HCC Gaps Discussion

3:00 pm ET
January 18, 2023

Agenda

1. Welcomes and housekeeping

2. Brief presentations HCC Gaps

3. Open forum and discussion

Ground Rules and Expectations

1. Today's discussion is scheduled for an hour

2. What to expect

   - Our goal is for NAACOS members to share, answer questions and raise points of interest in a collaborative discussion.

   - Feel free to turn your video on and speak up when you feel the need. Please mute yourself when not talking.

3. Today's program is being recorded.

Introactions

Melody Danko-Holsomback
Vice President of Education
NAACOS

Harry Reese
Chief Financial Officer

Cale Browning
Director, Clinical Documentation
Excellence & Risk Adjustment

Ochsner Health Network
Clinical **D**ocumentation **E**xcellence

How OHN Addresses HCC Gaps and Clinical Documentation

Ochsner Health Network CDE

Overview

- Department Structure
  - Leadership – Medical Director, Director, Program Manager, Manager
  - Team – 10 RN Clinical Documentation Specialist, 1 Medical Coder

- Areas of Support
  - Primary Care
  - Ochsner ACO (OACN)
  - Specialties (8)
  - Partners

- High Level Focuses
  - Complete & accurate clinical documentation
    - NOT HCC capture
  - Education of tools, dashboards, and documentation best practices
  - Chart reviews
  - Epic Quick Tips
  - KPIs

Key Strategies

- CDE Focused Review & Education Program
  - All PCPs into Bi-Annual Refresh Phase by year end 2023
- Implementation of SPEED Program
- Expand Specialty support
  - Potential specialty dedicated nurses
    - Hem/Onc, Cards, Neuro
- OACN (ACO) & Partner/Community Collaboration
  - Qtrly Resident education
  - Individualized education plan
  - Access to CDE Data and Dashboards
- Enhancement of BPA Suspecting Logic
  - Build out SmartLink elements
- Develop & Implement robust Auditing program
  - Every provider, every year clinical and coding audit
- Redesign CDE Nurse Work Queue Stratification

Why is CDE important?

- Improves patient outcomes due to informed decision-making

- Protects against potential OIG/CMS audits

- Establishes the premium for risk-based Medicare Advantage products
  - Humana MA
  - Ochsner Health Plan
  - People's Health (PHN)
  - Blue Advantage

- Adjusts the MSSP shared savings benchmarks

- Factors into shared savings/risk for certain commercial contracts
  - United Health
  - Blue Cross Gainshare

Individual Clinical Expertise

Patient's Values and Expectations

Improved Patient Outcomes

Best Available Clinical Evidence

Focused CDE Review & Education Program

Session Specifics
- Introductory call
  - 10-20 charts pre-review
  - Initial education plan of opportunities
- Focus Sessions
  - 4+ Sessions
  - Real-time feedback on patients seen to ensure supporting MEAT criteria meet
  - Ensure utilization of provided tools
- 1st Follow Up
  - 90 days after completion of Focus Session
  - 2 Sessions
  - 5-10 chart reviews since last session with feedback based on plan.
- 2nd Follow Up
  - 90 days after completion of 1st Follow Up
  - 1 Session
  - 5-10 chart reviews
  - Any necessary revisions to education plan
  - Provide CDE Provider Scorecard
- Bi-Annual Refresh/Review

Index – Provider groups will be prioritized based on:

- Value-based panel size
- HCCs per patient
- HCC Reconciliation Rate
- BPA Action Rate

Education – The program consists of education based on the following points of interest:

- Provider Tools – BDGD, BPA, HCC Recapture Dashboard
- Code / Requirements updates in accordance with CMS Guidelines
- Epic updates / best practices
- Opportunity trends based on advanced analytics
- Best documentation tips and practices based on pre-chart and concurrent reviews

SPEED

Specialty Provider Evaluation, Education, & Development

- Introduce CDE Provider Efficiency Measure
- Quarterly Meeting with CDE MD Lead
  - Review chart reviews from CDE Nurse
  - Overview of CDE Provider Efficiency, BPA Action Rate, and Method of Capture
  - Importance of proper documentation
- Mid-Cycle CDE Nurse Touchbase
  - Occurs between CDE Lead Meetings
  - Update on KPIs
  - Sharing of Best Practices from navigation of Epic to BPA Location and Recognition
- Inclusion of Service Line APP Directors as Secondary Lead
- Dedicated CDE Nurses for high volume Service Lines
- CDE Lead FTE allocation

