



KentuckyOne Health Partners
KentuckyOne Health®



2017 Annual Value Report

*Celebrating Five Years of
Accelerating Improvements in Health Care*

Year in Review

Year in Review 2017

KentuckyOne Health Partners (KHP) is pleased to share our journey of success through this 2017 Annual Value Report. The work of our outstanding clinical providers and our KHP care management team has resulted in improved outcomes across the spectrum of people we serve. These results have come from continued focus and commitment to our principle aims – to accelerate improvements in the healthcare system that will yield **better health, better care, better experience, and lower cost.**

2017 was a year of celebrations and significant milestones. KHP celebrated its 5 year anniversary, earned CAPG's 5-Star "Elite" ACO status, was spotlighted in two national case studies, and was cited in several national reports and publications. In 2017, KHP also became a Medicare Next Generation Model ACO, making it one of only two MACRA-ready organizations in the state for our KHP providers.

Because of this success, KHP leaders were invited to speak at several national conferences, including Becker's in Chicago, Medecision in Austin, and Leader's Board in Atlanta, to share how KHP's care management process and quality outcomes resulted among the best in the US. In addition, KHP shared its journey on a national Scottsdale Institute Teleconference.

We are proud to be the largest, most successful Accountable Care Organization (ACO) in Kentucky and continue our important mission to improve care for all the lives we touch.

CHI Best In Class

Catholic Health Initiatives (CHI) recognized KHP as "Best In Class" among all CHI clinically integrated networks. The KHP team was able to generate consistent year-over-year savings in its population health programs. CHI leaders visited KHP to identify drivers of our success and developed a case study that was shared across the organization.

Top Quartile Experience

Results from the third annual MSSP Patient Experience survey process (ACO-CAHPS) were again positive, with more than 400 Medicare beneficiaries giving KHP a composite rating of 82 percent. Patient satisfaction regarding our KHP Care Management services also continues to improve.

Improving Quality

KHP providers in the Medicare Shared Savings Program improved quality scores again this year. Through KHP, participating medical groups are able to report their quality on key metrics utilizing the Group Practice Reporting Option (GPRO). Because of continued improvement, KHP providers are nationally-ranked in the 2nd quartile among all US physicians.

Shared Savings

The excellent care of KentuckyOne Health Partners providers and healthcare organizations helped realize efficiencies among Medicare beneficiaries exceeding \$1.5 million in 2017. Through these collective efforts, the KHP network has achieved savings of more than \$28 million in our first four years, ensuring patients received the right care at the right time.

Our Approach and Network

Our state-of-the-art care management system helps medical providers and healthcare organizations share relevant patient information. This knowledge transfer is key to accelerating improvements in the healthcare system that will yield **better health, better care, better experience, and lower cost.**

Strategies for Optimizing Care

Our knowledgeable and compassionate care management team members share information and link patients with providers across our network to optimize care and improve their experience.

- Improve Access to Care
- Address Social Determinates in At-Risk Populations
- Coordinate Patient Transfers
- Manage 90-Day Episodes of Care
- Reduce Hospital Readmissions
- Initiate Prevention and Screenings
- Increase Medication Adherence

A Focus on Kentucky and Indiana

Our population management strategy focuses on health issues most critical to the regions we serve. Several needs prevail in our regions, including:

- Cardiovascular Diseases
- Diabetes
- Medication Compliance
- Preventive Screening Compliance
- Timely Access to Provider Visits

Multi-Disciplined Care Management Team

Our team of experts has specialized training in motivational interviewing and coaching. They engage, educate and assist patients, their families and providers to synchronize all aspects of a patient's care. Our multi-disciplined team includes:

- RN Health Coaches
- Care Coordination Social Workers
- Population Health Assistants
- Pharmacists
- Physical and Occupational Therapists
- Other specialists

Care Management Information System

Our unique, state-of-the-art information system includes a Physician **Performance Dashboard** with quality metrics results and a **Provider Portal** which allows for predictive modeling and risk stratification, and offers longitudinal care records and evidence-based protocols.

