

# CNY Cares PHM System: Advancing Transformation



## Agenda

- Community Integration By The Numbers
- Community Modules
- Partner Integration/Implementation Progress and Success
- How can PHM help your organization
- Discussion



# Community Integration

## By the Numbers Integrations

- 43 Unique Source Systems Currently Integrating
  - 36 Partner Organizations
  - Hospital, PC, BH, HH, HSO
- 24 Newly Incentivized Integration Partners
  - PC, BH, HSO
- 60 Possible Partner Integrations
- 73 Total Partner Organization to be enabled in Q1 2019 on Claims Data

## By the Numbers Measures

- 24 DSRIP Measures
  - DSRIP Related Performance Management
- 3 Custom Measures
  - DSRIP Related Performance Management
- 27 VBP Measures
  - Measure Provided to Allow Partners to prepare for VBP contracting



## Community Integration Modules

### Performance Manager

- Available to All Integration Partners
- Available to All Partners with Claims Attribution
- 73 Total Partners



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### Care Manager

- Available to All Partners
- Community Care Plan
- CBO & HSO Programming



Watson Care Manager



### Engagement Manager

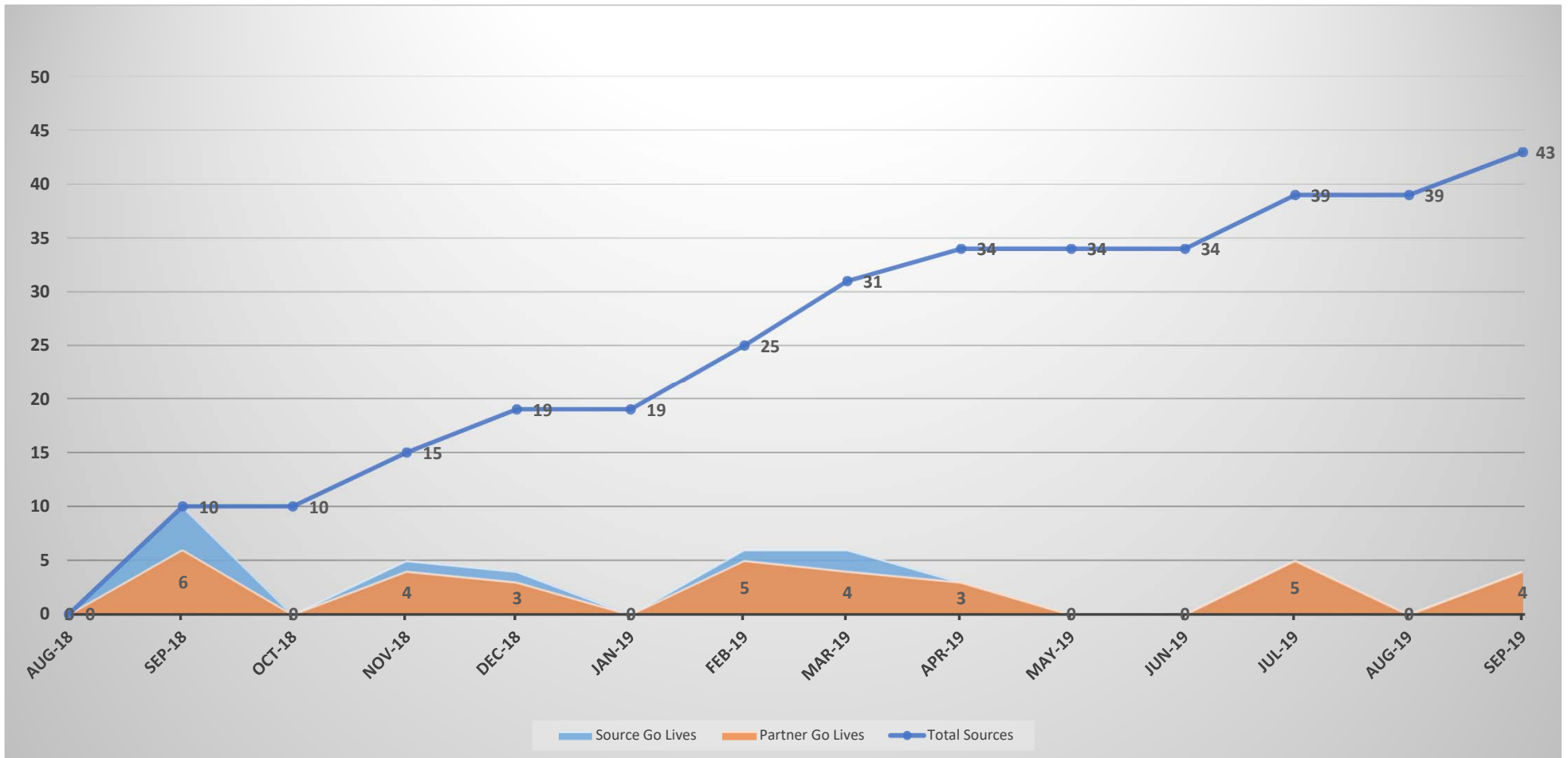
- Available to Integration Partners
- Real time care coordination and outreach
- 60 Possible Partners by program completion



