

Value Connection

Arkansas Health Network's Newsletter

Spring 2018

A Message from Arkansas Health Network (AHN) Board Chair & President - *Putting a spring in your step!*

Spring is just the best time of the year- people feel good about the weather and the rebirth of green colors in the landscape. After a mild Arkansas winter, the change isn't as dramatic this year, but it is good to anticipate sunshine and pleasant temperatures.

AHN has accomplished quite a few goals since our last Value Connection publication in December 2017, and there are some significant projects that have commenced. In this edition, we are excited to share with you a key investment that AHN has made in incorporating Coreo-a more advanced population health analytics and IT platform, to help you better manage your patients in the era of value-based care transformation. We are equally thrilled to share with you a glimpse of successful preventive care events that AHN had organized in two locations, on closing gaps in care for mammogram called- "Ladies Night Out."

We are thrilled about AHN's short and long term goals, the impact it continues to make on the health and well-being of its patients and the communities we serve.

With all the exciting and transformative work that AHN continues to do, we say with confidence that this is one-of-a-kind spring, one of great opportunity for our network providers who move forward with a spring in their step.

Daniel Felton, MD, Board Chair, Arkansas Health Network
Bob Sarkar, FACHE, President, Arkansas Health Network

What's in this Issue?

- ◇ Coreo Analytics Go-Live.....p. 1-2
- ◇ Successes in Care Management...p.2
- ◇ "Ladies Night Out" Mammogram Events.....p.3
- ◇ New Network Additions.....p.3
- ◇ Roster Information Update.....p.3
- ◇ AHN Team Profile.....p.4

Coreo Analytics Platform Go-Live Planned for May

After much anticipation, AHN is very pleased to be going live with our first phase of data (including our MSSP ACO) by the 2nd week of May in the Coreo Population Health Management software. This web-based software was purchased by AHN to be a replacement for McKesson Risk Manager and TAV Health. As we continue down our path of creating an integrated delivery system to support our members, Coreo will be a critical tool to help physicians better manage their patient panels and to provide a longitudinal view of patients across the entire continuum of care. Coreo is central to our vision of building a clinically integrated network unified through a single data source.

The logo for Coreo, featuring the word "COREO" in a bold, blue, sans-serif font. A small red arrow points upwards from the top of the letter "O".

Article Continued on page 2

Successes in Care Management - Achieving Diabetes Goals

Diabetes is a significant patient need in the state of Arkansas. Across AHN's value-based populations, we consistently see patients with diabetes among our groups of high risk and high cost patients that have opportunities to reduce admissions and emergency room visits. Brandee Munn, BSN, RN, one of AHN's RN Population Health Coaches recently demonstrated the value of focusing on this group of patients because there is a strong likelihood of impacting their health outcomes.

A 76 year-old female patient was referred to Population Health for Obesity and Diabetes management and began working with Brandee. By attending Diabetes education classes, meeting with a nutritionist, and additional coaching with Brandee, the patient was able to make better food choices and reduce her A1c from 8.2 to 5.8 in 3 months! This patient has since been graduated from Population Health Coaching.

