUP	90%	83%	84%	66%	54%	71%	75%	8%	28%
JACKSONVILLE	100%	70%	71%	69%	50%	67%	80%	7%	23%
LANSING	95%	84%	84%	68%	51%	71%	83%	5%	22%
ORLANDO	81%	82%	84%	64%	34%	69%	73%	5%	17%
OTHER	NA	NA	NA	NA	NA	NA	NA	0%	NA
PORTLAND	91%	79%	80%	62%	80%	68%	40%	10%	25%
SACRAMENTO	NA	71%	72%	69%	47%	77%	80%	0%	0%
ENTERPRISE Totals	90%	79%	80%	63%	51%	68%	73%	7%	20%

PREV Page 1 of 1 NEXT << Back Print This Data

Providers - All Measures - ATLANTA

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [ALL](#)

Page 1 of 1

Providers ▲	Child Immun ? +	Cervical Cancer: 21-64yr ?	Cervical Cancer: 24-64yr ?	Breast Cancer Screen ? +	Asthma Meds ? +	DM Care ? +	Chol Mgmt ? +	Approp Treat URI ?	Chlamy Screen ? +
BUTTS MD,SALVADOR	NA	69%	72%	48%	43%	70%	67%	0%	25%
FAGAN MD,WILL	94%	NA	NA	NA	100%	NA	NA	0%	NA
FLYNN MD,CHARLOTTE	83%	80%	81%	62%	50%	63%	100%	10%	5%
HEARD MD,MARSHALL	NA	75%	75%	53%	33%	76%	25%	6%	19%
HEMPHILL MD,DOMINGO	NA	NA	NA	NA	75%	NA	NA	9%	NA
LUNA MD,SHANNON	NA	79%	81%	65%	36%	89%	67%	8%	0%
MCGHEE MD,VIRGIL	93%	0%	0%	NA	67%	NA	NA	4%	33%
SIMMONS MD,SARAH	NA	0%	0%	0%	NA	NA	NA	0%	NA
STAFFORD MD,DARLENE	NA	100%	100%	71%	NA	67%	100%	NA	0%
ATLANTA Totals	92%	76%	78%	58%	48%	75%	67%	6%	15%

Page 1 of 1

pid:P4PPRV

Patients - All Measures - BUTTS MD,SALVADOR - PCP: [BUTTS MD,SALVADOR](#)

ABCDEFGHIJKLMN OPQRSTUVWXYZ ALL Search

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Message to staff

Secure Messaging

Patients	MRN	DOB	HMO	Child Immun	Cervical Cancer: 21-64yr	Cervical Cancer: 24-64yr	Breast Cancer Screen	Asthma Meds	DM Care	Chol Mgmt	Approp Treat URI	Chlam Screen	Not
AAZIZA,SUSAN J	809455	08/31/1954	HEALTH NET	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DUE	NA	NA	NA	NA	NA	Not
ABRAHAM,ELOISE R	829873	11/11/1939	AETNA HMO	<input type="checkbox"/>	NA	NA	<input checked="" type="checkbox"/>	NA	NA	NA	NA	NA	Not
ADAMS,JEREMY A	830569	01/28/1950	CALIFORNIA CARE	<input type="checkbox"/>	NA	NA	NA	NA	<input checked="" type="checkbox"/>	NA	NA	NA	Not
ALVAREZ,MARIA	310290	04/06/1954	BLUE SHIELD HMO	<input type="checkbox"/>	DUE	DUE	DUE	NA	NA	NA	NA	NA	Not
ANDERSON,DAWN A	793016	08/23/1965	CALIFORNIA CARE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	NA	NA	NA	NA	NA	NA	Not
ARMBRUST,KATLIN R	658127	07/06/1955	AETNA HMO	<input type="checkbox"/>	E	E	<input checked="" type="checkbox"/>	NA	NA	NA	NA	NA	Not
BAKER,MARIA	268900	05/19/1965	HEALTH NET	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	NA	NA	NA	NA	NA	NA	Not
BANKS,KIRSTIN V	539344	12/04/1955	CALIFORNIA CARE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	NA	NA	NA	NA	NA	Not
			BLUE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Patient Notes

Member: **AAZIZA, SUSAN J** DOB: **08/31/1954**
Doctor: **BUTTS MD,SALVADOR** Health Plan: **HEALTH NET**

Notes:

