

Case Study: ACO Quality Improvement

Objective: Enhance quality of care through the identification and closure of patient care gaps to increase quality ratings and primary care provider visits. Additionally, patients receive more coordinated care for preventive medicine and the management of chronic conditions.

Challenge: The 33 quality measures CMS has identified consist of four different quality domains: Patient/Caregiver Experience, Care Coordination/Patient Safety, Preventive Health and At-Risk Population. Providers have struggled to provide coordinated preventive care and manage chronic conditions because they lack the human resources and data to identify the gaps in care that need to be met to increase a patient's quality of care.

Solution: Citra Health Solutions worked with the ACOs to implement a Quality Improvement Program that used analytics to identify care gaps for their patients. Once the gaps were identified, care coordinators contacted patients to assist them in scheduling appointments/screenings that would satisfy the quality measures. Providers were also given reports detailing the outstanding measures that they could help affect for their patients.

Results: Results for these two ACOs show that the program has had a major impact in performance rates for the ACOs, especially in their effort to increase preventive care and screening measures. The Quality Improvement Program was implemented in 2014 and both ACOs increased their average performance rate for preventive care and screening measures by more than 9% from 2013. The program also increased the ACOs overall average performance rate, which included all reporting categories.

Client Profile

Focus was Medicare Shared Savings Program ACOs (Accountable Care Organizations) providing care for patients in northeast and central Florida. These ACOs were able to achieve shared savings in the performance year where this program took place.

Get real solutions now.
Contact us to start your
FREE consultation.

855.427.0262
info@citrahealth.com

Reporting Category	ACO One			ACO Two		
	2013	2014	Results*	2013	2014	Results*
Preventative Care and Screening Measures	42%	52%	24%	54%	59%	9%
All Measures	61%	65%	6.5%	65%	67%	3%

*Percent Improvement Year Over Year

