



eHEALTH INITIATIVE

Real Solutions. Better Health.

Best Practices from Executives in the Field: Coordinating Care Across the Continuum

Online Roundtable

January 23, 2014

Please join the call by dialing **800-753-4387** and entering the passcode **6243271#**.

If you need technical assistance, please dial 800-843-9166.

Housekeeping Issues

- This is a closed-door, invite-only roundtable event
 - The event is intended to generate discussion and provide an opportunity for participating executives to learn and share current practices, challenges, and opportunities.
 - Please feel free to chime in with questions or comments at any time by phone and/or via the chat feature online.
- Please press *6 to mute your lines and *7 to unmute.
- Audio and visual is through www.readytalk.com
 - If you are experiencing technical difficulties, please contact ReadyTalk Customer Care: 800.843.9166.

About eHealth Initiative

- Since 2001, eHealth Initiative is the only national, non-partisan group that represents all the stakeholders in healthcare.
- Mission to promote use of information and technology in healthcare to improve quality, safety and efficiency.
- eHealth Initiative focuses its research, education and advocacy efforts in four areas:
 - Using Data and Analytics to Understand and Improve Care
 - IT Infrastructure to Support Accountable Care
 - Technology for Patients with Chronic Disease
 - Connecting Communities through Data Exchange

Thank you to our Sponsor



Today's Agenda

- **Introduction and opening comments** **1:05-1:20pm**
- **Initial discussion and polling questions on:** **1:20-1:35pm**
HIT needs assessment and procurement process
- **Discussion and polling questions on:** **1:35-1:50pm**
Coordinating and managing care across the continuum
- **Discussion and polling questions on:** **1:50-2:05pm**
Adopting and implementing HIT in era of value-based care
- **General discussion** **2:05-2:15pm**
- **Closing Remarks** **2:15-2:30pm**

Today's Moderator



William Fera, MD

Americas Healthcare Provider Leader

Advisory Health Care

Ernst & Young LLP

As a reminder, please mute your lines by pressing *6; to unmute, press *7

HIT Assessment and Procurement

- POLL:
What are the key health IT components and data requirements needed to support care coordination?

HIT Assessment and Procurement

- How has your organization prioritized the adoption and implementation of various health IT components?
- What factors are most important when evaluating solutions (affordability, patient access, scalability to expand and/or upgrade, fit with incumbent IT systems, etc.)?

HIT Assessment and Procurement

- Has the role of health IT changed as more payers and providers implement value-based care initiatives?
 - How does this vary in different models of care?
 - Looking ahead, how do you foresee your strategy changing over the next two years?

HIT Assessment and Procurement

- What are the key challenges of EHR interoperability to coordinate care within and beyond four walls of care (labs, payers, public health, etc.)?

Coordinating & Managing Care

- What capabilities are required for population health management and a community-wide shared care plan?
- What has been your approach to integrating disparate medical settings (e.g. post-acute and long-term care, home health, etc.)?
 - What is the role of technology and population health management?

Coordinating & Managing Care

- What has your experience been in combining different EHR and care coordination tools across entities? What would you do differently?

Coordinating & Managing Care

- POLL:
What barriers has your team and/or organization encountered in attempting to coordinate care through HIT?

Coordinating & Managing Care

- How has health IT supported quality improvement across the continuum?

Coordinating & Managing Care

- How does your organization leverage electronic clinical and claims data for care coordination and population health management?
 - What are data sources are used?
 - What is the role of advanced analytics ?

HIT and Value-Based Care

- As the development and use of analytics begins to mature, how do you envision connecting macro-level population health analytics with micro-level patient-centric tools?

HIT and Value-Based Care

- Technology adoption is a long and expensive process with many benefits going to secondary or tertiary parties (e.g. payers). What role should these stakeholders play?
- Conversely, if the payer is the buyer of the technology, what are some strategies to ensure that providers utilize and gain benefit from the technology?

HIT and Value-Based Care

- What are the barriers to exchanging data across providers and payers?

HIT and Value-Based Care

- As new value-based models of care (e.g. ACOs, PCMH) continue to evolve, how are organizations utilizing health IT in inherently different ways?

HIT and Value-Based Care

- Are there any current market trends that you anticipate will greatly impact your approach over the next 2 years?

General Discussion

- Over the next 15 minutes, we invite you to share any observations or comments on issues that have been unaddressed thus far around health IT and care coordination.