Our Expanding Network

Our integrated, collaborative approach to care management is delivered through our network of 2,000 medical providers and healthcare organizations across the Commonwealth. To support our expanding statewide network, KHP has operational centers in London, Louisville and Lexington where our KHP Headquarters is also located.

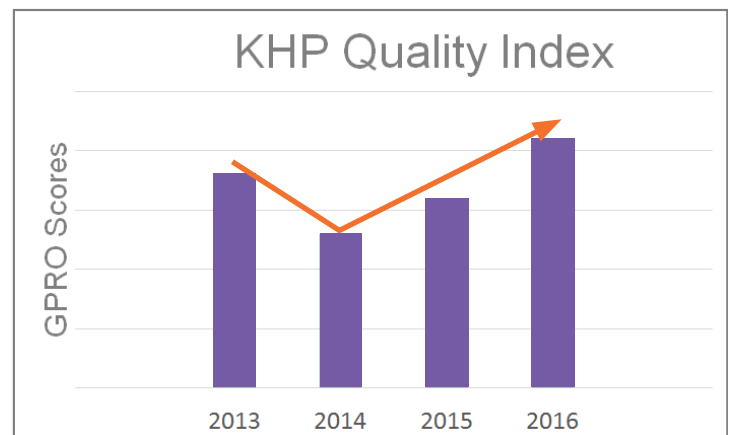
Accelerating Improvements in Health Care

KentuckyOne Health Partners BY THE NUMBERS

- 115,000 Managed Lives
- 2,000 Providers across Kentucky, Indiana and Ohio
- 100 Provider Organizations
- 50 Post Acute Affiliate Organizations
- 33 Total Employees/20 Care Managers
- 5 Contract types including Pay-for-Performance, 90 Day Episodes of Care, Disease Management, Total Medical Spend (up- and down-side risk models), Hospital Efficiency
- 4 years of better-than-expected clinical and financial performance

KHP member physicians, advance practice clinicians, hospitals, ambulatory centers and post-acute organizations across Kentucky were again able to accelerate improvements in better health, better care, better experience, and lower cost for more than 100,000 lives under contract.

KHP's GPRO Quality Index (the precursor to MACRA's measurement system) has improved again this year.



With assistance from KHP's care management service, the KentuckyOne Health/CHI Employee Medical Plan per member costs were reduced 5% below budget, contributing to a KHP Performance Award. KHP distributed more than \$5 million of 2017 Spring Performance Awards to the KentuckyOne Medical Group participants and KHP hospitals.

Orthopedic Bundle Success



Orthopedic Bundle Payment Success

During the first year of operation, six KentuckyOne Health hospitals participating in the Orthopedic Episode Program collectively generated substantial Internal Cost Savings. In addition, because of the efficiencies in care management, the 90-day Total Medical Spend for those patients was also reduced \$2 million below budget. Given their contributions, participating hospitals and orthopedic physicians received a portion of the \$1.5 million 1st year Performance Award.

As a supporting organization, KHP was spotlighted in the 2017 nationally published CAPG Case Studies of Excellence report. Cross-program coordination provided by KHP helped expedite the start up phase, implementing six hospital episode programs in just four months. By operating multiple programs and increasing scale, KHP lowered administrative costs to 1% vs. the national average of 5%.



A celebration of the Orthopedic Bundle Program with recognition of providers and staff was held at Saint Joseph Hospital. Top photo: Bruce Tassin, Saint Joseph Hospital President shares successes of the program. Bottom photo: KHP Care Management Team with Saint Joseph Hospital Orthopedic Nurse Navigator.

While the volume of episodes increased by 45% during the first year, hospital and post-acute care demonstrated reductions in length of stay, and hospital readmissions declined by nearly 50%. The unique partnership and coordination among physicians, hospital navigators and KHP care managers allowed for the improved total care management of the patient. Clearly the episode program enhanced quality, safety and experience during the orthopedic acute stay and surgical procedure. Additionally, the KHP care managers worked with the physicians and hospital teams to improve the patient's overall health – addressing the patient's chronic conditions, such as diabetes, heart failure, behavioral health and socio-economic challenges.