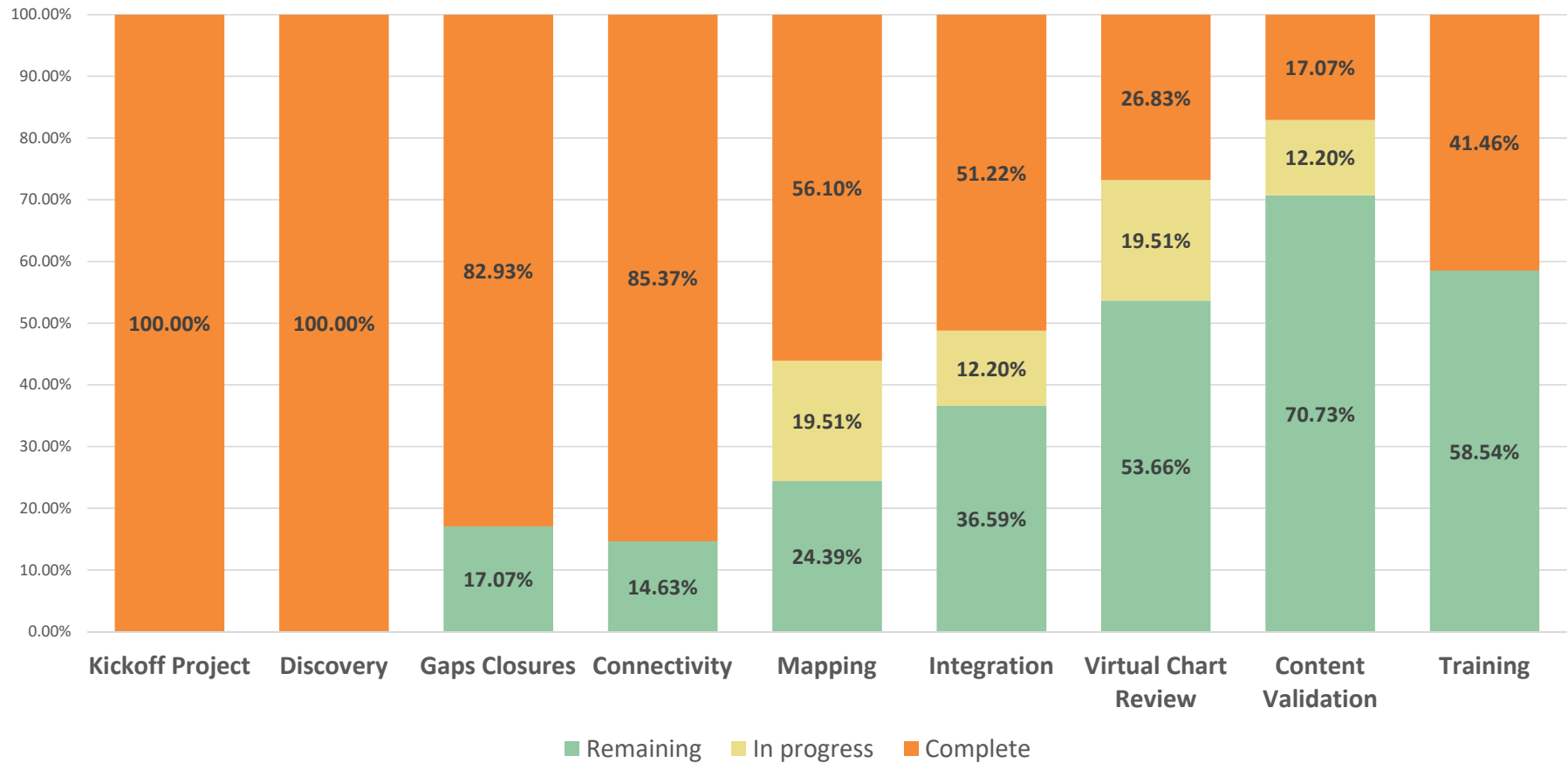
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# Community Integration: Scaling



