



PROVIDER PROFILING AND ENGAGEMENT - PAYER

CASE STUDY

“ The provider profile report helps both evaluate our physician network performance and collaborate with physician practices to create action plans that will improve the overall outcomes of patients. ”

– Dina Goldberg
Executive Director
Population Health, Innovations and Transformation
Johns Hopkins HealthCare

Johns Hopkins HealthCare (JHHC) develops and manages medical care contracts with organizations, government programs, and health care providers for close to 400,000 plan members. JHHC serves four lines of business: a self-insured plan (EHP), a Medicaid plan (Priority Partners), a Medicare Advantage plan (Advantage MD) and a military health plan (USFHP) and advocates on behalf of client-employers, patient-members and physician-providers to create optimal results for patients and healthy financial outcomes for providers and employers.



OVERVIEW

Johns Hopkins HealthCare (JHHC), the managed care arm of Johns Hopkins, created Provider Profile reports leveraging outputs from the Johns Hopkins ACG System to build a comprehensive Provider Engagement program. These reports allow JHHC and its provider network to more efficiently collaborate in improving quality of care and member experience while reducing overall cost.



CHALLENGES

As a provider-owned organization, JHHC must provide efficiency in its pursuit towards the triple aim of health care (improving the patient experience, improving the health of populations, and reducing the per capita cost of health care), through evaluation of provider performance and attribution to the larger population.



METHODS USED

Provider Profile reports strategically evaluate primary care providers based on ACG System output data, including:

- Morbidity Measures—mean ACG risk scores and observed-to-expected ratios of having one or more chronic condition
- Disease Distribution Measures—disease prevalence and standardized mortality ratios
- Service and Expenditure Measures—resource-use ratios to foster transparency between health plans and the provider network
- Utilization Measures—admission and readmission rates to understand what drives the use of health care resources
- Pharmacy Measures—medication possession ratios to evaluate patient adherence to prescription drugs



RESULTS

The use of ACG System output data within Provider Profile reports has advanced the Provider Engagement program to more effectively:

- Evaluate the impact provider's performance has on both their individual patient population and the greater regional or state population health
- Assist in developing action plans and mobilizing practice transformation to improve overall patient outcomes
- Inform and align patient care efforts within Regional Care Teams across the JHHC network



RECOMMENDATIONS

JHHC will implement an interactive online version of Provider Profiling reports to meet the increased levels of provider engagement. This new platform will increase access to ACG System output information and supplement in-person, collaborative meetings, to more efficiently translate datasets into comprehensive provider action plans.