OHN CDE Metrics

HCC Recapture Rate

- Primary Care Exclusive
- PFA-based logic
- One way to close
    - Recapture Condition
- Accountable whether patient is seen or not
- Annual Measure
- Provider Facing Metric
- Included on OHN Scorecard

HCC Reconciliation Rate

- Primary Care Exclusive
- PFA-based logic
- 3 ways to close
    - Recapture Condition
    - Resolve in BPA
    - NA in BPA
- Accountable whether patient is seen or not
- Annual / Monthly Measure
- Provider Facing Metric
- *NOT* currently included on OHN Scorecard (in process)

CDE Provider Efficiency

- *NOT* Primary Care Exclusive
- Encounter-based logic
- 3 ways to close
    - Recapture Condition
    - Resolve in BPA
    - NA in BPA
- Accountable for Chronic HCCs presented *DURING* that encounter, including:
    - Suspects
    - In-Basket Messages
- Annual / Monthly / Weekly / Single encounter breakdown
- Non-provider Facing Metric
- *NOT* currently included on OHN Scorecard

High Level → **Detailed** → **Granular**

HCC Recapture Dashboards

Executive View
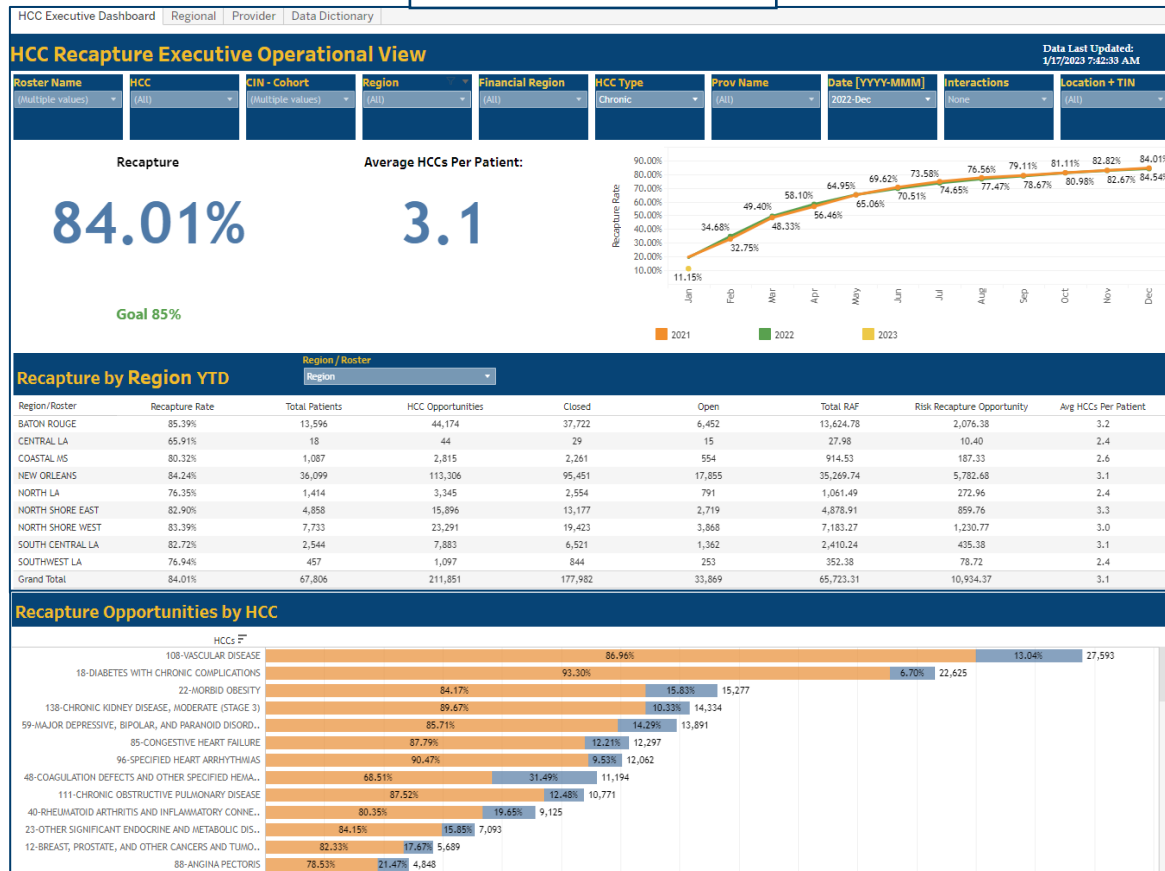
Provider View
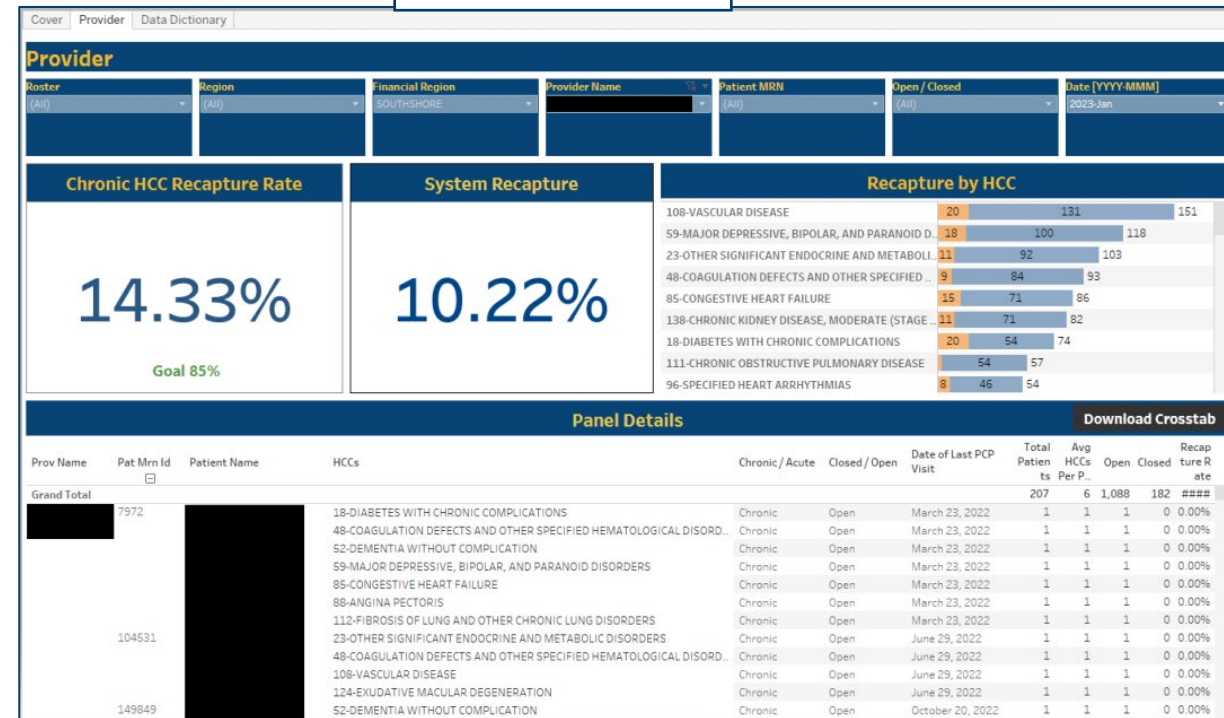
CDE Epic Tools Dashboard

OHN HCC BPA

OHN HCC BPA displays:
- Recapture Opportunities
- Suspecting Logic
- CDE (NetNew) Queries
- Externally Captured Conditions

Current Suspect Conditions Include:
- Morbid Obesity
- Thrombocytopenia
- Major Depression, Bipolar and Paranoid Disorders
- CHF / Cardiomyopathy
- COPD
- CKD 3a / 3b / 4 / 5
- HIV/AIDS
- Hyperparathyroidism
- Immunodeficiency due to drugs
- Aortic Atherosclerosis (SmartLink)
- Emphysema (SmartLink)