# Community Integration Milestone Progress



# Community Integration: Partner Timeline

Partner/EMR	Estimated Completion Date	Note/Act Complete
Auburn McKesson	Complete (Dec-17)	Complete
Auburn Medent	Complete (Dec-17)	Complete
MVHS All Scripts	Awaiting Sign-Off (Sep-18)	<b>Integration Compete:</b> MVHS & IBM Working through content validation tickets (Oct-18)
MVHS McKesson	Awaiting Sign-Off (Sep-18)	
MVHS Centricity	Awaiting Sign-Off (Sep-18)	
MVHS Greenway	Awaiting Sign-Off (Sep-18)	
MVHS AS/400	Awaiting Sign-Off (Sep-18)	
Family Care Medical Group Medent	Awaiting Sign-Off (Sep-18)	
East Hill Medent	Awaiting Sign-Off (Sep-18)	<b>Integration Compete:</b> IBM and Medent Verifying data for one measures (Oct -18)
CHS Medent	Awaiting Sign-Off (Sep-18)	
Oswego Family Physicians Medent	Awaiting Sign-Off (Sep-18)	
Claims	Sep-18	<b>Integration Compete:</b> Content Validation with IBM (Nov-18)
Oneida Meditech	Nov-18	Data integrated, QA Started working towards sign off
Connex Care	Nov-18	Data integrated, QA Started working towards sign off
Oneida Medent	Nov-18	Data integrated, QA Started working towards sign off
Sitrin Medent	Nov-18	Data integrated, QA Started working towards sign off

# Community Integration: Partner Timeline

Partner/EMR	Estimated Completion Date	Note
<b>Liberty Medent</b>	Nov-18	Data integrated working towards sign off
<b>Lewis County General Meditech</b>	Dec-18	Data mapped working towards sign off 1 month behind
<b>Lewis County General Meditech Amb</b>	Dec-18	Data mapped working towards sign off 1 month behind
<b>Planned Parenthood Mohawk Hudson</b>	Dec-18	Data integrated, QA Started working towards sign off
<b>Loretto True Chart</b>	Dec-18	Currently Integrating
<b>Oswego Meditech</b>	Feb-19	Mapping review being scheduled Meditech Upgrade
<b>Physician Care PC</b>	Feb-19	Mapping review being scheduled Meditech Upgrade
<b>SCHC Nextgen</b>	Feb-19	SCHC Creating views to limit BH/SUD Data
<b>Crouse/Community Sorian</b>	Feb-19	Operational & SUD prior to mapping
<b>ARISE Nersmart</b>	Feb-19	Mapping Phase
<b>Kinney Drugs</b>	Feb-19	Mapping Phase
<b>Rome Medent</b>	Mar-19	Data Being Integrated
<b>Rome McKesson</b>	Mar-19	Mapping Phase
<b>Community Memorial Medent</b>	Mar-19	Data Being Integrated
<b>Crouse Medent</b>	Mar-19	Data Being Integrated
<b>Liberty DocAssist</b>	Mar-19	Data Validation