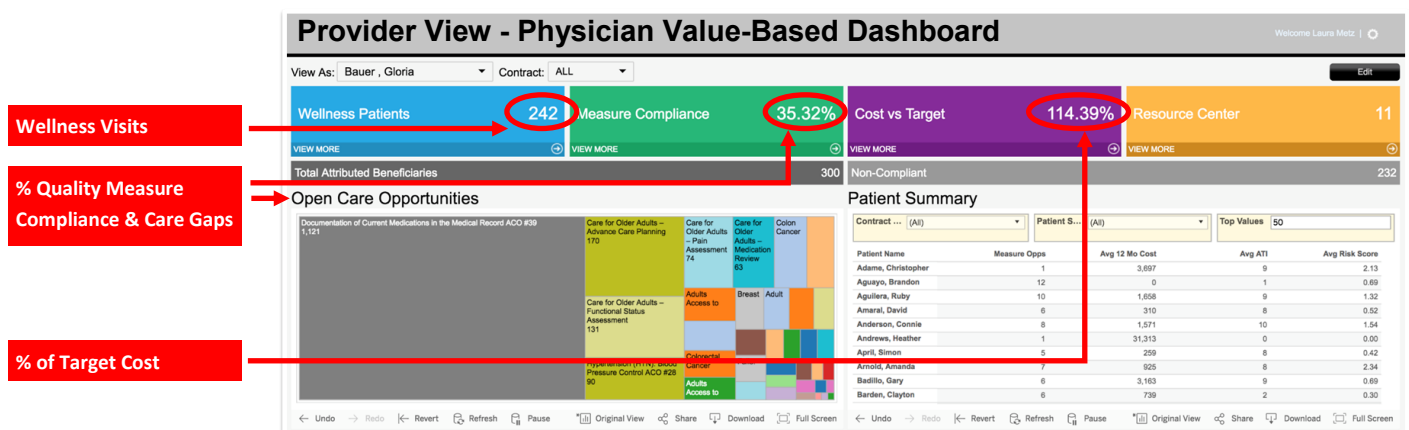
For questions or comments, please contact Camille Wilson (crwilson@stvincenthealth.com)

Coreo Go-Live Continued

There's a lot to like about Coreo:

- ◆ Coreo integrates with electronic health record (EHR) systems. This data integration is crucial as we work together on patient risk adjustment, population management, and total cost of care.
- ◆ Coreo offers a powerful engine for data analytics, enabling the doctor and AHN centralized services to drill down and better understand patient populations and opportunities for improved care. See an example of a Provider Dashboard below.
- ◆ Coreo will enable our AHN Population Health team to coordinate their work with providers. Through Coreo, they'll be able to exchange status reports on patients to keep you informed.

We are planning a full schedule of Coreo training for physicians and their staff sometime in June and July. We'll conduct training in group settings in three regional locations: Little Rock, Hot Springs, and Conway. As needed, training will be completed in the individual practices. We're committed to helping providers become confident Coreo Users as quick as possible.



For questions or comments, please contact Rachel Kahn (rdkahn@stvincenthealth.com)

AHN Hosts “Ladies Night Out” Events to Close Mammogram Gaps

Arkansas Health Network, in collaboration with the CHI Breast Center, hosted two “Ladies Night Out” mammography events in December 2017. The event was held exclusively for CHI St. Vincent Employees and Dependents on the Health Plan. Attendees were treated to complimentary food and drinks, mini make overs and bra fittings provided by Dillard’s, samplers and snacks from Tropical Smoothie, Nothing Bundt Cake, Will’s Cinnamon Shop, and give away items from L’Oreal. One lucky winner at each event took home a raffled prize valued at approximately \$250. Between the two events 38 mammograms were completed – 17 in Little Rock and 21 in Hot Springs.

Mammogram screening was one of two quality measures for the CHI St. Vincent Employee and Dependent Health Plan Care Services Agreement for the 2017 performance year and the “Ladies Night Out” was instrumental in helping move AHN closer towards our quality goals! Repeat “Ladies Night Out” events are tentatively scheduled for early June.



For questions or comments, please contact Camille Wilson (crwilson@stvincenthealth.com)

Other News & Announcements

New Network Participant Additions

Arkansas Health Network welcomes the following practices to its roster of participants:

- ◇ Freeman Family Medicine
Family Medicine, Conway, (501) 327-0110
- ◇ Dr. J. Steven Mathews
Gastroenterology, Hot Springs, (501) 623-6277
- ◇ Dr. John Brandt
Gastroenterology, Hot Springs, (501) 623-4101
- ◇ Arkansas Gastroenterology & Endoscopy Center
Gastroenterology, Hot Springs, (501) 623-4101

