Empowering Tomorrow's Workforce

New opportunities and strategies to tackle the workforce challenges encountered by community behavioral health providers.

tamho
tennessee association of mental health organizations

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Technology and Practices: Unlocking Workforce Potential with Innovative Technology Solutions

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WHAT'S THE PROBLEM?

- **Providers, payers and even government agencies do not have all the tools to wholistically manage a patient both in, and outside, of the traditional four walls of health care.**

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WHAT'S THE PROBLEM?

- **Challenges:**
  - To drive change in lowering costs and improving quality of care, "value-based" payment models, have been introduced. This requires additional resources because no "value-based" program is the same.
  - Connecting with members (initially and going forward) for scheduling appointments, care coordination, and closing gaps in care, if in a "value-based" program.
  - Minding member information to ensure compliance with their care plan plus access to "real-time" health plan data.

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CURRENT TECHNOLOGY EXAMPLES

- "Value-Based" Efficiencies
  - Aggregation of data (health plan requirements)
    - To create actionable data
    - Access data in one place
    - Simplifying the approach of care coordination
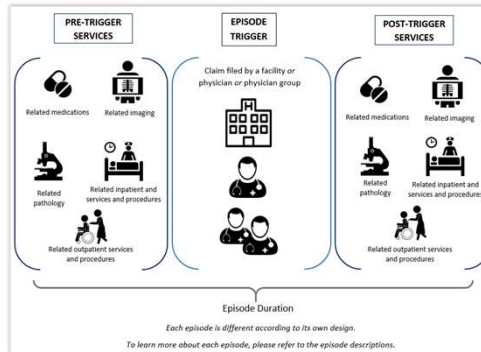
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EXAMPLE – TECHNOLOGY

There are numerous small scale technology consultants who can assist in the development of healthcare productivity solutions:

Sensentia-powering AI with healthcare engagement and wellbeing. Utilize AI to improve processes and productivity

86Borders-supporting providers in removing barriers to their healthcare and outcomes

East Tennessee Health Information Network (etHIN), a non-profit community health information exchange (HIE) for those providers in East Tennessee.

Synergy 3C – clinical consulting cooperative assisting in value-based practice processes and effectiveness

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CURRENT TECHNOLOGY EXAMPLES

- Member Engagement and Follow-Up
  - "White-Label" practice or association mobile app
    - Contact Card of Care Coordinator
    - Phone, App and/or Text Messaging
    - Education and Outreach campaigns
    - Surveys

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EXAMPLE – MEMBER ENGAGEMENT AND FOLLOW-UP

Multispecialty physician practice in value-based program wanted to improve quality metrics, engage with members, and increase revenue. (6-month results)

✚ Streamlined care coordination process, calls, and engagement with members
  - Reduce care coordinator's time per call by 87%
  - Increased call volume in a dedicated hour by 433%
  - Developed outreach campaigns – related to gaps in care

✚ Developed a text messaging, contact cards, survey and mobile app to connect members to their care coordinator
  - Scheduled appointment increased 320+%
  - Revenue increased by $480K
  - 98% mobile app engagement and usage rate

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CURRENT TECHNOLOGY EXAMPLES

- Mining Practice Data
  - Analyzing practice data
    - Member contact information
    - Appointments made, missed, or need scheduled
    - Gaps in Care or other "value-based" requirements
    - Analytics

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EXAMPLE – MINING DATA

Closing gaps of care in a value-based program in which the provider has quality metric expectations, such as a PCMH program.

Health Plans offer upside-only "closing gaps in care" programs in which they pay an incentive dollar amount for each gap closed. These can range from $10 to $25.

Primary care provider developed an outreach campaign to members not having flu shots and other required vaccines. Found 32% of his membership was non-compliant. Implemented and got 52% to comply.

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WHITEBOARDING SESSION

• What are your biggest hurdles in your practice?

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- Has your practice internally tried to solve your hurdles? What have you done? Were they successful? What did you use to solve these hurdles?
  - Technology - explain
  - Staffing - explain
  - Process improvement - explain
  - Health plan resources - explain
  - Incentive or goal-oriented payments to staff - explain

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- If you had the funds to solve your biggest hurdles (<$10,000, $25,000, $50,000, >$100,000), how would you list them in terms of importance?

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QUESTIONS

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