As a reminder, please mute your lines by pressing *6; to unmute, press *7

Closing Remarks



Suzanne Cogan

Vice President

Sales

Orion Health

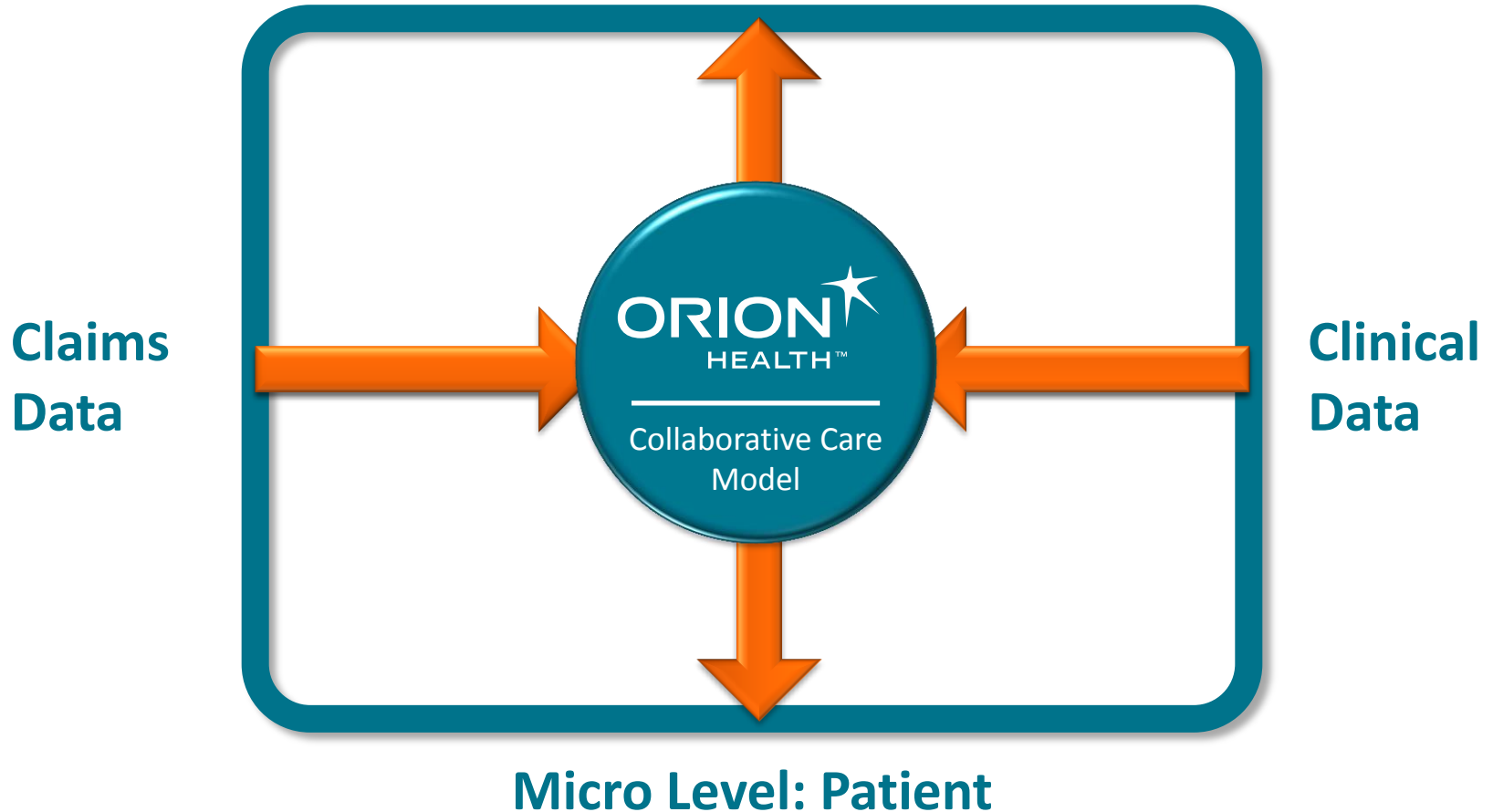


Orion Health **Collaborative Care**

Suzanne Cogan
Vice President, Sales

Population Health Management Components

