Integrated Data
Intuitive Reports
Maximized Savings

3800+ providers
30+ data sources
1 pop health solution

A single integrated AI-driven platform positions McLaren to generate **tremendous savings**

Who/where
McLaren Health Care, Grand Blanc, Michigan

Challenge
Integrate data from various sources to manage multiple VBC contracts

Solution
Persivia CareSpace®

Results:
• In 2019 the McLaren ACO was the 6th best performing MSSP ACO in the country generating over **$34 million in savings**

Meeting the Challenge of integrating data and managing different VBC contracts

How does an ACO consolidate data across 3800+ physicians and 300+ practice locations? And how can the data be used effectively to better manage care and meet the requirements of different value-based care (VBC) contracts?

Headquartered in Grand Blanc, Michigan, McLaren Health Care includes 14 hospitals, 300+ practices, 3800+ providers ambulatory surgery centres, imaging centres, and commercial and Medicaid HMOs covering more than 550,000 lives in Michigan and Indiana. Over the years, McLaren has launched or become involved in multiple value-based care programs including a MSSP ACO, Medicare Advantage, multiple commercial risk programs and bundled payment programs as well as taking on Medicaid risk. They have been dealing with multiple data sources including McKesson legacy in-patient EHR, moving to Cerner as their single in-patient EHR, 20+ ambulatory EHRs, 7 different claims data feeds, ADT from the state-wide MIHIN HIE.

McLaren has a central group of nurses that provides care management and care coordination services across all the different VBCs. This group was using 5 different point solutions

· A Care Coordination solution
· A Care Management solution
· A Cost Analytics solution
· A Registry solution
· A HEDIS Analytics and Reporting solution

The 5 different point solutions McLaren was using were not up to the task of managing patients in the at least 6 different VBCs with data from over 30 different sources and providing the capabilities needed by the McLaren team to effectively manage the health of their large patient population.

McLaren had defined a set of interlocking needs for consolidating its clinical quality measures (CQM) reporting across all facilities and consolidating its multiple value-based and alternate payment programs onto one platform. Significantly, this complex set of requirements had to be implemented in under 3 months.

> **"My biggest concern was how do we keep some of our legacy systems active and still meet our interoperability and other technology goals,"** said Mark Gray, **McLaren's Corporate Director of Information Technology. "We're a large organization and we have a lot of clinicians using different information technology systems as well as a large patient population to care for. How do we make sure we aren't putting an additional reporting burden on clinicians while taking advantage of some of the unique payer opportunities that we have in Michigan to help us control costs and deliver quality care?"**

Selecting the right platform

McLaren ran a very structured process to select a single platform to replace all these systems and support all the APMs culminating in an all-day session with multiple McLaren teams (Executive, Care Management, Analytics, IT etc.) spending time with the finalists.

Persivia's CareSpace platform was the unanimous selection across all the teams

Persivia finished integrating the 20 EHRs and 300 practices and went live in about 60 days from contract signing as per McLaren's requirements

Improved Care Management Capability

CareSpace improved McLaren's care management capabilities by adding:

- Strong risk stratification capabilities

- Highly efficient AI enhanced workflows

- Ability to create & mange provider and patient tasks and goals

- Ability to provide virtual care from the same platform

- Direct integration of ADT feeds and view of all encounters and schedules for each patient

Improved Cost & Analytics Performance

CareSpace improved Cost Analytics performance and provides much faster loading of reports. Additionally, McLaren now has a way to:

- Visualize Year-on-Year cost differences Reports on

- Most expensive facilities, providers and patients

- Admission and readmissions

- Poly pharmacy

- Prescription patterns

- Ability to drill down to the patient and claim line levels

Right Patient Information at the right time

The legacy registry was based on clinical guidelines and failed to address McLaren's need for providing feedback on metrics where payers reimbursement was tied.

The CareSpace® registry has the capability to display metrics which are relevant to the various APMs providers are involved in, thus resulting in an improved uptake by the providers. Moreover, the CareSpace® provided quality registries are completely integrated with the care management workflows thus allowing the care managers to efficiently and effectively close quality gaps.

McLaren now has the CareSpace® HEDIS registry that can also report supplemental data to commercial payers

Population Health Management done right

McLaren is leveraging Persivia to succeed in a range of alternate payment and quality programs, including: BPCI Advanced, Medicare Advantage, Medicaid, Blue Cross Blue Shield Michigan, and McLaren's Accountable Care Organization (ACO), the McLaren High Performance Network

Benefits achieved

With the ability to aggregate and analyze high-quality data across multiple payers and types of contracts, CareSpace empowers McLaren to streamline analytics, workflows, and program participation, enabling success under multiple concurrent payment models. The Intuitive, easy-to-read dashboards engage user teams with a variety of reports, meeting their diverse needs, presenting the data they need to close care gaps, identify high-risk patients and manage care.

Looking forward to a successful future

"Our CareSpace users are happy – they don't have to go to many different EMRs to get the information they need to properly service the McLaren patient," said Gray. **"Persivia has helped us save time and money, avoid penalties, and improve our ability to report and analyze data, leading to better patient safety and improved care quality." "Our relationship with Persivia has grown and strengthened over the years and we absolutely see Persivia as part of our future success."**

"Because the payer/provider market in Michigan is more progressive, there are more programs to participate in." said Mansoor Khan, CEO of Persivia. **"These unique market conditions make it especially appropriate for healthcare organizations like McLaren to partner with Persivia".**

Let us make you a success story.
Partner with us

"CareSpace's single platform architecture allows our clients to typically replace five to six-point solutions while improving performance and usability. CareSpace organizes and integrates data while streamlining analytics, workflows, and program participation, enabling success under multiple concurrent payment models. Mark and his team at McLaren have done a great job taking advantage of these opportunities to benefit their patient population and we're excited to continue the partnership."
-Dr. Mansoor Khan, CEO Persivia Inc.

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