

Adventist Physician Alliance: Leveraging CRISP connections

2024 Annual Summit



*Better Care,
Better Results,
Better Together*

Introduction of Adventist's Team Members



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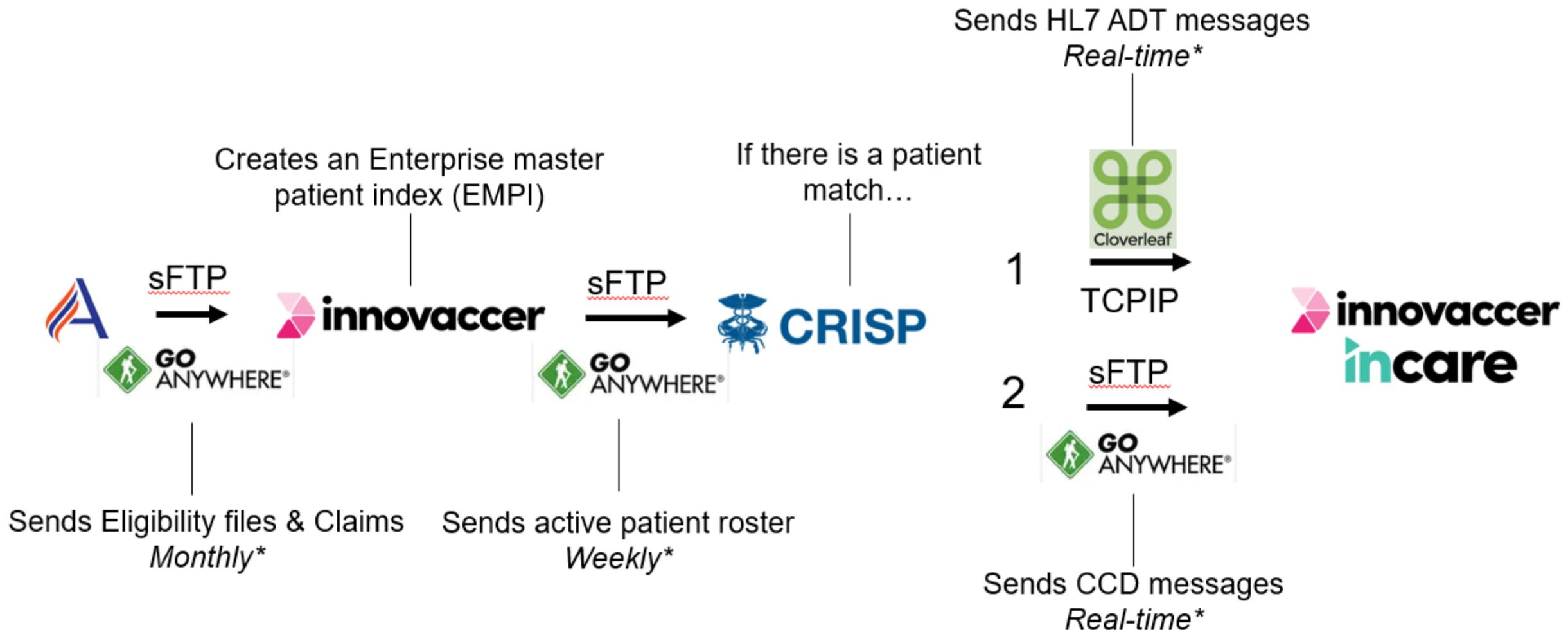
Presenters

