

How Mount Nittany Health turned around higher Quality Performance scores in the wake of a pandemic.



WHO / WHERE

Mount Nittany Physician Group, State College, Pennsylvania

CHALLENGE

Using electronic reporting to turn around a higher MIPS (Merit-based Incentive Payment System) Score in the wake of the Coronavirus Pandemic and generate savings along the way

SOLUTION

Persivia CareSpace Platform

RESULTS

Since utilizing Persivia's **MIPS Performance Dashboard in 2020**, Mount Nittany has improved their overall total score from **87% to 91% (4% increase)** and Quality Score from **45% to 50% (5% increase)**



Using Electronic Data Extraction To Rapidly Implement A New Electronic Health Record.

How does an organization rapidly turn around reporting in the wake of a pandemic to generate even higher scores than the previous year without as many dedicated resources?

Located in State College, Pennsylvania, Mount Nittany Health includes a medical center that is a 260-bed acute-care facility offering emergency, medical, surgical, diagnostic and community services. The hospital is located adjacent to the Pennsylvania State University main campus near Beaver Stadium. It comprises over 2,400 healthcare professionals and support staff, with 60 specialties and subspecialties.

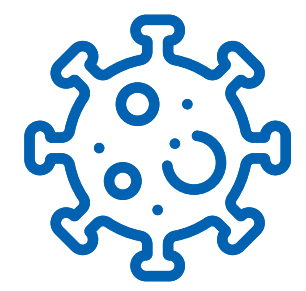
In 2019, Mount Nittany Health transitioned towards the Meditech Expanse EHR. As they were undergoing significant restructuring of staff and leadership, they continued to use a manual process for quality measurements as they had not fine tuned some of the workflows to capture the data using Meditech alone.

"It had always been a challenge to capture and pull out the data from a quality perspective to accurately reflect the care that was being provided so there was a huge manual effort of ingestions that the team did to get the data out," said Ryan McLaughlin, Mount Nittany Health's Director of Clinical Applications. "We thought going from manual to electronic, the [MIPS] score would decrease because when you're looking at something manually, it is easier to pull things out of a non-structured data field."



Why Optimizing MIPS Is So Important

As the Quality category accounts for the largest portion of your total MIPS score, developing a reporting plan that maximises Quality points is important. A total MIPS score of 90 points is estimated to earn a **+3% payment adjustment in 2021**, whereas a MIPS score of 100 points would earn an estimated **+4.69% payment adjustment**. By combining the EHR and registry measures, these specialists would significantly increase the amount of financial incentives they would receive for their MIPS reporting.



COVID-19 Challenges

The pandemic, however, shifted the organization's focus towards pandemic-related activities that required all hands on deck. This meant shifting from manual to electronic reporting became a lower priority as CMS deadlines passed and Mount Nittany Health was forced into a rapid electronic reporting option.



Choosing The Right Partnership

Persivia's Hospital Quality team worked in partnership with Mount Nittany Health's Physician Group to implement a MIPS Quality Reporting Program (6), ACI (4), and CPIA (4) measures to provide a performance dashboard for 181 participating Physician Providers utilizing electronically captured data direct from Live DB extract.

"We were surprised to see scores improve when doing the electronic process,"

McLaughlin said.

2019

MIPS Scores

Total Score 87.82/100

Quality Total Score 44.53/45

Promoting Interoperability
Total Score 14.75/25

Improvement Activities
Total Score 15/25

Bonus Points Total 2.08

2020

MIPS Scores

Total Score 91.13/100

Quality Total Score 50.31/55

Promoting Interoperability
Total Score 21.90/30

Improvement Activities
Total Score 15/15

Bonus Points Total 3.92

By leveraging the Persivia Clinical Decision Support system populated by more than 30,000 evidence-based rules, Mount Nittany Health stays ahead of the curve on MIPS performance based categories via:

- ✓ Integrated platform performance monitoring
- ✓ Composite Performance Score with breakdown of performance across individual MIPS categories
- ✓ Real time Clinical Decision Support to achieve higher performance on CQMs, Clinical Performance Indicators (CPI) and evidence-based guidelines to decrease unnecessary services to improve efficiency and Resource Use (RU)
- ✓ EHR system and Billing/Claims system data extraction
- ✓ Production of Electronic QRDA III files for submission according to CMS standards

Stronger Engagement

- ✓ Physician leadership is actively engaged in oversight of this program through the CMIO and the Quality Committee that meets regularly to review performance expectations.
- ✓ Persivia's technical team provides expert consultation to ensure all the required standardized codes are updated annually to meet quality measure specification requirements.



Speed, Accuracy, & Efficiency

As a result of Persivia's electronic reporting, Mount Nittany Health was able to transition from a time-intensive manual data abstraction process to implementing a new EHR in a rapid go-live implementation that took less than 12 months to complete.

Better Workflows

- ✔ Mount Nittany Health moved from manually pulling data to utilizing standardized electronic data from Meditech's Ambulatory EHR Expand which helped to streamline workflow and data collection.

Quality Visualizations

- ✔ Mount Nittany Health is able to focus on targeted improvements with Persivia's monthly performance dashboards updated on a daily basis
- ✔ Mount Nittany Health can now focus on targeted improvements primarily by expanding Provider education thanks to the Persivia performance dashboard that can be filtered by provider or measure.

An Eye Towards The Future

Mount Nittany Health has a bright financial future ahead by achieving a total MIPS score of 90 points, an estimated +3% payment adjustment or 100 points, an estimated +4.69% payment adjustment in 2021. With recurring updates to the data mapping and measurement selection in addition to improving education and standardization of documentation workflows with the physician team, Persivia can help make this a reality.

"During a Pandemic and migration to a new eHR, Persivia was happy to partner with Mt Nittany Physician Group to ensure they were able to successfully report MIPS quality data on time and as accurately as possible."

Dr. Fauzia Khan

CMO, Persivia Inc.