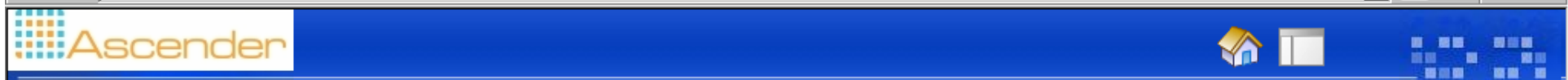
Cancel

Submit

pid:P4PNTE

Ascender Communication Manager (Staff Portal)

- Manages the workflow of communications with patients to schedule office visits and tests
- Tools to generate personalized patient letters, call lists, and emails on a daily basis for each measure
- Tracks the communications with patients and notifies physicians & documents it in the chart



Tasks	Last Processed	Patients	Action
P4P			
Cervical Cancer Screening			
Cervical Cancer Screening - 1st Letter	08/29/2006	0	Process
Cervical Cancer Screening - 2nd Letter	09/01/2006	0	Process
Cervical Cancer Screening - 1st Phone Call	09/20/2006	1182	Process
Cervical Cancer Screening - 2nd Phone Call	11/16/2005	105	Process
Breast Cancer Screening			
Breast Cancer Screening - 1st Letter	10/06/2006	0	Process
Breast Cancer Screening - 2nd Letter	10/18/2005	0	Process
Breast Cancer Screening - 1st Phone Call	09/22/2006	552	Process
Breast Cancer Screening - 2nd Phone Call	08/16/2006	42	Process
HbA1c Testing			
HbA1c Testing - 1st Letter	09/29/2006	24	Process
HbA1c Testing - 2nd Letter	09/28/2006	9	Process
HbA1c Testing - 1st Phone Call	03/31/2006	144	Process
HbA1c Testing - 2nd Phone Call	04/05/2006	0	Process
Cholesterol Testing			
Cholesterol Testing - 1st Letter	06/14/2005	46	Process
Cholesterol Testing - 2nd Letter	08/15/2005	0	Process
Cholesterol Testing - 1st Phone Call		1	Process
Cholesterol Testing - 2nd Phone Call	11/11/2005	1	Process
Chlamydia Screen			
Chlamydia Screen - 1st Letter	10/18/2005	166	Process

BRISTOL PARK MEDICAL GROUP

2501 Pullman Street • Santa Ana, California 92705

June 10, 2006

MARIA DORANTES
24171 ANKERTON DR
LAKE FOREST, CA 92630

Dear MARIA DORANTES:

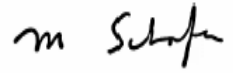
It is our privilege to provide you and your family with quality, comprehensive medical care. Your health and wellness is our top priority. Part of our commitment to you is to ensure that you receive the preventative screenings that are advised for your age and gender.

According to the National Committee for Quality Assurance, women between the ages of 18 and 64 years should have a PAP test performed every one to three years for early detection of cervical cancer. Our records indicate that you may be due for your periodic Well Woman Exam. Please call your physician's office to schedule an appointment at your earliest convenience.

If you received this letter in error or have any questions, please call our Quality Improvement Department at 949-437-9090.

Thank you for your continued confidence in Bristol Park Medical Group.

Sincerely,
BRISTOL PARK MEDICAL GROUP



Mark Schafer, MD
Medical Director

MRN: 354663
DOB: 11/27/1962
PCP: MARTINEZ MD,GONZALO

Integrated
with EMR

Patient Info

BRUCE H JOHNSON

MRN: 181544 DOB: 12/31/1931 1748 SAN DIEGO AVE PCP: BASS MD,GRACE
SSN: 000000000 Tel: 619-299-1130 Email:
Next Appointment: Provider:
 Do NOT Contact Do NOT Call Do NOT Mail Do NOT Email

Patient Contact History

Date	Method	Operator	Task	Outcome
06/20/2005	Letter		HbA1c Testing - 1st Letter	Letter mailed <input type="button" value="BA"/>
08/23/2005	Letter		HbA1c Testing - 2nd Letter	Letter mailed <input type="button" value="BA"/>

Current Tasks

Method	Task	Do Not Contact For Measure	Outcome	Next Contact	Note
Phone	HbA1c Testing - 1st Phone Call	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Note"/>
Letter	Diabetic Nephropathy - 1st Letter	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Note"/>
HCC Suspect	DM13 - Diabetes with complications (inpatient)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Note"/>

Upcoming Tasks

Method	Task	Do Not Contact For Measure	Outcome	Next Contact	Note
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Personal Health Tracker™

- Secure patient portal
- Integrated with other systems
- Single registration and SSI
- Email reminders for tests/exams that are due
- Receive secure messages from physicians or staff



Personal Health Tracker

Bristol Park Main Website Logout

- Homepage - You have Reminders!
- My Profile
- Test PHT Homepage
- Test Cardiac Risk Assessment Calculator
- Test View/Edit Account
- Test Your Family Health Tree
- Test Your Health Tracker
- BPMDOCSOnline
- My Health Zone
- Classes
- Health Encyclopedia

Your Personal Health Tracker Homepage

Welcome

Reminders

- You are due for a Cholesterol Test
- You are due for a Tetanus Vaccine

Your Health Tracker

This area allows you to keep track of your health screenings and results and allows you to set reminders that can be sent to notify you of important tests and check-ups that should be performed.

