Enhancements to CCO ED Disparity Measure

The Collective Platform (PreManage) emergency department with mental illness (EDMI) patient Flag allows CCOs to review members' hospital utilization history, care guidelines, etc., for this defined population (see denominator definition below). CCOs can track, in real time, the EDMI Cohort, which reports when members with mental illness are seen in the ED.

Up to now, there were small differences in how members with mental illness were identified for the incentive measure versus the EDMI cohort in the Collective Platform portal. These relate to the diagnosis fields included in the look-back period used to identify members with mental illness:

- The incentive measure includes any adult CCO member with mental illness, in which mental illness is defined as having two or more diagnoses of mental illness in a 36-month look-back period. For this look-back, any diagnosis is counted (it does not have to be the primary diagnosis).
- However, until now, the cohort that OHA sent Collective Medical for use in the Collective Platform has been limited to those with a primary diagnosis of mental illness. This means that the EDMI patient Flags and Cohorts included in Collective Platform to date, would miss some members included in the CCO incentive measure.

While the monthly EDMI updates to the patient Flag included in the Collective Platform will never be a one-to-one match with members included in the CCO incentive measure (e.g., data lags; Collective Platform flags all ED visits, while, per HEDIS, the incentive measure only counts visits for physical health issues), it is hoped that this expansion in the number of members identified in the Collective Platform will help CCOs in better coordinating care for members with mental illness.

Beginning in July 2019, OHA will provide Collective Medical a monthly list of members with mental illness identified using the incentive measure denominator definition (i.e., using a look-back which considers all diagnoses of mental illness, not just the primary diagnosis). Collective Medical will use these enhanced lists in creating EDMI Flags and Cohorts in the Collective Platform.

Collective/PreManage Technical Assistance Upcoming Webinar

The HIT Commons is continuing to **host webinars, meetings and collaboratives in 2019** to support and promote the adoption and use of the Collective/PreManage tools.

Our next event will be on **September 10: Supporting Inpatient Transitions of Care using the Collective/PreManage Platform from 1-2pm.** We'll hear how Providence Medical Group and Prestige Care are supporting patients as they transition from Inpatient settings to Post Acute Care

and back to Primary Care and their homes. **To register for the webinar, click on the following link:** https://attendee.gotowebinar.com/register/8390862910550215937

Materials from the quarterly webinars and other resources can be found on the OHLC website at the following link:

http://www.orhealthleadershipcouncil.org/edie/ (See "Documents" section on right hand side of page)

For more information about these events, please contact Liz Whitworth Liz@orhealthleadershipcouncil.org

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Technical Assistance Tip: Collective Platform Care Team

To improve the quality of the data reporting into the Care Team box, organizations should:

- **Send all provider records with an accurate NPI or taxonomy code.**
- **Recommended taxonomy code for Care Coordinators:**
  - Code: 171M00000X
  - Grouping: Other Service Providers
  - Classification: Case Manager/Care Coordinator
- **Send all provider records with Assignment Start and End Dates** to indicate status of patient relationship with provider and to remove old, or expired patient-provider relationships.

- These tips were surfaced during a technical workgroup call facilitated by HIT Commons to improve the functionality of the Collective Platform.
- Topics to be discussed over the coming months include, the Care Team, Shared Group functionality, eligibility file processing, and hospital ADT data feeds.

2018 ED Utilization

The 2018 ED utilization reports are available at the following links:
4thQ 2018
2018 Annual Report

Highlights from the report:

- Overall ED utilization decreased by 1.4 %
- ED Visits by high utilizers decreased 5%
- ED Visits by high utilizers with co-morbid mental health diagnoses increased by 1.4%
- Visits by high utilizers with co-morbid substance use disorder decreased by 4%
- Potentially avoidable ED visits decreased by 11.2%
- ED visits decreased by 31% in the 90 days following initial care guideline

Recent Enhancements in the Collective Platform

Post-Acute Care in the Collective Platform

In April, Post-Acute Encounter data and content, like Care Insights and Security and Safety Events, went live in the Collective Platform. Platform users can find Post-Acute information in four main sections in the portal:

- **Census Page:** See "**PAC**" tab for a rolling last three days of **Post-Acute Admits and Discharges.**
- **Patient Page—Encounters: Post-Acute Admits and Discharges**. **"Post-Acute Care"**will be the "Major Class" and there will be different types of encounter "Types" including**"Skilled Nursin**g" and **"Intermediate Care"** within the **Encounter History Section.**
- **Patient Page—Insights/Security and Safety** (if contributed by a Post-Acute Care facility)
- **Care Team: Post-Acute Care facility contact information** upon admission to facility

 If users would like to create Collective Platform **Cohorts** of SNF Activity (Admits/Discharges) or add SNF Admits and Discharges to existing **Scheduled Reports**, the below suggestions can assist with submitting your requests:

Cohort Requests: Send an email to support@collectivemedical.com requesting the following cohorts be added to your Collective portal:

- **Admit to SNF:** A cohort of all attributed patients, who have admitted to a SNF, on the Collective Network.
- **Discharge from SNF:** A cohort of all attributed patients, who have discharged from a SNF, on the Collective Network.

Scheduled Report Requests:

- Once the above Cohorts are created, users can request a SNF Scheduled Report to include these cohorts on a schedule that matches their organization's workflow (i.e., weekly, monthly). Scheduled Reports allow users to add additional information, such as Admitting Diagnosis, into the report which is not visible in the Cohort view.
- Users can also request that these cohorts be added to any existing Scheduled Report already in use by their organizations (e.g., IP Scheduled Report updated to include SNF Cohort activity so that users can see IP Admits and Discharges <u>and</u> SNF Admits and Discharges in the same report).

 For any Collective Platform requests or technical questions, please emailsupport@collectivemedical.com

HIT Commons is a public/private partnership designed to accelerate and advance health information technology adoption and use across the state, leverage public and private investments, and expand access to high value data sources. It is co-sponsored by the Oregon Health Leadership Council (OHLC) and the Oregon Health Authority (OHA) and is jointly funded by OHA, hospitals, and health plans.