PatientPing Case Study: Compass Medical, PC

How Compass Medical, PC Increased TCM Visits, Improved Chronic Care Management, and Outcomes During COVID-19

PATIENTPING

Background

Compass Medical, PC Overview

Compass Medical, PC, is a physician owned and directed medical organization serving over eighty thousand patients across Southeastern Massachusetts. Since being founded in 1993, Compass Medical, PC has become one of the leading provider organizations south of Boston, and consists of over ninety healthcare providers and five hundred and fifty team members that work across six clinical practice sites.

Compass Medical, PC, functions primarily under fee-for-service care models, and also participates in various upside and downside risk-based contracts through affiliated provider organizations and health plans. These risk-based contracts include the Next Gen ACO Model, Medicare Shared Savings Program (MSSP), and the Medicare Advantage Program. Compass Medical, PC also participates in various quality initiative programs, such as Transitional Care Management (TCM) and Chronic Care Management (CCM) programs.

In 2018, Compass Medical, PC partnered with PatientPing to receive real-time visibility into patients' care events to improve care coordination outcomes and succeed with the quality initiative programs mentioned above. When COVID-19 struck in March of 2020, Compass Medical, PC saw a steep drop (52%) in office visits and turned to PatientPing's data to adjust their workflows, add more patients to their PatientPing roster, flag COVID-19 patients, and not only reverse the office visit decline but improve TCM follow-up visits by 500%.

Compass Medical, PC's Patient Population

80K
TOTAL PATIENTS

30%	30%	15%	25%
MEDICARE	BLUE CROSS BLUE SHIELD	MEDICAID	OTHER COMMERCIAL CONTRACTS

COVID-19

Care Coordination Challenges & Program Overview

➕ Declines in Patient Visits & Reimbursement Revenue

At the start of COVID-19 Compass Medical, PC faced new challenges in care delivery. Like many provider organizations, it experienced a steep decline in office visits (both scheduled and billed) due to patients' reluctance to visit physician practices or healthcare facilities. For example, from March 11, 2020 when the World Health Organization declared COVID-19 a pandemic, to April 30, 2020, appointment visits decreased by 52%. Additionally, the team struggled to monitor patients who were diagnosed with, or who were being tested for, COVID-19 outside of their facilities.

These challenges had a direct impact on patient services and reimbursement revenues, as Compass Medical, PC was deterred from proactively scheduling follow-up appointments with patients post discharge from emergency departments (EDs) or hospitals, performing TCM services, and continuing to provide care to patients both with and without the virus.

Compass Medical, PC started to address the situation by increasing its PatientPing patient roster size so that all 80,000 Compass Medical, PC patients were monitored on the PatientPing platform. In the past, the roster was primarily dedicated to those enrolled in the CCM program, about 3,500 patients.

➕ Program Overview

By adding its full roster of patients into the PatientPing platform, the Compass Medical, PC team could view all patient care events in real time to identify any emergency room (ER) discharges, observation discharges, in-patient admissions, in-patient discharges, skilled nursing facility (SNF) discharges, home health agency (HHA) admissions, and/or hospital / HHA discharges and transfers. Receiving these notifications triggered workflows—similar to the CCM, TCM, and ER follow-up programs already in place—to ensure patient outreach was completed as soon as possible. Additionally, nurses scheduled virtual or in-office follow-up visits, and ensured appropriate remote care services and care management were provided to patients, and that TCM visits were scheduled.

COVID-19 Flag Feature

Compass Medical, PC also utilized PatientPing's COVID-19 Flag functionality. This feature:

- Alerts care management teams in real-time of COVID-19 patient presentations, admissions, discharges, and transfers to proactively engage with them
- Notifies providers of incoming COVID-19 patients to ensure appropriate allocation of resources (ventilators, oxygen tanks, PPE, etc) and that proper quarantine protocols are followed
- Keeps front line providers safe by better preparing them for incoming COVID-19 patients

COVID-19 Results

As mentioned previously, Compass Medical, PC saw a 52% decrease in appointment visits due to COVID-19. Enlarging the PatientPing roster enabled Compass Medical, PC to proactively respond to more care events that triggered electronic notifications data. By reacting and responding to this new data by slightly modifying existing TCM workflows, Compass Medical, PC saw a 500% increase in TCM follow-up visits.

