

Strategic Design for a Pediatric Value-Based Model of Care in a Population Health IT Solution

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Introduction/Background

The healthcare market is redefining how we think about care delivery by empowering health systems to focus on population health management and value-based care. Value-based care focuses on high quality, patient centered care while the health system is also held accountable for the cost of those services. There is need to engage clinicians to collaborate in the design and implementation of a solution that facilitates the shift in care¹. Broadening the way clinicians think about their patients' overall health requires an Enterprise-wide strategy and accompanying IT platform to support a value-based care model. The goals included 1) launch a platform designed to integrate with current provider workflows for documentation; 2) design tools to improve care for asthma and childhood wellness populations; and 3) incorporate a longitudinal record for better coordination of care.

Methods

A multidisciplinary informatics and operational leadership team evaluated current business and IT solutions for opportunities to improve workflows and efficiencies. The team outlined the functional and reporting requirements for accountable care contracts, and collaborated with a vendor to align to a standard Population Health Management platform. Design elements were vetted with various clinical teams, engaging individuals to focus on a future model of value-based care. The feedback and engagement from interprofessional teams helped iteratively refine the platform design and roadmap for upcoming go-live.

Results

The platform is scheduled to launch June 2017 in alignment with current and newly designed clinical workflows to support asthma and childhood wellness. The design integrated national quality metrics and localized best practices, with proactive approach to care. The longitudinal record incorporates claims data along with native EHR clinical data to display a robust patient picture. This new functionality will allow care team members and population managers to better manage patient care.

Discussion/Conclusion

Discovering the knowledge gap across the institution was key to engaging stakeholders and creating the value proposition for shifting to more streamlined population health management. Communication between the multidisciplinary leadership team and the enterprise facilitated common understanding of needs and strategy, despite often conflicting expectations of the solution. Forty-Five percent of vendor standard metrics spanning 3 patient registries required client customization which increased design and build timeframes. Success required empowerment and alignment of multidisciplinary teams, equipped with forward thinkers who could design beyond current knowledge and experience.

References

1. Cassidy, BS. The next HIM frontier: Population health information management presents a new opportunity for HIM. *Journal of American Health Information Management Association*, 2013; 84:8; 40-46.