AHC's Integration Engineers

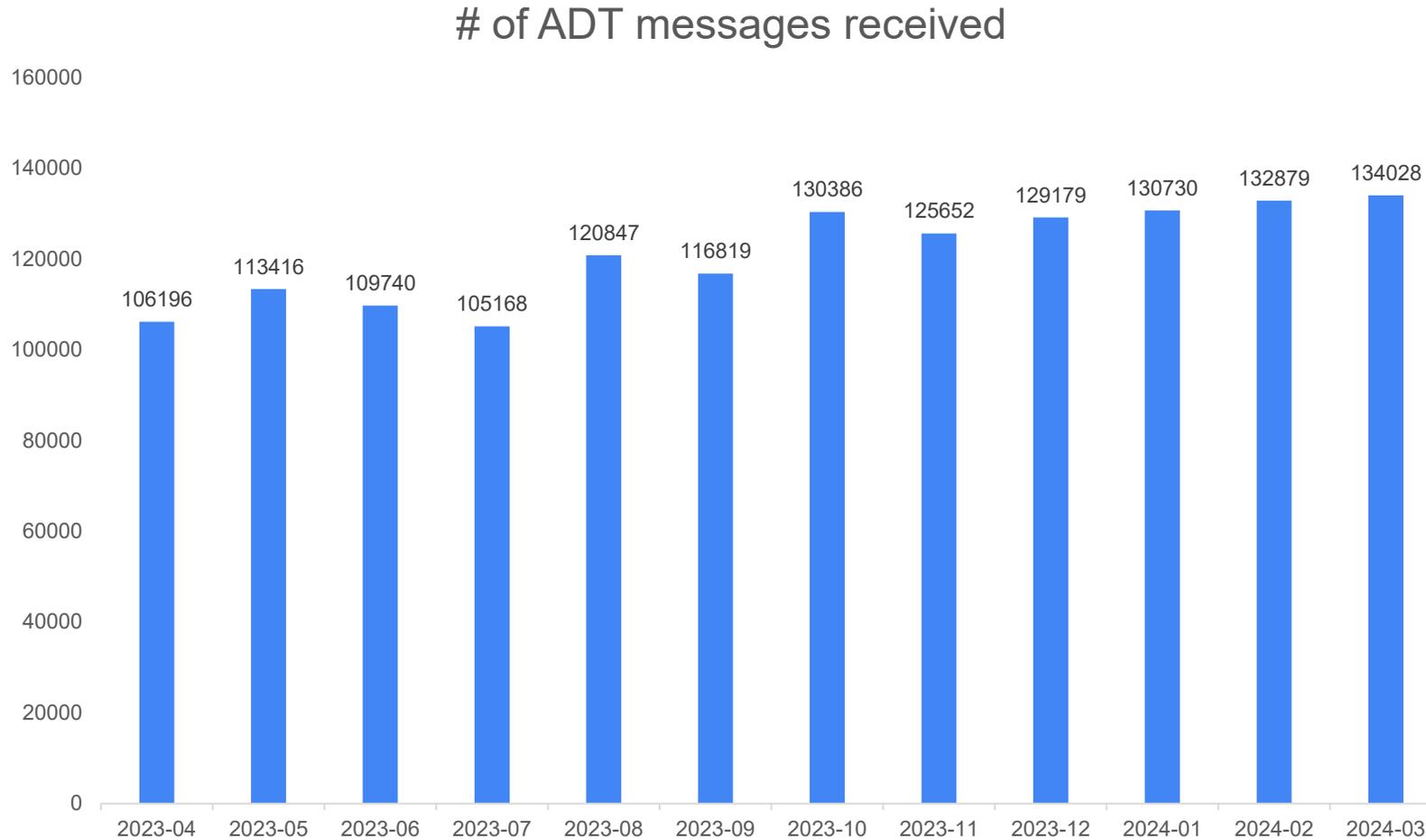
Background and Timeline

- Wellcentive was purchased by Philips. Philips sunset their tool in Dec 2021.
- Adventist Physician Alliance (APA) was forced to quickly transition to a new tool solution from Phillips WellCentive to Innovaccer with a target date of January 1st, 2022
- Given the short time frame APA wanted to leverage existing partnerships for setting up Innovaccer
 - APA reached out to CRISP to set up an Admission-Discharge-Transfer (ADT) feed on its value-based lives
 - CRISP, Adventist, and Innovaccer started to meet in December 2021 to launch this project