The graph below outlines Compass Medical, PC's month-over-month Transitional Care Management Work Relative Value Units (wRVUs) from January - September of 2020.

Compass Medical, PC: TCM Work Relative Value Units (wRVUs) Billed
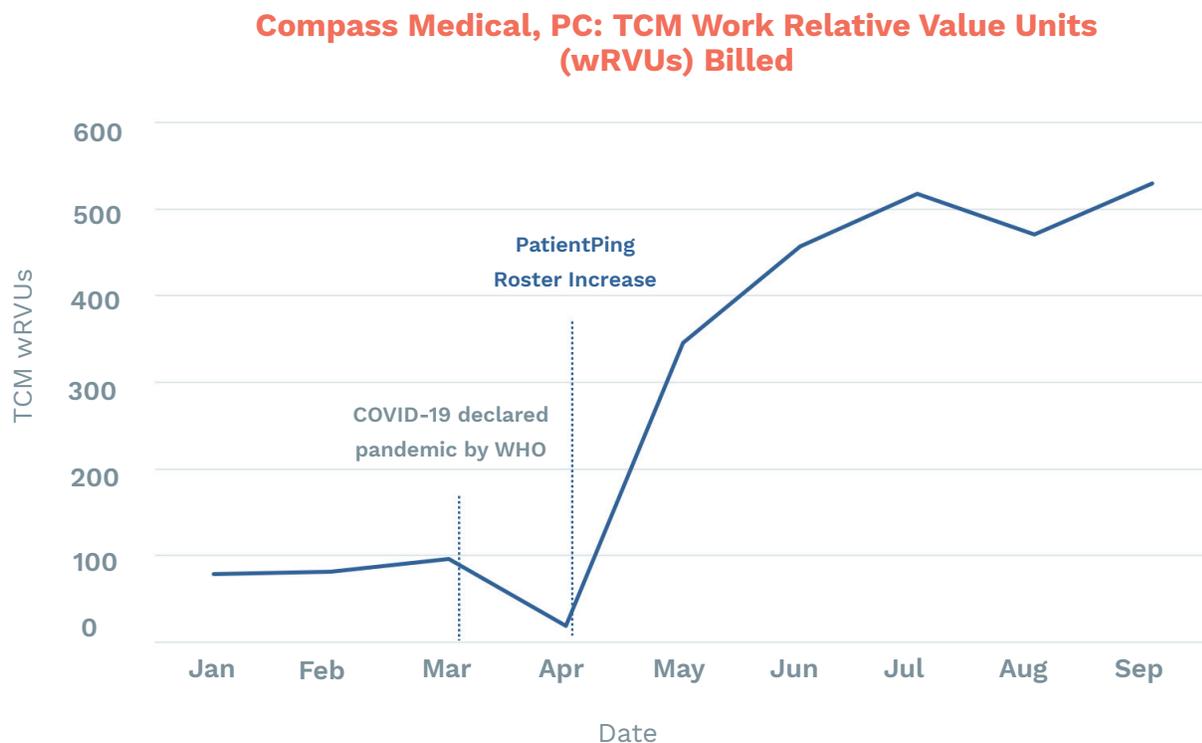
The seeds for these results were planted in 2018 when Compass Medical, PC originally utilized PatientPing to enhance its Chronic Care Management program. Continue reading to learn more about the implementation, workflows, and results from that use case.