Macro Level: Population



Population Health Management: Sample Use Cases

Macro Level: Population

Payer: Medication Spend by Diagnosis
Risk Stratification

Provider: Virtual Integration

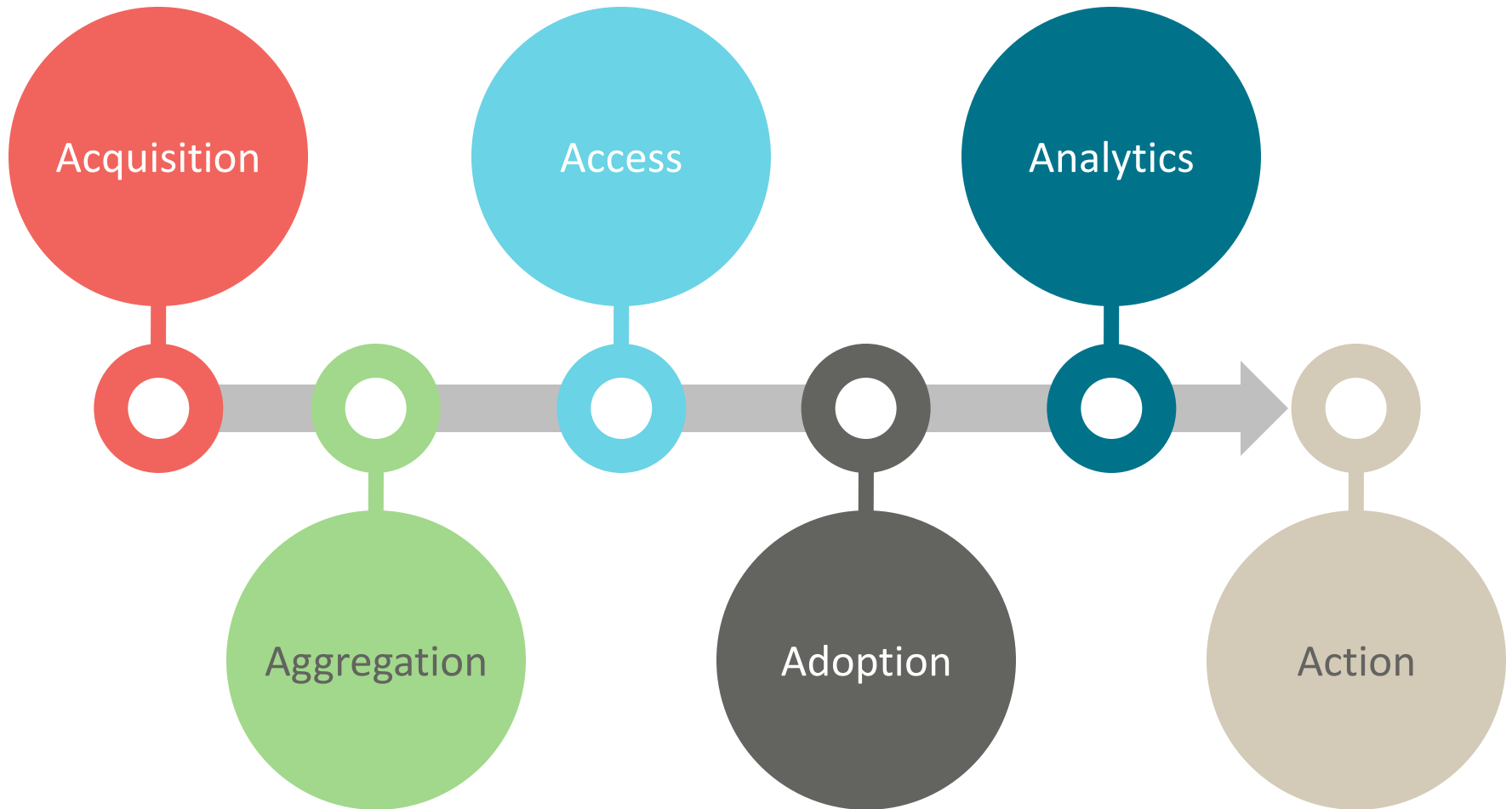
Payer & Provider: HEDIS Reporting
Cost Savings per Patient