A high-level overview of CRISP <> Innovaccer data pipelines

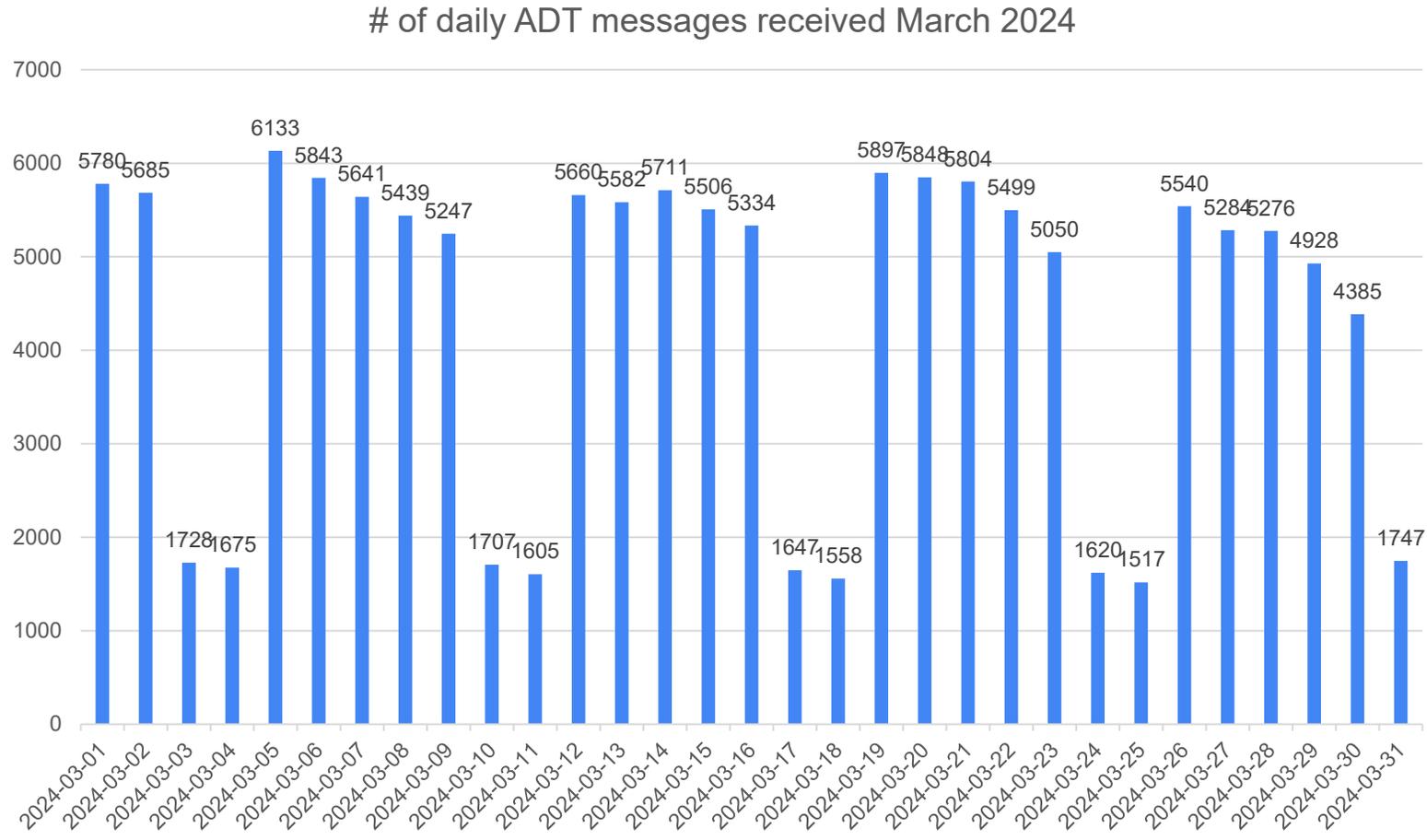


of ADT messages per month (last 12 months)