# Community Integration: Partner Timeline

Partner/EMR	Estimated Completion Date	Note
Upstate Epic	TBD	Upstate on hold until at least Jan 2019
SJHHC Epic	TBD	SJHHC evaluating Data Use Agreement before sending live data, test data has been mapped
Sitrin PointClick Care	Apr-19	Working with PCC
Fingerlake Community Health eCW	Apr-19	Data Connectivity in Progress
RPCN eCW	Apr-19	Mapping to begin
Circare Homegrown CM Desktop	Jul-19	Pre-Mapping
Circare Qualifacts	Jul-19	Pre-Mapping
CNYHHN GSI	Jul-19	Initial extractions being processed
Helio Netsmart	Jul-19	Working with IBM to Architecture
The Neighborhood Center	Jul-19	Initial extractions being processed
Menorah Park Sigma Care	Sep-19	Not Started
St. Camillus PointClick Care	Sep-19	Working with PCC
Upstate CP Credible	Sep-19	Working with Credible EMR

## How Can Watson Help: Performance Manager

### ❖ **Data Governance**

- ❖ Aggregation and standardization of data will allow to see documentation inefficiencies in your own data

### ❖ **Patient List Generation**

- ❖ Registries allow your organization to find custom patient cohorts using **all** community data

### ❖ **VBP Readiness**

- ❖ Measures, Metrics and Registry using **all** community data will allow your organization to have superior insight when negotiating VBP contracts

### ❖ **Care Opportunities**

- ❖ Community patient chart, measures and registries will actively identify patients in need of care, or avoid redundant Care



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## How Can Watson Help: Engagement Manager

### ❖ Care Coordination

- ❖ Use **all** community data with IBM protocols to perform automatic protocol based outreach on patients in need of care or intervention.
  - ❖ Breast Cancer Screen, Cervical Care Screen, Diabetes, Depression, Cholesterol, Annual Wellness

### ❖ Custom Campaigns

- ❖ Use campaign function to target patients of Organization, or Clinic specific initiatives
  - ❖ Flu Shot Reminders, School Physical Reminders, Registry based campaigns

### ❖ Practice Efficiency

- ❖ All outreach performed is custom to your organization, with your “brand”
- ❖ Outreach is performance your preferred cadence



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## How Can Watson Help: Watson Care Manager

### ❖ Custom Care Management

- ❖ CNYCC will work with partners to put their assessments and programs into Watson Care Manager.

### ❖ Community Care Plan

- ❖ As organizations adopt Care Manage, you will be able to collaborate on care within one system and view the shared care plan.

### ❖ Effective Capture of Social Determinants of Health

- ❖ All participating partners can document on SDH on patients which can lead to more effective care planning.
- ❖ SDH can be used with clinical data to drive new insight into community.

### ❖ Community Referrals

- ❖ Care manager and community portal can provide effective community based referral process.



Watson Care Manager



## Discussion: What else can Watson do for you?

### Performance Manager

- Are there performance initiatives that do not fit into the categories discussed?
  - Medicare?
  - Private Payer?
  - Internal?

### Engagement Manager

- What type of routine outreach does your organization normally perform?
  - Is it automated?
  - Does it meet all your needs?
  - Are there protocols or groups of patients you have trouble identifying?

### Care Manager

- In what ways does can a community care plan benefit your organization and your patients/clients?
- Does your organization have the ability to document care plans?
- How would a community care plan save you time?

