

## Using Allscripts Enterprise Analytics™ to Improve Patient Quality Scores



HealthEast Care System sought to increase – and exceed – quality performance benchmarks. Through customized physician reports detailing individual patients' status and proactive follow-up, they achieved demonstrated success through improved preventive care and excellent quality outcomes.

HealthEast Care System is an integrated healthcare system, headquartered in St. Paul, Minnesota, with three hospitals, nine clinics and more than 7,000 employees. HealthEast's mission is to provide high quality, compassionate, cost effective health care for the communities it serves.

HealthEast's management team had developed a quality vision for 2010: to be the benchmark for quality in the Twin Cities area, and have the highest quality performance in the state of Minnesota, designated by the state's quality reporting program, Minnesota Community Measurement (MCM).

MCM is a statewide transparent reporting organization that tracks quality outcome measures at the clinic level related to conditions such as diabetes, ischemic heart disease, optimal cancer care, hypertension and childhood immunizations. HealthEast's extended goal is to build on its benchmark performance to be a national leader in clinical quality, patient experience and cost effectiveness.

### Tracking Measures and Requirements

While MCM doesn't require preventive care measures reporting such as check-ups, mammograms and body mass index (BMI), HealthEast leadership believed they were an important component of its quality vision. Prior to the Allscripts Enterprise EHR™ electronic health record system implementation, HealthEast had a practice management system that required manual input of claims data and tracked measures only, not patient outcomes (i.e., the clinical and laboratory values associated with patient visits).

With the Allscripts Enterprise HMP™ preventive care tracking module, HealthEast tracks and reports valuable measures based on health claims data by enrolling patients in the system, and tracking pre-visit planning and clinic visits. This has helped HealthEast improve quality scores, but it didn't reveal patients' individual stories at a more granular level to meet its goals. HealthEast wanted to generate lists for recalling patients who needed to take preventive or disease management actions between clinic visits. They decided to filter down to the individual patient level to see who wasn't managing their care goals based on HealthEast's quality scores.

## Implementation: Allscripts Enterprise Analytics

In 2007, HealthEast purchased Allscripts Enterprise Analytics—licensed and manufactured by Meridian Medical Management, under the product name PrecisionBI—as a value-add onto the Allscripts Enterprise EHR system.

Originally intended for use as a tool to report quality measures to the MCM, Allscripts Enterprise Analytics is also helping to engage specific patients in the healthcare tasks they need to improve their health status and to help HealthEast meet its quality vision.

Using enrollee information and claims data from Allscripts Enterprise HMP, lists are generated by Allscripts Enterprise Analytics so HealthEast users (clinicians) can create on-demand reports to view a clinician's panel of patients and the care tasks they must complete. For example, a report could be filtered by patients who missed their A1c test within the past three months to monitor diabetes, or those who smoke, or patients near due for mammograms, so that HealthEast staff or a third party vendor can reach out to these patients with reminders.

Allscripts Enterprise Analytics gives users the flexibility to choose filters or fields to run customized reports per clinician (Figure 1). For example, HealthEast turns off the feature that generates overdue reminder tasks, and uses Allscripts Enterprise Analytics to find patients who are near-due for A1c tests. That way, the health system takes a proactive approach toward reminding patients that they're due for the test, instead of contacting them when they've missed the deadline. (Figure 2)

## Allscripts Enterprise Analytics helps increase quality scores and comply with reporting requirements.

"We're using the analytics program to narrow down specific groups of women due for mammograms in the same timeframe. Without this software program, it would be very difficult to drill down to this level and reach out to these patients," says Linda Walling, MD, medical director of Clinical Informatics Information Technology, HealthEast Care System.

Because Allscripts Enterprise Analytics runs on its own platform, an unlimited number of users can log in and run reports at any time and not compromise other system data. Data is also transparent on Allscripts Enterprise Analytics, which means that clinician data is reported and can be viewed by anyone with log-in credentials.

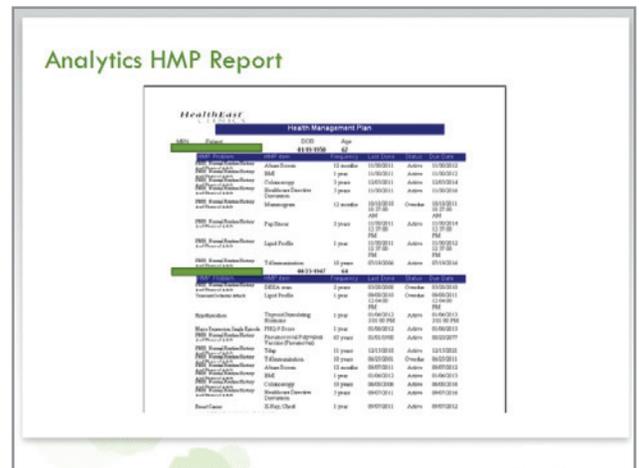


FIGURE 1

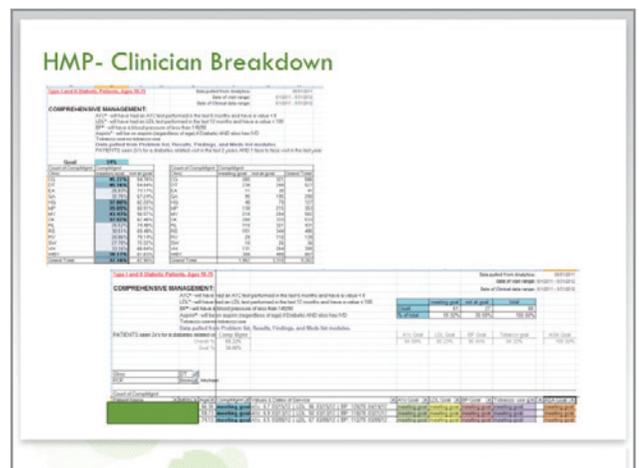


FIGURE 2

Filters for primary care physicians and specialists-based encounter visits are chosen to run customized reports on patients' goals. Reminder programs about mammography and colonoscopies document last exam date and give credit for current visits with scanned documents.

