

# Advancing Primary Care in AMG

# Death by a Thousand Cuts

- Contracting
- Recruitment
- Revenue Cycle
- Liability Costs
- Decreasing Reimbursements
- EMR and Meaningful Use
- Pay for Performance
- Accountable Care

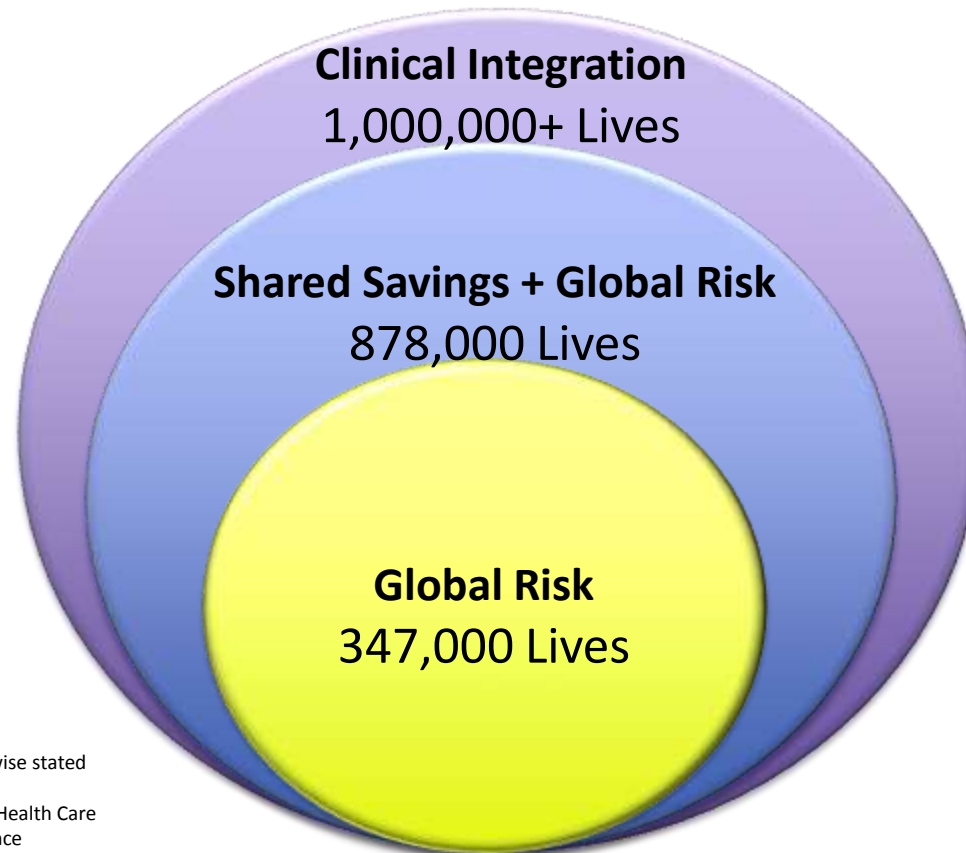
***The coming tsunami.....MACRA: MIPS and APM***