> **"PatientPing opens a floodgate of data. When we have that data, we can be ready to take action on that data, and care for patients in need."**
>
> - Dr. Dhrumil Shah, CMIO, Compass Medical, PC

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Chronic Care Management & Transitional Care Management Programs

Care Coordination Challenges, PatientPing Implementation, Workflows

➕ Lack of Visibility into Patient Care Events

In 2018, Compass Medical, PC implemented a Chronic Care Management program with the goals of better managing total costs of care and outcomes for high-risk, vulnerable patients, especially those with multiple chronic conditions.

When the program launched, the Compass Medical, PC staff found they lacked the ability to monitor patients' care events, specifically those who had recent hospital or ED care events. As a result, Compass Medical, PC could not proactively engage patients for routine and post-hospital discharge follow-up appointments and ensure appropriate TCM services were delivered. This ultimately resulted in missed care opportunities, lost reimbursements, and the inability to provide appropriate and preventative care to patients. Compass Medical, PC then turned to PatientPing.

> "In order to truly succeed in value-based care, we need to meet patients at their most vulnerable points of care throughout their care journeys."
>
> - Dr. Dhrumil Shah, CMIO, Compass Medical, PC

⊕ PatientPing Implementation

In 2018, Compass Medical, PC originally partnered with PatientPing to receive real-time visibility into patients' care events to improve care coordination outcomes and succeed under value-based care and quality initiative programs.

PatientPing team members worked with the Compass Medical, PC staff to upload a roster of over 3,500 patients that would be monitored in PatientPing's platform as part of their CCM program. This list was updated on a monthly basis to ensure all appropriate patients were monitored on the platform, and that all care information was up to date.

PatientPing team members provided ongoing training and support to the Compass Medical, PC staff to review best practices for using the platform, and to help implement workflows that best met the needs of the Compass Medical, PC staff and their organizational initiatives.
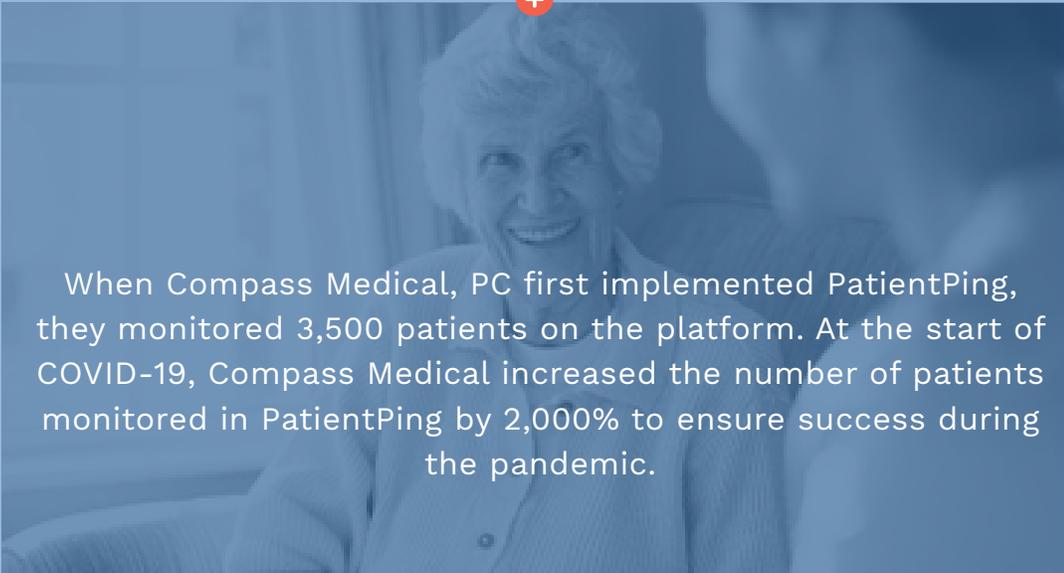
When Compass Medical, PC first implemented PatientPing, they monitored 3,500 patients on the platform. At the start of COVID-19, Compass Medical increased the number of patients monitored in PatientPing by 2,000% to ensure success during the pandemic.

