



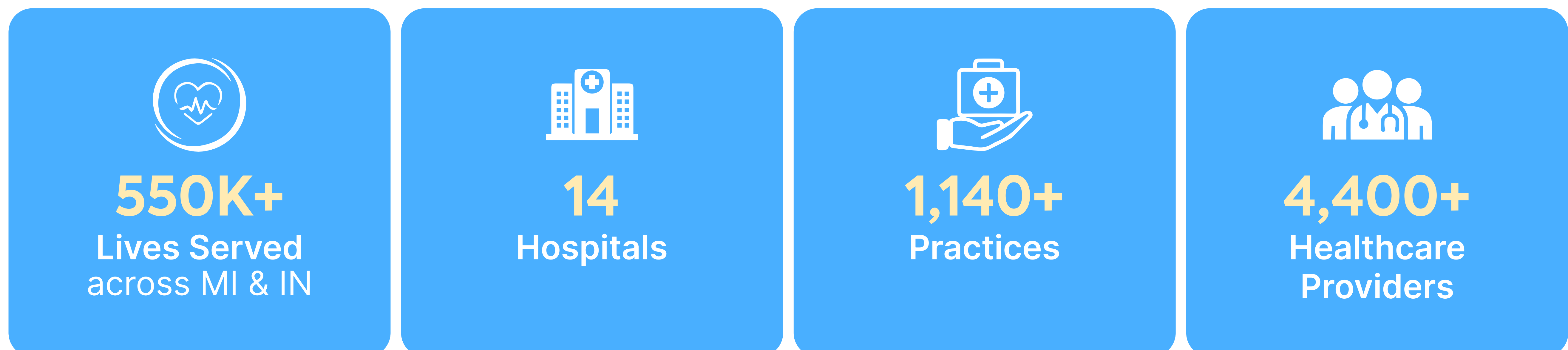
# McLaren Healthcare: Unifying Healthcare Operations with Persivia's Digital Health Platform



## Introduction

Headquartered in Grand Blanc, Michigan, McLaren Health Care stands as one of the country's largest and most comprehensive healthcare networks, managing an intricate ecosystem of healthcare delivery across Michigan and Indiana. With 14 hospitals, over 1,140 practices, and 4,400+ providers spanning ambulatory surgery centers and imaging facilities, McLaren serves more than 550,000 lives through its commercial and Medicaid HMOs. This vast network operates within a complex environment of value-based care programs, including Medicare Shared Savings Program ACO, Medicare Advantage plans, commercial risk programs, and bundled payment initiatives. McLaren's technological landscape reflects this complexity, incorporating multiple EHR systems—transitioning from McKesson's legacy in-patient system to Cerner—while managing 20+ ambulatory EHRs, seven distinct claims data feeds, and ADT data from Michigan's statewide health information exchange (MIHIN HIE).

## MacLaren Healthcare: A Leading Midwest Provider



### Challenge:

## Multiple Point Solutions Hindering Efficiency

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# **Solution:** Persivia's Unified Digital Health Platform

Persivia, recognized by Gartner as a DHP vendor with advanced care management capabilities, transformed McLaren's fragmented digital landscape through three key components:

## **Unified Platform, Multiple Solutions**

- Successfully consolidated five separate point solutions into a single, comprehensive platform.
  - Replaced disparate systems for Care Coordination, Care Management, Cost Analytics, Registry, and HEDIS Analytics
  - Streamlined workflows across 4,400+ providers and 1,140+ practices
  - Enabled seamless integration with existing systems
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## **Comprehensive Data Management and Integration**

- Leveraged Persivia's robust data fabric and unified data model to integrate 30+ EMR systems seamlessly
- Created a single, comprehensive patient view by connecting diverse data sources including McKesson legacy and Cerner systems
- Unified and standardized data from 20+ ambulatory EHRs, 7 different claims feeds, and state-wide MIHIN HIE ADT data
- Enabled continuous data monitoring and quality assurance through advanced data fabric capabilities
- Established comprehensive longitudinal patient records for improved care coordination and decision-making
- Ensured data continuity and reliability across all business applications through automated monitoring and validation

## **Intelligent Data Orchestration and Workflow Integration**

- Transformed integrated data into actionable insights through automated clinical and business workflows
  - Enabled seamless care coordination by orchestrating patient information across all touchpoints
  - Created customized quality dashboards and scorecards that improved physician performance metrics
  - Implemented sophisticated care management processes with automated task assignment
  - Deployed advanced analytics to support multiple value-based care contracts and payer requirements
  - Streamlined population health initiatives with customizable program tracking and outcome measurement
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## **CareTrak®: Enhancing Provider Efficiency at Point of Care**

- Integrated directly within EMR workflow with single sign-on capability
- Provided real-time HEDIS gaps in care through Care View cards
- Displayed physician scorecards and performance metrics during patient visits
- Enabled seamless access to comprehensive patient information without workflow disruption
- Supported continuous provider engagement through intuitive interface

# Enabling Healthcare Transformation Through Packaged Business Capabilities (PBCs)

- Streamlined Care Management with unified patient data access, HCC risk scoring, and integrated socio-clinical assessments
- Automated quality measure tracking and gap closure across multiple value-based programs including BPCI and ACO initiatives
- Deployed on-demand patient registries and real-time population analytics for proactive care management
- Provided custom programs for chronic care and principal care management with automated billing support
- Enhanced provider engagement through integrated provider portal
- Empowered patient engagement via patient portal with secure messaging capabilities
- Delivered performance analytics and billing reports to practices for revenue optimization
- Integrated ADT feeds for real-time care event notifications and utilization management
- Enabled cost and utilization tracking for ACO performance optimization
- Supported telemedicine integration for expanded care delivery options

## Outcomes

✓ **\$34M** Savings generated by McLaren ACO in Medicare savings

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✓ **60 days** Implementation Timeline

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✓ **90%** Increase in operational efficiency through automated risk stratification

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✓ **100%** Improvement in physician quality scores

✓ Improved **patient care** delivery efficiency

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✓ Streamlined access to **performance data**

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✓ Enhanced **commercial and ACO** performance metrics



# Testimonial

Through customized reports, we have nearly doubled our physician's scores on our quality scorecard. The platform's ability to recreate and enhance our existing quality metrics, while seamlessly integrating with our workflows, has driven significant improvements in both our commercial and ACO performance year over year. Our providers now have instant access to their performance data through customized dashboards, enabling them to deliver more focused and effective patient care." - Kim Hamm, VP Clinical Operations, McLaren Physician Partners.

## Conclusion

The partnership between McLaren Health Care and Persivia has transformed a complex, multi-system healthcare environment into a streamlined, data-driven operation delivering measurable results. By implementing Persivia's Digital Health Platform, McLaren has achieved significant improvements across their entire healthcare ecosystem.

Most importantly, the platform's scalability and flexibility continue to support McLaren's growth as a statewide organization managing hundreds of thousands of patients. Through this strategic digital transformation, McLaren has not only optimized their current operations but has built a robust foundation for future healthcare innovation and value-based care success. The intuitive and highly customizable nature of Persivia's platform ensure that as healthcare evolves, McLaren remains well-positioned to adapt and excel in delivering exceptional patient care.