2

# The Missing Aim

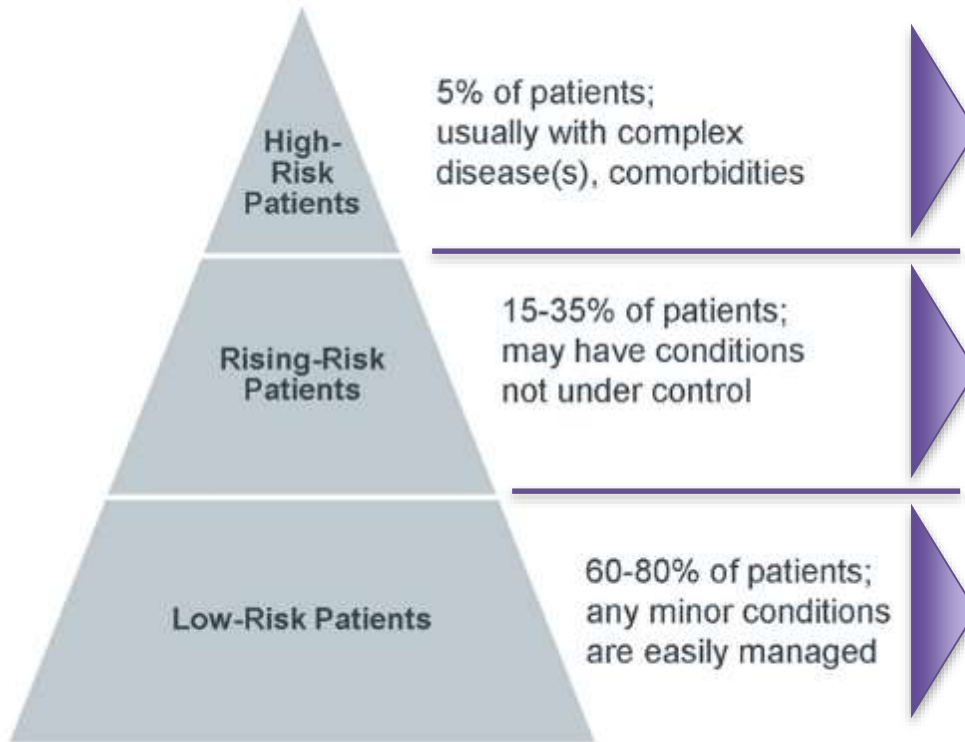


# AdvocateCare<sup>®</sup> Population



Data as of 1/1/16 unless otherwise stated  
Commercial: APP Finance  
Advocate Employee: Advocate Health Care  
Medicare Advantage: APP Finance  
Medicare ACO: As of (10/01/14 - 09/30/15) Q3 2015 based on 2016 TIN List Attribution  
Medicaid Shared Savings: APP (Projected Enrollment)

# Population Health Management



PCMH	EMR / MU	Smart Registries	Care Guidelines	Behavioral Health	Opt. CM	Medication Therapy Management	Post-Acute Network	OP Palliative Care
X	X	X	X	X	X	X	X	X
X	X	X	X	X				
X	X	X	X	X				

Source: The Advisory Board, Population health managers, meet the three patient types central to your success, June 14, 2013