Suspect Conditions in Work Queue:
- Malnutrition

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Specialty Focus

	Clinical Lead	CDE Nurse	Specialty BPA	HCC Categories	Key Inclusions
Hem/Onc	Dr. Ryan Griffin	Lisa Schmidt	6/1/2021	57 of 86	Mimics Primary Care
Cardiology	Dr. Randy Englert	Lauren Brettner	2/14/2022	9 of 86	Specified Heart Arrhythmias, CHF
Nephrology	Dr. Karthik Kovvuru	Denice Hebert	6/13/2022	10 of 86	CKD, Dialysis Status
Neurology	Dr. James Rini	Lisa Schmidt	2/14/2022	25 of 86	Cerebral Palsy, Seizure Disorders
Pulmonology	Dr. Susan Gunn	Brianna Savoie	2/14/2022	20 of 86	COPD, Lung Cancer
Gastroenterology	Dr. Donnesha Clayton	Rebecca Guidry	6/13/2022	7 of 86	Cirrhosis of Liver, IBS
Endocrine	Dr. Brandy Panunti	Brianna Savoie	2/21/2022	5 of 86	Diabetes Mellitus, Morbid Obesity
Rheumatology	Dr. Christopher Mesa	Jessica Glaspell	12/14/2022	12 of 86	Rheumatoid Arthritis

Discussion!

Upcoming Events

**NAACOS Virtual Affinity Group Meetings Dates for 2023**

- Operations Affinity Group: Meets Virtually: January 26, 2023, June 27, 2023, October 31, 2023, from 3–4 pm ET

- Quality Affinity Group: Meets Virtually: February 2, 2023, July 11, 2023, November 7, from 3–4 pm ET

- Data and Analytics Affinity Group: Meets Virtually: February 16, 2023, July 18, 2023, and November 14, from 3–4 pm ET

- Executive Affinity Group: Meets Virtually: February 23, 2023, July 25, 2023, November 21,2023 from 3–4 pm ET

- Clinical Affinity Group: Meets Virtually: March 2, 2023 , August 1, 2023, and November 28, 2023, from 3–4 pm ET

Upcoming Events

Winter 2023 Boot Camp
February 9–10
Orlando Airport Marriott Lakeside
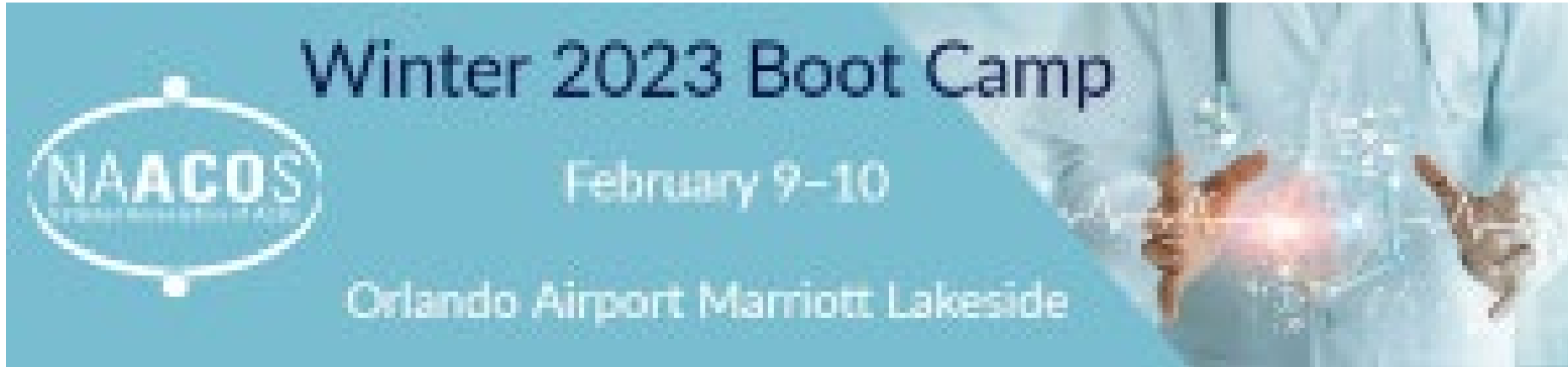
Medicaid Learning Lab Series:
Next meeting February 3, 2023, Sign-Up Today!

NAACOS Discovery calls:

End of Life documentation discussion scheduled January 31, 2023, at 3:00 pm ET
Sign-up HERE!

Thank you!