Soon after implementation of Allscripts Enterprise Analytics, patient-specific actionable steps to improve quality emerged from trends identified among clinics, clinicians and patient populations. Data showed as more clinicians chose to run their patient profiles and perform outreach to specific patients, quality scores increased.

### Reporting and Results

The Allscripts Enterprise Analytics program helps HealthEast report to MCM, because it allows for individual patient quality measures by outcome, not just by health task completion status. This is increasingly more important as the healthcare industry shifts toward pay-for-performance and meaningful use guidelines issued by health insurers and CMS.

At HealthEast, diabetes and other quality care goals have been met or exceeded. (Figure 3)

Also, clinicians have greater confidence in the quality reports submitted to them, because they now include their entire patient population, compared to pre-integration when a handful of randomly chosen patients from clinicians' practices were selected and reported upon.

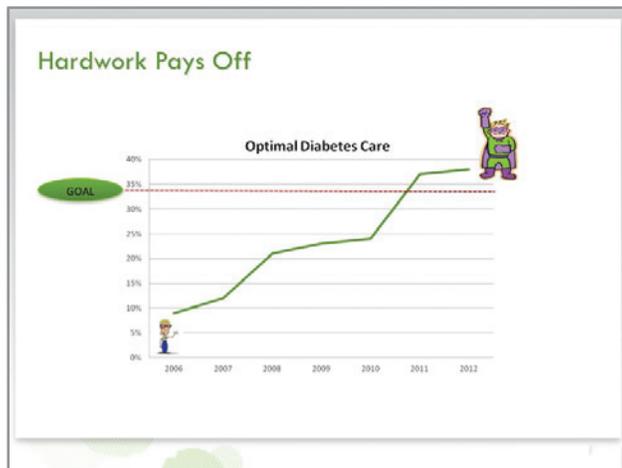


FIGURE 3

This also allowed the clinical team to analyze workflow and identify opportunities for efficiency. With the Allscripts Enterprise Analytics tool, physician workflow tasks decreased by 400,000, further increasing clinician satisfaction.

### Clinician and patient satisfaction are increasing along with quality scores.

The Allscripts Enterprise Analytics program is also helping HealthEast plan for the implementation of Stage 2 of meaningful use for electronic health records by identifying and taking action on additional measures that will be required for reporting and demonstrating value.

In 2010 and 2011, HealthEast was designated the only Centers for Medicare Services registry in Minnesota. (Because meaningful use quality reporting measures have gained significance, the health system decided not to pursue the designation in 2012.)

In 2011, the *Commonwealth Fund Report* ranked HealthEast Clinics, as reported by the MCM, third in the state for quality (Figure 4). HealthEast leadership credits the tracking capabilities of both Allscripts Enterprise EHR and Allscripts Enterprise Analytics for helping to achieve this distinction. Also, *Modern Healthcare* magazine reported that the St. Paul, Minnesota area was top in the nation for quality overall that year.

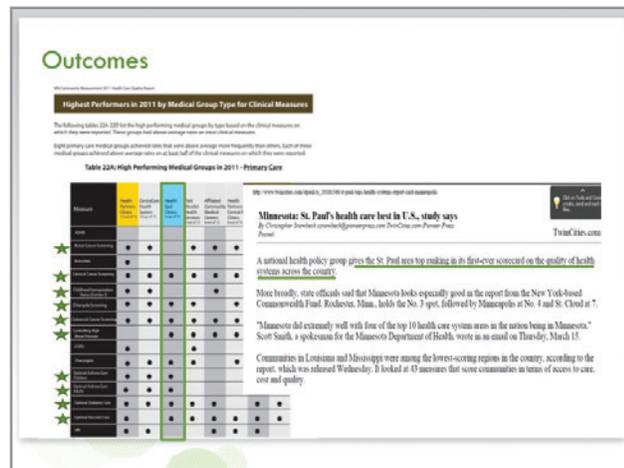


FIGURE 4

As reporting requirements for the new pay-for-performance environment in commercial and government-sponsored health insurance become more complex for population-based health status such as asthma patients, the Allscripts Enterprise EHR system combined with Allscripts EnterpriseAnalytics becomes even more important to help HealthEast comply with insurers' request for information. The integrated system also is helping HealthEast report on mandates from a private insurer for outcome reports on patients with unhealthy BMI scores.

With the help of Allscripts Enterprise Analytics, HealthEast is able to efficiently see trends in patient populations, monitor patient care, and achieve their quality vision.

"Sometimes we take the analytics program for granted, but when we told another group about it last year, their jaws dropped, and it reinforced to us again the value of this product," says Dr. Walling. "We credit our ability to do better reporting and have increased quality because of it."

## About PrecisionBI

PrecisionBI (PBI) pioneered healthcare analytics and business intelligence. Since 1993, PBI has elevated healthcare analytics and business intelligence by automating it and providing our clients with clinical and financial decision support. PBI empowers its users with an enterprise-ready, self-service solution that continually seeks to exceed the demands of today's healthcare industry. With over 20 years' experience in healthcare analytics and BI, our 350+ clients are backed by some of the best talent in the industry and continually advancing the future of healthcare.

PBI is a division of Meridian Medical Management. For more information, visit [www.m3meridian.com](http://www.m3meridian.com).

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