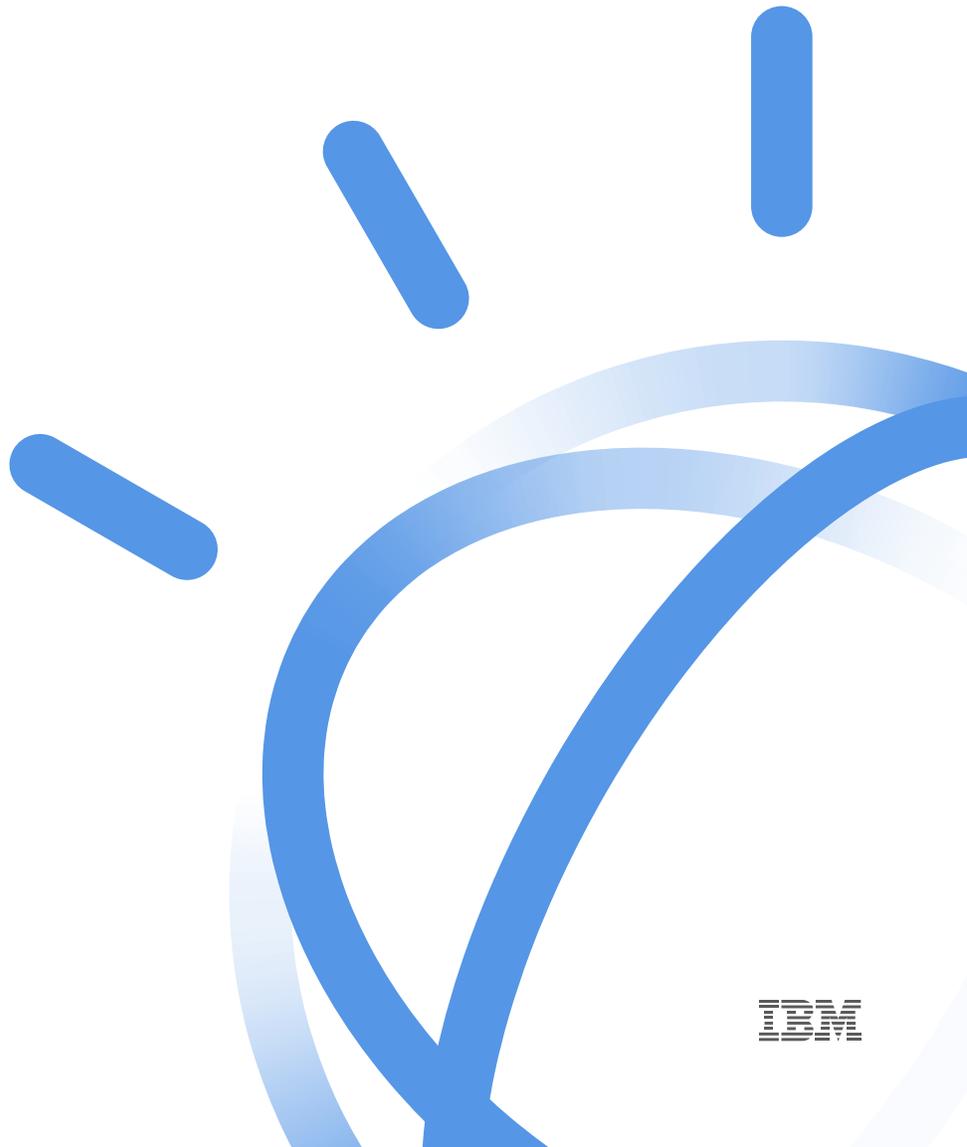


Mercy Health

Premier healthcare provider in Ohio achieves PCMH and ACO success with Watson Health's population health platform



Overview

The need

Mercy Health needed to transition its primary care offices to a PCMH model while developing an efficient way to manage its clinical quality measures to meet certification requirements

The solution

Watson Health™ helped Mercy Health meet the aggressive NCQA's PCMH 15-month certification timeline with an intuitive cloud-based analytics solution for their population health management goals

The benefit

The Watson Health SaaS-based solution helped Mercy Health improve their patient quality measurements and outcomes; provide faster and more intuitive training for their employees; achieve aggressive certification requirements, and make vital information available to physicians on demand

Mercy Health makes quality healthcare easy to help patients and community be well in body, mind and spirit. As a premier healthcare provider with 450 health facilities located in Ohio and Kentucky, Mercy Health has been serving patients for more than 160 years. At the heart of their services are 23 award-winning hospitals that provide easy access to leading physicians, advanced technology, experienced and compassionate caregivers, and a wide range of care. Services include care for all aspects of life from maternity to senior care, primary and specialty care physician practices, outpatient centers, social service agencies and fitness centers to a variety of outreach programs.

Mercy Health features a staff of 32,000 employees and has 2,800 employed and affiliated physicians who represent a wide array of medical and surgical specialties.

When Mercy Health decided to transition to a Patient Centered Medical Home (PCMH) model, the organization first needed to meet all National Committee for Quality Assurance (NCQA) certification requirements within a 15-month time frame. At the same time, Mercy Health was working to integrate its Accountable Care Organization (ACO) and future bundled care initiatives across its entire network, which includes 147 PCP offices in Ohio and Kentucky. To support these initiatives, Mercy Health engaged Watson Health, a leader in big data-driven healthcare transformation, to use its cloud-based platform to manage populations, engage patients, and meet PCMH and ACO goals. Through the support of Watson Health and its solutions, Mercy Health was able to measure and document significant quality improvements that enabled them to meet NCQA requirements and successfully transition to a PCMH model. Mercy Health was also able to improve patient care, benchmark quality improvements, and better assess the cost of care.