[Go to Your Health Tracker Now](#)

Cardiac Risk Assessment Calculator

This online calculator allows you to enter your cholesterol levels and other criteria to determine your coronary risks over the next 5 or 10 years.

[Access the Cardiac Risk Calculator](#)

Your Family Health Tree

The Family Health Tree lets you add members of your family along with their medical information to allow you to track your family's health history.

[View Your Family Tree](#)

Your Primary Care Doctor



BRIAN K SOLOW MD

Messages from Bristol Park

Thanks for using Personal Health Tracker. Frequent use of this preventive health tool is highly

Portal v1.0
ISM

vid:PLM



Microsoft ActiveSync



Inbox - Microsoft Out...



Personal Health ...



shareduser on 'bpm...



TouchChart: Licens...



6:53 PM

Personal Health Tracker - Microsoft Internet Explorer provided by Bristol Park Medical

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Print Mail New Tab

Address <https://pht.bristolparkmed.com/portal/default.htm> Go Links

BRISTOL PARK
MEDICAL GROUP

Personal Health Tracker Bristol Park Main Website Logout

Homepage - You have Reminders! **Your Health Tracker** Member: Patient #7 Test

Your Health Tracker

Your Family Health Tree

Cardiac Risk Assessment Calculator

View/Edit Account

BPMDOCSOnline

My Health Zone

Classes

Health Encyclopedia

PATIENT **HISTORY**

Name: Patient #7 Test
Birth Date: 09/07/1965
Gender: Male
Email Address:
BPMG Office: Fountain Valley
Primary Care Physician: ARFA BABAKNIA MD
Medical Record Number: 234613

* Click the Names Below to Learn More about that Topic.

Test or Exam	Done	Due	Status	Your Trends
Blood Pressure Checked Have you had your blood pressure checked in the last 2 years?		09/07/1970	DUE	VIEW/EDIT
Cholesterol Past 5 Yrs Have you had a cholesterol test in the last 5 years?		09/07/1977	DUE	VIEW/EDIT
Tetanus Tetanus booster in the last 10 yrs		09/07/1983	DUE	

[Print](#)

Portal v1.0
[ISM](#)
pid:PLM

pid:PHTRK



Personal Health Tracker

Bristol Park Main Website Logout

Homepage - You have Reminders!



Privacy Info Help Contact Support Sign Out

- Your Health Tracker
- Your Family Health Tree
- Cardiac Risk Assessment Calculator
- View/Edit Account
- BPMDOcsOnline
- My Health Zone
- Classes
- Health Encyclopedia

- Home
- Your Doctors
- Message Center
- Health Records
- Account

patient #7 test

Visit Your Doctor Online

Communicate directly with your doctor with a webVisit®. [Learn More](#)



[Consult Your Doctor](#)

Message the Office

[Request/Cancel Appointment](#)

[Request a Lab/Test Result](#)

[Request Medication Refills](#)

[Request a Referral](#)

[Brief Note to the Doctor](#)

[Note to the Doctor's Office](#)

[View Your Doctor's Web Page](#)

Hello

Welcome to your home page. Use the options on the left to begin a message to your doctor. You will be notified at your email address listed below when your doctor's reply is ready. Use this service only for non-urgent communications.

New Messages

You can view all messages in your [Message Center](#)

	Online Patient Accepted	Dr. Mark Schafer	Feb 13, 2007
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Reminders

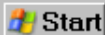
- [Link to a New Doctor](#)
- [Add a Family Member](#) to your account to send messages on their behalf
- [Set Up Your Account](#)

Health Records

	patient #7 test	drementilla@bristolparkmed.com	Last Updated Feb 13, 2007
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Portal v1.0
[ISM](#)

vid:PLM



Microsoft ActiveSync

Inbox - Microsoft Ou...

FW: You have recei...

NextGen - Bristol P...

Personal Health ...