Transforming the Patient Care Experience

Physicians Share Secrets to Top Quartile Quality

Compared to physicians in the region and in the country, Dr. Cathleen Morris and Dr. Amy Patel have consistently achieved high quality performance across key health measures. In a recent KHP Case Study, Drs. Morris and Patel shared three processes they've put in place that they believe account for their success – a patient checklist, pre-visit planning and high performing medical assistant workflow.



“The checklist is central to the work of our entire office,” said Dr. Morris. The team uses the checklist for every patient visit to make sure important measures don't fall off our radar.

Dr. Patel shared that she and Dr. Morris do pre-visit planning on each patient to identify needed screenings and make sure results are documented correctly. Prior to the providers seeing patients, their medical assistants review patient charts, the checklist, and call for missing test results, such as retinal eye exams and mammograms.

Drs. Morris and Patel achieved top quartile quality scores on all of the MIPS measures and have demonstrated a very positive return-on-investment for their preparation and followup. Their checklist and office processes are now being adopted by other offices to help ensure best practice care.

KHP's Added Focus on Pharmacy

This past year, KHP added a full-time, managed care pharmacist to the KentuckyOne Health Partners team. The added knowledge and information has further help us accelerate improvements yielding better health, better care, better experience and lower cost. This past year has been invaluable. The day to day real-time interaction of the care managers and the on-site pharmacist has resulted in greater medication adherence and significant out of pocket savings for patients.

KHP's Pharmacist also serves as a resource for KHP medical providers by answering questions and developing education materials such as Prescribing Tips to Avoid Opioid Overuse, Prevention of Polypharmacy, and Managing Side Effects for Statins.

In addition, KHP is now educating patients and consumers across the Commonwealth through published articles on pharmacy-related health issues and how to save money on medications. Articles have been included in The Kentucky Standard, the Kentucky Manufacturing Association's The Goods magazine, MD Update, as well as in the KentuckyOne Health Partners newsletter. A resource page for saving money on medications was also created on the KHP website.

Transforming the Patient Care Experience

RN Health Coach Motivation Leads to a Patient's Diabetes Turnaround

For more than two years, Teresa Lucas, RN Health Coach in London, Ky., has been working with local resident, Dave Schifferl, to help him take control of his diabetes. Dave was diagnosed with the chronic illness in 1996 and it slowly progressed to a point that he had to act.

"I felt bad, was sleeping all the time, and battling depression. I hit rock bottom and said to myself, 'I want to feel better,'" Dave explained. "Now I want to learn all I can about diabetes, and have been able to make changes, including eating right and walking more, and I feel much better."

Initially Teresa reached out to the patient's primary care provider about an endocrinology referral. Based on a previous referral and Dave's inability to keep the appointment, the provider was reluctant.

"I asked the provider to give it one more try," Teresa said. "As his health coach, I was able to use motivational techniques to encourage him to go – and it worked!"

Dave kept the appointment with the endocrinologist and has continued with treatments. In the first year, he experienced a drop in A1C from 10.7 to 9 which was significant as this marker had been as high as 12.9."

"It is so important to keep in mind the whole picture when treating patients," said Heidi Frey, APRN, Endocrinology Center of Lake Cumberland.



"He told me it was overwhelming for him in the mornings to check his blood sugar, take his medications, and get ready for his day. So, we adjusted his medications to be taken later in the day," said Frey.

Teresa's support as a health coach was instrumental in Dave's success. She made visits to his home and they had one on one meetings to discuss progress and setbacks, and even help him monitor his condition.

Dave has continued his care with the endocrinologist, the dietician and Teresa, his health coach. Following a recent appointment, he called Teresa to share that his A1C was now 7.9!

"I had the endocrinologist fax results to me so I could see his progress with my own eyes," said Teresa. "Dave was so excited to share this news with me and even remarked, 'I bet I made your day!'"

Dave says now he is motivated to keep his health in check. "Now I can sense when something isn't right and I can figure out why," he said. "And, I can always call Teresa for help!"

Acknowledgments

KentuckyOne Health Partners would like to extend sincere thanks and recognition to our outstanding medical providers and health care organizations for their leadership and commitment to quality. Special thanks to our board and associates who dedicate their time, talents and energy to the advancement of our vision – to be the leading clinically integrated network coordinating care for all the lives we touch.



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