Transitional Care Management & Chronic Care Management Program Workflows

Compass Medical, PC staff leverage the PatientPing web application and real-time SMS and email notifications to know when and where their patients went to receive care across acute and post-acute care settings.

Below are the Compass Medical, PC staff members' workflows within PatientPing for their Transitional Care Management and Chronic Care Management programs.

1. Nurse logs into the PatientPing platform at the start and middle of each shift to view all patients who have been discharged from the hospital

2. Nurse reviews all care event information, including patient: diagnoses, demographic information, prior care events, utilization histories, patient and care team member contact information

3. PatientPing export feature is used so that all information from PatientPing is shared across the Compass Medical, PC team

4. Nurse ensures all PatientPing information is updated in appropriate hospital electronic health records (EHRs)

5. Patient outreach begins, and is prioritized by the Compass Medical, PC team based on; hospital where care events occurred, whether patient are high-risk or high-utilizers, and if patient are already enrolled in their CCM program

6. Nurse performs all Transitional Care Management services, and schedule an in-office or virtual appointment within a Compass Medical, PC provider within 7-14 days

The Compass Medical, PC team also pulled weekly reports from PatientPing that included all hospital events that occurred the past week. The report was segmented out by patients who are already enrolled in their Chronic Care Management program, and those who are not. For those already enrolled in the CCM program, a dedicated nurse previously assigned to that patient was responsible for overseeing their TCM outreach to ensure patient relationships were built and maintained.

For patients who met the criteria for the CCM program but were not yet enrolled, Compass Medical, PC ensured that outreach was completed as soon as possible to educate patients on the benefits of the program. By proactively reaching out to patients shortly following their care events, and while they are at more vulnerable points in their care journeys, Compass Medical, PC found that patients were more apt to enroll in the program.

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Emergency Room Follow-Up Program

Compass Medical recently implemented new workflows with PatientPing to help streamline and improve ER follow-up processes. Through the program, Compass Medical expects to reduce overall admission rates, and prevent avoidable readmissions. Below are their workflows for the program:

1. Care Management Nurse logs into PatientPing to view all patients who have been discharged from the ER

2. Nurse accesses patient contact information in PatientPing to follow up with patients the same day as their care event, and engage them for a virtual check in to review; reason for care event, prescriptions, and medications, schedule an in-person or telehealth visit

3. Staff members use PatientPings' High Utilizer and Readmission Risks Flags to monitor patients at risk of readmission, or those who have had 3 or more hospital visits within the last 60 days to help prioritize outreach

PatientPing & Compass Medical, PC Partnership Recap

Compass Medical, PC originally partnered with PatientPing to enhance its Chronic Care Management program in 2018. When COVID-19 hit and dramatically decreased office visits and reimbursements, the Compass Medical, PC team recognized receiving PatientPing's real-time notifications for its entire patient population, not just the CCM program, could proactively drive patient outreach activities and dramatically improve TCM results.

With PatientPing, Compass Medical, PC has been able to:

- **Increase TCM Follow-up Visits:** proactively outreach patients post-discharge to increase TCM follow-up visits by 500% during COVID-19

- **Improve Chronic Care Management Program Outcomes:** increase enrollment rates for its Chronic Care Management program and ensure appropriate care is delivered to high-risk patients already enrolled in the program

- **Successfully Monitor Patient Events:** monitor all inpatient, ER, and post-acute events in real-time to proactively engage patients for follow-up appointments

- **Prevent Readmissions & Provide Continuity of Care:** monitor and engage high-risk patients post-discharge from the ER to quickly intervene and avoid preventable admissions and potential readmissions

- **Maximize ED Follow-up visits and Billing Opportunities:** proactively engage patients post-discharge from the ED to schedule follow-up visits and increase billing rates

- **Enhance Patient Education & Engagement:** educate patients on the opportunity to seek care at Compass Medical, PC via in-person or telehealth appointments

By increasing its roster size with PatientPing, Compass Medical, PC saw a 500% increase in TCM follow-up visits.