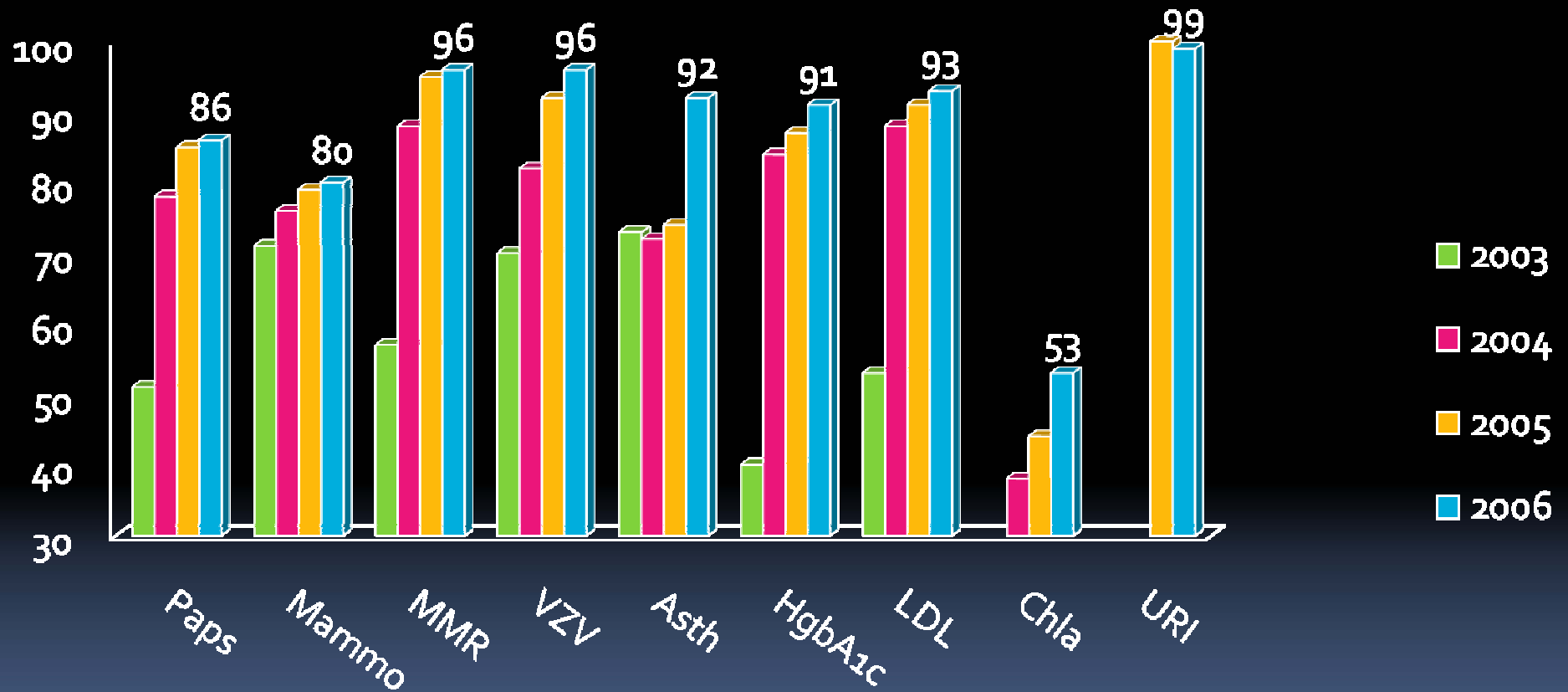


5:02 PM

Organizational Benefits of Integration

- Ability to measure and report P4P scores instantaneously, in real-time
- Automated the system of identifying patients, printing letters, creating phone queues
- Improved accuracy and timeliness with real-time data
- Provided tools for staff to “work” the patients that are due at the point of care
- Documents the emails, phone calls and letters
- Minimized FTE’s needed for P4P outreach

Bristol Park P4P Results



P4P Revenue Trend

Year	PMPM
2003	\$1.42
2004	\$1.65
2005	\$1.89
2006	?

- \$0.47 pmpm increase over 3 years
- 95,000 members equates to \$535,000 increase over 3 years

Physician Participation & Acceptance

- High physician acceptance of program
 - Empowered doctor/nurse team with tools to view scores and identify patients in need of care at the point of care
 - Gives them a tool to reach out to patients via email, phone, letter
 - Accurate and up to date data
 - Ease of use
- Stimulates friendly competition
- Favorable Return on Investment

Contact Information

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949-437-9001

www.ascendersoft.com