All new participants are reviewed and approved by the AHN Board of Managers

Information Update for All Members

All practices participating in Arkansas Health Network will be receiving a request for updated contact and EMR information, either by mail or email. We are seeking this information in order to improve communication with all members, particularly as it relates to upcoming Coreo training and to permit access to our new web-based Secure Collaboration platform which will be used for secure messaging and data sharing. Your practice will have the option of responding to this update by either phone, email, paper, or through the following online link. The AHN team would greatly appreciate your timely response! <https://bit.ly/2In2NOW>

For questions or comments, please contact Rachel Kahn (rdkahn@stvincenthealth.com)

Arkansas Health Network - Updated Team Profile

The Arkansas Health Network team has grown considerably in the past year! The addition of 10 new team members has allowed AHN to continue to expand our care management capabilities through our 5 primary roles:

RN Population Health Coach

Provides proactive care management to at-risk populations in order to maintain health and minimize illness. The RN Population Health Coach provides self-management support through the use of care plans including both short-term and long-term health goals.

RN Transition Coach

Provides transitional support to AHN attributed patients hospitalized at CHI St. Vincent Infirmary and CHI St. Vincent Hot Springs. With the goal of reducing readmissions, the RN Transition Coach provides face-to-face bedside coaching and high touch telephone follow-up for 30 days post discharge.

RN Practice Coach

Works directly with providers and clinic staff to provide education and coaching to achieve improvement in quality and cost performance. The practice coach will provide clinic and provider-level dashboards on key metrics, education on evidence-based medicine guidelines, and collaborate on practice transformation efforts.

Social Worker

Identifies barriers to medical care and provides education and links to community resources to help address those barriers. AHN Master-level Social Workers can help with needs such as transportation, financial concerns, end-of-life planning, housing, food availability, access to medications and behavioral health issues.

Population Health Data Analyst

Oversees data and analytics across AHN's value-based populations. The analyst will leverage Coreo, hospital and clinic EMRs, and payor reports to develop reports and dashboards which identifies cost and quality high performers and opportunities. This data will help identify high risk populations and key areas for care management outreach.

Primary Care Coordinator

Serves as the lead in the education and implementation of the CPC+ program within Arkansas Health Network, specifically for CHI St. Vincent Medical Group. Facilitates reporting and operationalizing of the 5 Primary Care functions of CPC+: Access & Continuity, Care Management, Comprehensiveness and Coordination, Patient and Caregiver Engagement, Planned Care and Population Health

RN Population Health Coaches

- ◇ Marilyn Cady, RN
- ◇ Betsy Cobb, RN
- ◇ Jadie Daniel, MSN, APRN NP-C
- ◇ Dianne Edlhuber, BSN, RN
- ◇ Terry Gartin, BSN, RN
- ◇ Nikol Hamilton, MSN, APRN, PHMNP-BC
- ◇ Gigi Kerr, BSN, RN
- ◇ Brandee Munn, BSN, RN

RN Transition Coaches

- ◇ Debbie Harrell, BSN, RN
- ◇ Patrice Muldrow, BSN, RN, CCM
- ◇ Krystal Throgmartin, BSN, RN

RN Practice Coach

- ◇ Patsy Wallace, BSN, RN, CURN

Social Workers

- ◇ Linda Berry, LMSW
- ◇ Rebecca Karriem, LMSW
- ◇ Shelley Norman, LMSW

Population Health Data Analyst

- ◇ John Ragland, BS
- ◇ Tunde Torday, MBA

Primary Care Coordinator

- ◇ Hafeezah Brooks, RN, BSN

The Value Connection Newsletter was designed and written by Rachel Kahn, Market Director of Operations, Arkansas Health Network. Please email her (rdkahn@stvincenthealth.com) with feedback, future story ideas, or requests to be added to the distribution list. For more information, please also visit AHN's website— www.arkansashealthnetwork.com