



# 3M Value Based Care Conference: Delivering Value at the Point of Care

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Bridge the chasm between  
administrators & payers, and the  
front lines of care

 **Elation**Health

# Our Approach

1. Deeply engage physicians in their workflow so they take action at the point of care
2. Provide longitudinal story of the patient's health to any provider on the patient's care team, regardless of organizational affiliation

# Inflection point for value-based care: MACRA 2015



*By incentivizing **quality and value**... we support the nation's progress toward achieving a **patient-centered health care system** that delivers better care, smarter spending, and healthier people and communities.*

- CMS, 2015

# CMS is committed to ambitious goals

**90%**

Medicare FFS tied to  
value or quality by 2018

Invited all commercial payers to match or exceed goals

# Problem: The Last Mile

Change behavior of front-line providers at the point of care

# Importance of the PCP

Quarterback role is key to driving success in value-based environment

Why is changing behavior at  
the point of care **hard**?

Why behavior change is hard

1/ PCP's are overwhelmed

# 46% of physicians experience burnout

PCP's spend 10+ hours per week on administrative paperwork

Average PCP coordinates care with 229 other physicians

PCP's need 7.4 hrs/day to satisfy recommendations for preventive services

Shortage of PCP's - demand growing fastest, but supply at all time low

Why behavior change is hard

2/ Value-based programs are complex and vary by payer



Why behavior change is hard

3/ “Performance” data is often inaccurate and shared too late

Why behavior change is hard

4/ No way to get right  
information at the right time  
within the physician workflow

# “Let’s just connect to the EHR”

## Docs dissatisfied with their EHR systems: new surveys

By Darius Tahir | April 14, 2015

Modern  
Healthcare

Topics: EMR Implementation | Meaningful Use

## Docs air EHR frustrations at AMA town hall

Steven Stack: Cumbersome tools bring clinicians 'to their knees'

July 21, 2015 | By Marla Durben Hirsch

FierceEMR

## 'Dissatisfaction' leading to EHR replacement trend

A 59 percent uptick in physicians looking for new systems, says report

June 17, 2015

Healthcare IT News

## More Physicians Reporting Dissatisfaction With EHR Systems

Posted on Sun, Aug 16, 2015

Compared with survey five years earlier, fewer physicians report being satisfied or very satisfied

THURSDAY, Aug. 13, 2015 (HealthDay News) -- More physicians



# Current EHR's anchored to fee-for-service

## Pay for Volume

What have I done?  
Focus on services rendered



Inward-facing  
Billing-Driven IT

## Pay for Value

How is the patient doing?  
Optimize across care continuum



Outward-facing  
Clinically-Driven IT

Solution requires a

Clinical-first, patient-centered  
technology, embedded in the  
physician workflow

# 1/ Engage physician in workflow with timely feedback

- Focus on the patient-physician relationship
- Need for actionable info at provider's fingertips in 30-second digestible manner

## 2/ Meet reporting needs without adding burden to PCP's

- Don't distract the physician train of thought
- Minimize the diligence and effort to document correctly and get paid

### 3/ Elevate patient to an active, engaged member of care team

- Care quality should be transparent
- Patient should be encouraged to track and improve it

## 4/ Connect the care team over a common patient record

- Enabled regardless of which EHR is used or in the same enterprise
- Remains digestible to the individual doctor

## 5/ Be affordable, so access is democratized

- Myth: technology needs to be expensive and available only to deep-pocketed enterprises
- Delivery of care should not be constrained by technology

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*Personal relationships of the kind often found in smaller practices are the key to the practice of medicine. What I have learned is that we do not need to sacrifice this unique feature of our health-care system as we move forward in adapting new value-based payment models and improving the health of patients.*

- Bob Kocher, WSJ

# Thoughtful technology enables success in the last mile

Get front-line PCP's not only to change behavior to enable high-value care, but to ensure they are financially successful if they do so.



# Thank you

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