Claims
Data

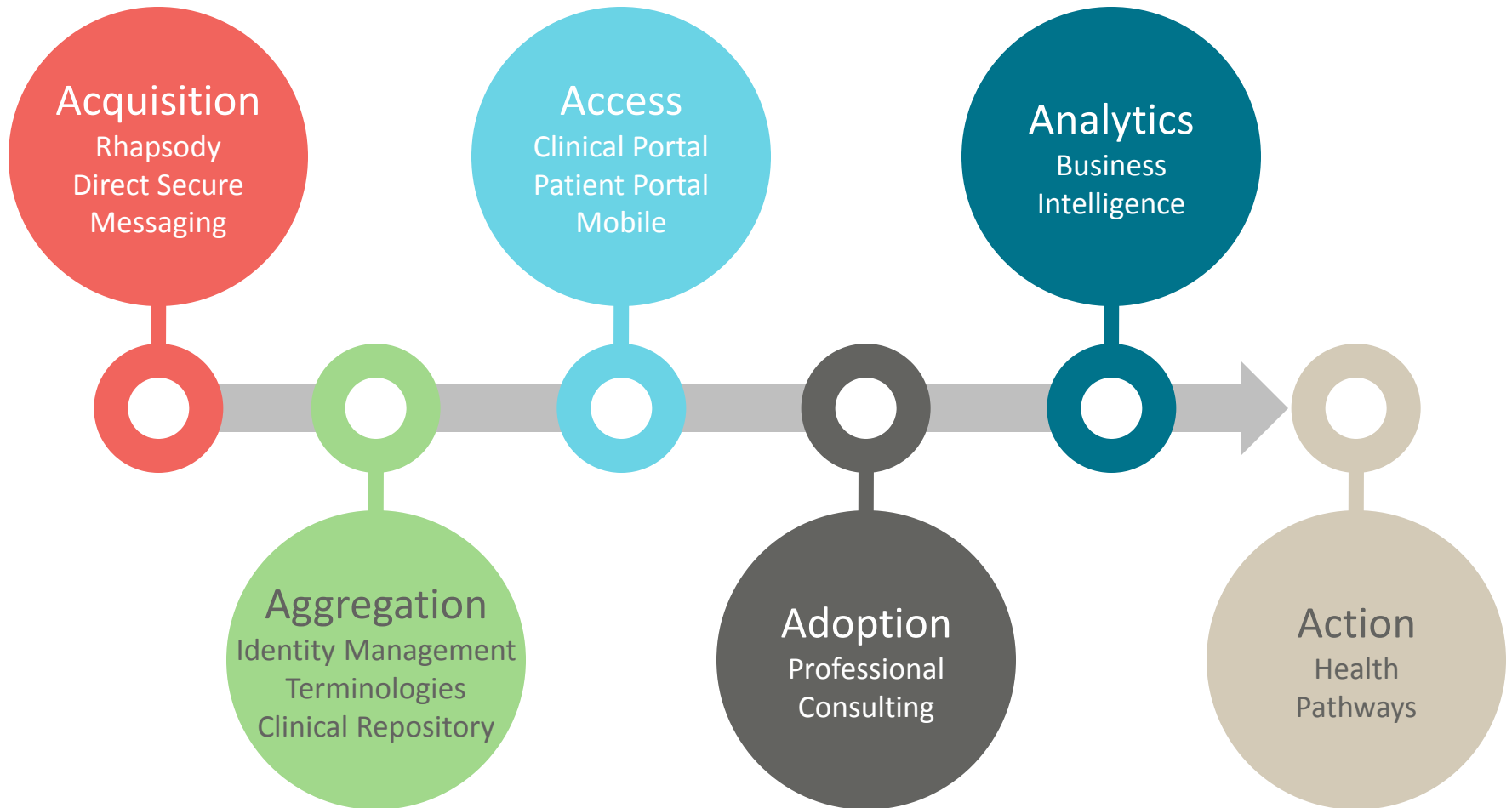
Clinical
Data

Micro Level: Patient

The Collaborative Care Timeline



Collaborative Care Suite of Products





Orion Health Collaborative Care
Company Overview

Orion Health Overview

\$100M USD **Revenue** per annum

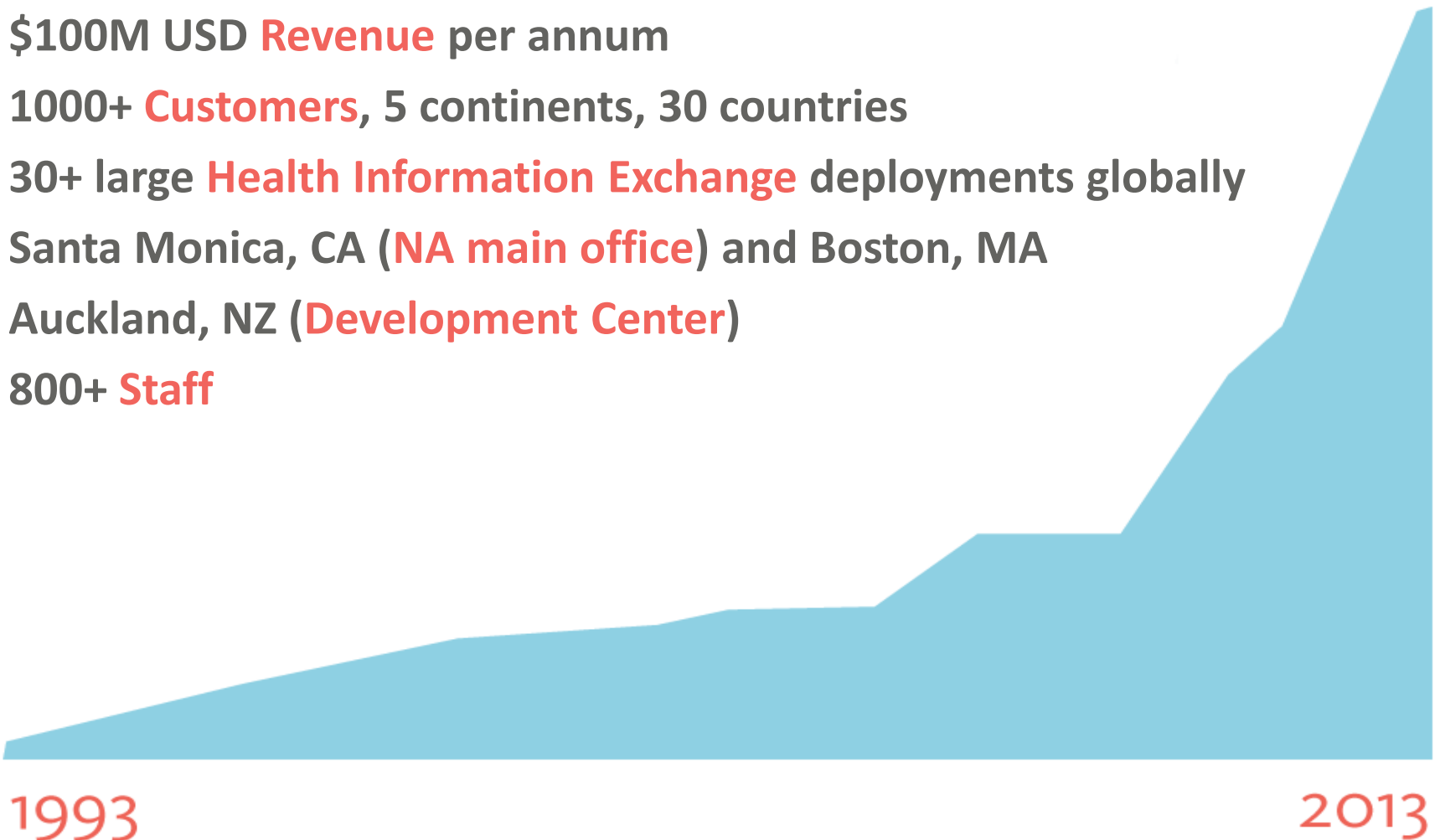
1000+ **Customers**, 5 continents, 30 countries

30+ large **Health Information Exchange** deployments globally

Santa Monica, CA (**NA main office**) and Boston, MA

Auckland, NZ (**Development Center**)

800+ **Staff**



US Collaborative Care Customers

PUBLIC ORGANIZATIONS

- Alaska eHealth Network (AeHN), AK
- District of Columbia, DC
- Inland Empire HIE, CA
- Louisiana Health Care Quality Forum, LA
- Maine HealthInfoNet, ME
- Massachusetts, MA
- Minnesota- Community Health Information Collaborative (CHIC)
- New Hampshire Health Information Organization, NH
- Nevada HIE (NV-HIE)
- New Mexico Health Information Collaborative, NM
- North Carolina DHHS, NC
- North Dakota, ND
- North Texas Accountable Healthcare Partnership, TX



US Collaborative Care Customers

HEALTH SYSTEM AND PAYER ORGANIZATIONS

- Catholic Health Initiatives, CO
- Highmark BCBS, PA
- Huntsville Hospital, AL
- Inland Northwest Health System, WA & ID
- KeyHIE , PA
- Lahey Clinic, MA
- Lehigh Valley Health Network, PA
- Mary Washington Healthcare, VA
- MS Medicaid
- Ochsner Health System, LA
- Rush Health , IL
- Scottsdale Health Partners, AZ
- St Vincent's Medical Center, FL
- St. Francis Care, CT
- Western Connecticut Health Network, CT
- Walgreens



International Collaborative Care Customers



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Visit www.ehidc.org for more information.

Discussion Topics Include:

- *Disruptive Innovations in Data and Technology: Lessons Learned from Other Industries*
- *Leveraging Analytics to Support Population Health*
- *Privacy and Security: Challenges and Best Practices*
- *Much More!*