Transitioning to a PCMH model while efficiently managing clinical quality measures

Mercy Health's first and most time-sensitive challenge was to transition its primary care offices to a PCMH model. As a part of this initiative, it was vital that Mercy Health develop an efficient way to manage its clinical quality measures to meet certification requirements defined by the NCQA within a 15-month timeline. Within this aggressive timeframe, Mercy Health had to implement an electronic health record (EHR), develop ambulatory quality measures, and show significant improvements in outcomes. Complete system integration was key to Mercy Health's goals.

Additionally, Mercy Health had committed to a Medicare Shared Savings Program (MSSP) ACO. The ACO covers their entire footprint in Ohio and Kentucky with a commitment to a similar level of clinical integration across the entire system. To become a successful ACO, Mercy Health had to improve patient engagement and population

Solution components

Software

- IBM® Explorys EPM: Measure
- IBM® Explorys Platform

“In 15 months, we not only had to show quality measures, which we did using the Explorys solution we had to act and show improvements in those measures to apply for NCQA recognition. With the Explorys solution, we were able to start from EHR implementation and move to documenting quality improvements in sufficient manner,” says Dr. Ken Bertka, CMO of Mercy Medical Partners and the Mercy Clinically Integrated Network.

health management, which they felt could only be achieved through technology that is able to glean the right data, at the right time, across the entire continuum of care.

Mercy Health will also be focusing on implementing bundled payments by starting with a bundled payment Medicare pilot in one region. As soon as Mercy Health initiates this complex payment model, they will need to fully understand the population and what the population might be at risk for, in order to better predict fair prices and fair reimbursements. To do this, Mercy Health needs a way to combine clinical and claims data into one complete picture, so that the organization can accurately work through a bundle and do episodic-based analytics.

Straightforward implementation process and intuitive interface meet customer’s timeframe and budget needs

To support its strategic initiatives – population health management, PCMH, ACO, bundled payment models – as well as meet the aggressive NCQA’s PCMH certification timeline, Mercy Health chose Watson Health’s intuitive cloud-based analytics solutions for reporting, clinical integration, at-risk population health management, and cost-of-care measurement. Watson Health’s straightforward implementation process and extremely intuitive interface is what set it apart from the rest of the pack. Designed and inspired by physicians, Watson Health provides the healthcare industry a protected, cloud-based analytics platform that harnesses big data for clinical integration, predictive analytics, and business intelligence; all within a timeframe and budget that met Mercy Health’s needs.

The IBM® Explorys Platform consists of three key elements: a big data infrastructure; a large and ever-growing network of healthcare systems and data points, consisting of 360 hospitals, 920,000 providers, and more than 64 million unique cared-for-lives; and ready-to-use solutions for accountable care, PCMH, clinically integrated networks, quality improvement, and population health management. In addition to its cloud-based platform and network, Mercy Health selected Watson Health because of its innovative and attentive leadership and development teams. “Professionals are always on hand to assist and aid in the implementation and training of the platform. They understand big data in a much bigger way than I do, and they are able to present data to me in the bite-sized pieces that I need to help me be a better clinician – both in taking care of individual patients and treating entire populations,” said Ken Bertka, M.D., CMO of Mercy Medical Partners and the Mercy Clinically Integrated Network in Northwest Ohio.

Up and running in a fraction of the time with the IBM Explorys Platform and applications

When Mercy Health installed its EHR, physicians were required to sit through hours of training, but when the organization implemented the IBM Explorys Platform and applications, they were trained and up and running in a fraction of the time. The IBM Explorys Platform also allowed Mercy Health to track quality measures within its system daily, putting information literally at the fingertips of the physicians; this was vital in allowing Mercy Health to apply for NCQA recognition rapidly.

The IBM Explorys EPM: Measure application was extremely strategic in helping Mercy Health meet its goals. The SaaS-based solution helped enable Mercy Health to identify high-risk, high-cost patients to target interventions to proactively manage their care. Clinical outcomes improved and reductions in ER and hospital utilization were achieved as a result.

Moving forward, Mercy Health will continue to use Watson Health solutions for population health management and to analyze and track trends across vast populations. Additionally, as Mercy Health approaches bundled payments, the IBM Explorys Platform will continue to be integral to the health system to better understand its population, which will enable more accurate predictions of the cost of care, and will provide accurate negotiations for pricing and reimbursement.

About IBM Watson Health

In April 2015, IBM launched IBM Watson Health and the Watson Health Cloud platform. The new unit will work with doctors, researchers and insurers to help them innovate by surfacing insights from the massive amount of personal health data being created and shared daily. The Watson Health Cloud can mask patient identities and allow for information to be shared and combined with a dynamic and constantly growing aggregated view of clinical, research and social health data.

For more information on IBM Watson Health, visit:

ibm.com/watsonhealth.

© Copyright IBM Corporation 2016

IBM Corporation
Software Group
Route 100
Somers, NY 10589

Produced in the United States of America
June 2016

IBM, the IBM logo, ibm.com, and Watson Health are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at “Copyright and trademark information” at ibm.com/legal/copytrade.shtml

This document is current as of the initial date of publication and may be changed by IBM at any time. This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

The information in this document is provided “as is” without any warranty, express or implied, including without any warranties of merchantability, fitness for a particular purpose and any warranty or condition of non-infringement.

IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

Statement of Good Security Practices: IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed or misappropriated or can result in damage to or misuse of your systems, including to attack others.

No IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

HPC08012-USEN-02