# Advocate Operating System: supporting People, Processes and Technology

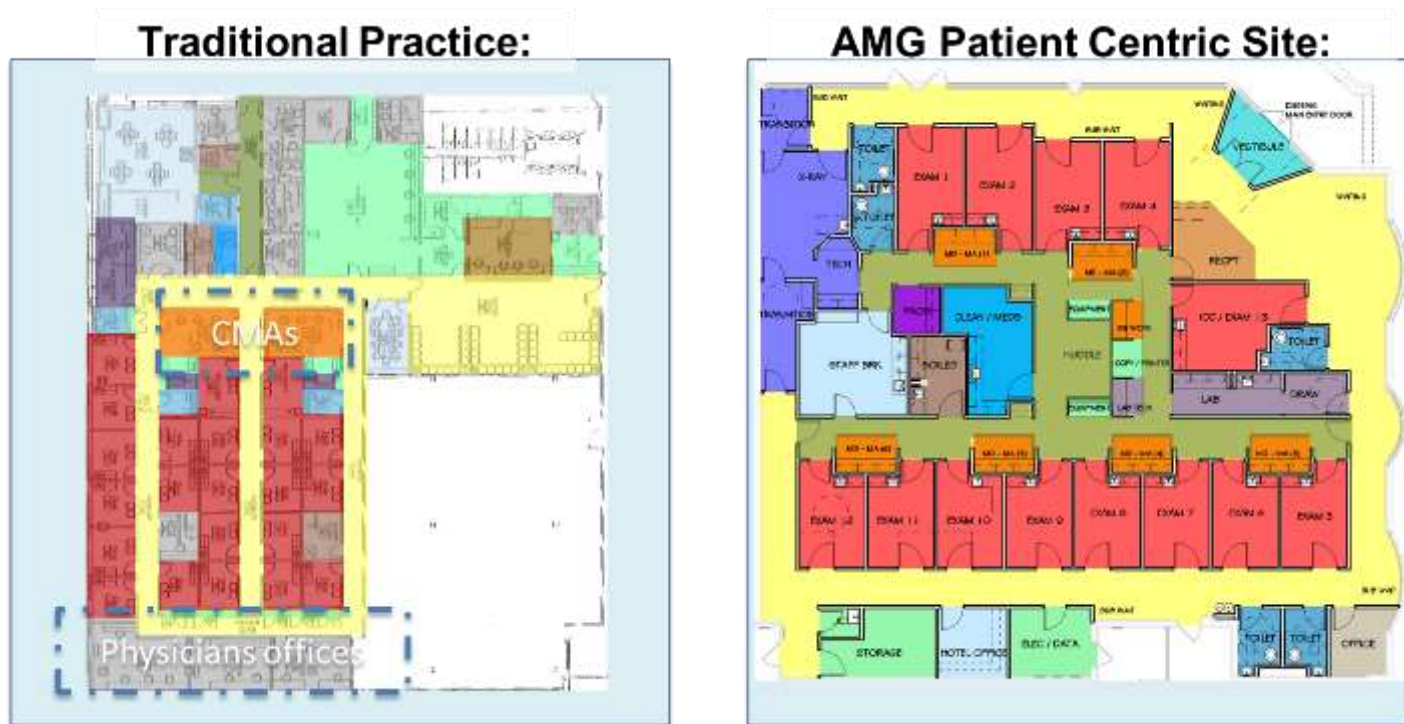


7

TOMORROW STARTS TODAY.

 Advocate Health Care

# Physician and CMA Dyad



Physician and CMA sitting side-by-side enhances communication and promotes a team environment





# ACC Overview



## SERVICES

**24** Open 7 days a week, 365 days a year.  
Agents available around the clock to answer patient calls

**Patient needs fulfilled:**

- Appointments
- After Hours Refills
- Limited Referrals
- Nurse Triage
- General Questions

## STAFF

**Total FTEs 348.7**

Category	FTEs
Existing Patient Operations	229.7
Clinical Operations	69.0
Outreach	11.0
ROCC	5.0
Non-Clinical Leadership	26.0
Non-Clinical Trng & Qlty	3.0
Exec. Leadership	2.0
AOS	2.0
Clinical Leadership	0.6
Medical Assistants	6.0
Clinical Training & Quality	2.0
<b>Nursing</b>	<b>54.4</b>

**Clinical Operations** comprises nearly 20% of total staff. All nurses have a minimum of 2-years experience, with an average of 10-years.

**Outreach** has much growth potential.

## METRICS

Advocate tracks a variety of metrics to ensure success, including:

- ✓ Missed Trigger Words
- ✓ Abandonment Rate
- ✓ Service Level = 80% w/in 45 Seconds
- ✓ Agent Productivity

## CALL VOLUME

12,000 Average work day	up to 17,000 a day	570 Calls handled by nursing per day on average
301k Per MONTH	3.7 MILLION expected in 2017	16,800 Nurse calls per MONTH

## COVERAGE

Supporting **530** Primary Care and Pediatric Providers

**PLUS 56** Advocate Clinic at Walgreens After hours answering service

## TRAINING PROCESS

- Weeks 1&2:** Classroom training on expectations and workflows
- Week 3:** Work tasks practiced in test environment
- Week 4:** Live calls in classroom with 1:1 feedback & coaching
- Weeks 5&6:** Live calls on floor with preceptor until proficient

## TECHNOLOGY

keona HEALTH   Alcatel-Lucent  
perfectserve  
VERINT

Intersection of People, Process and Technology

# Questions