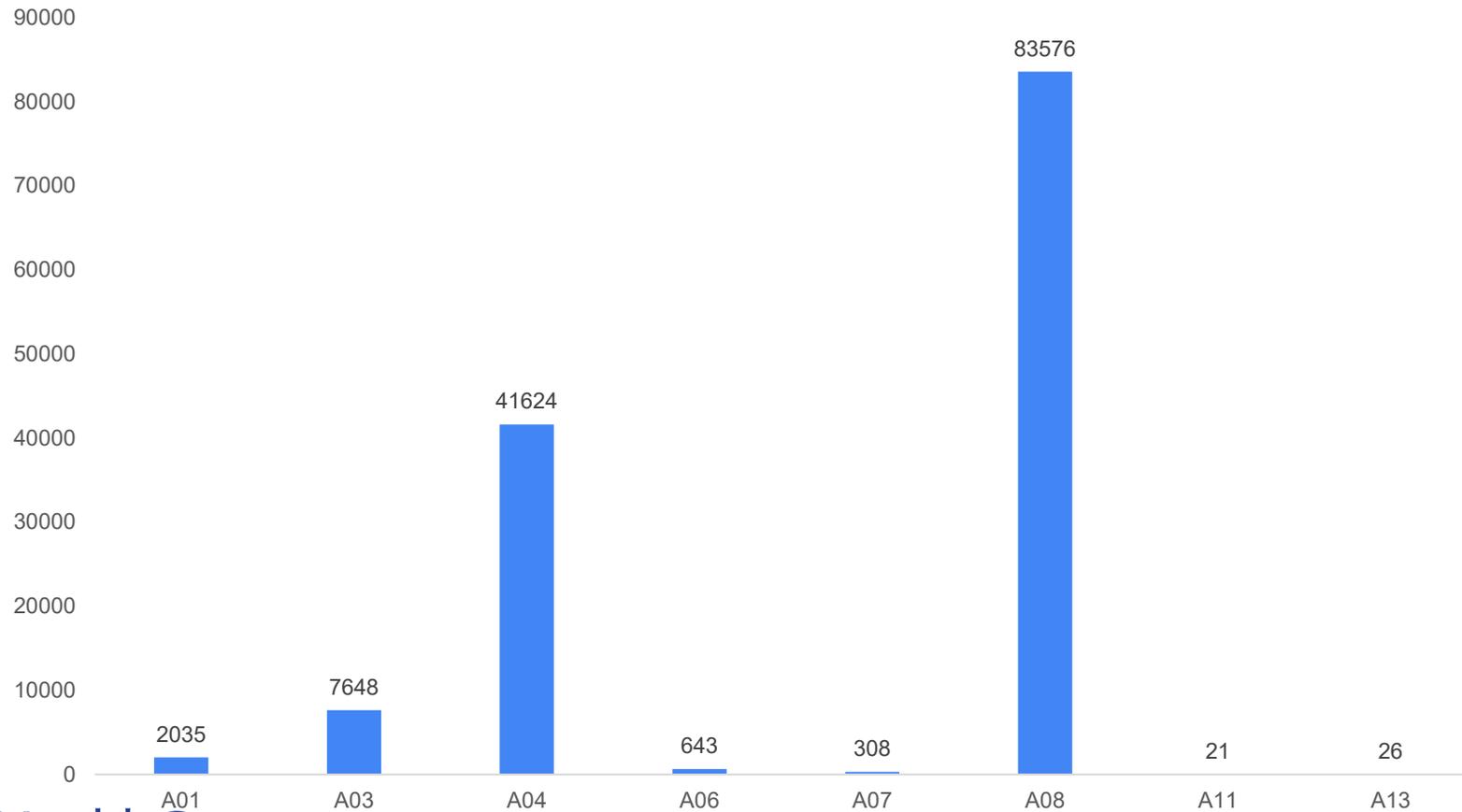
84,876 unique patient's ADT messages were sent last 12 months

of ADT messages received March 2024

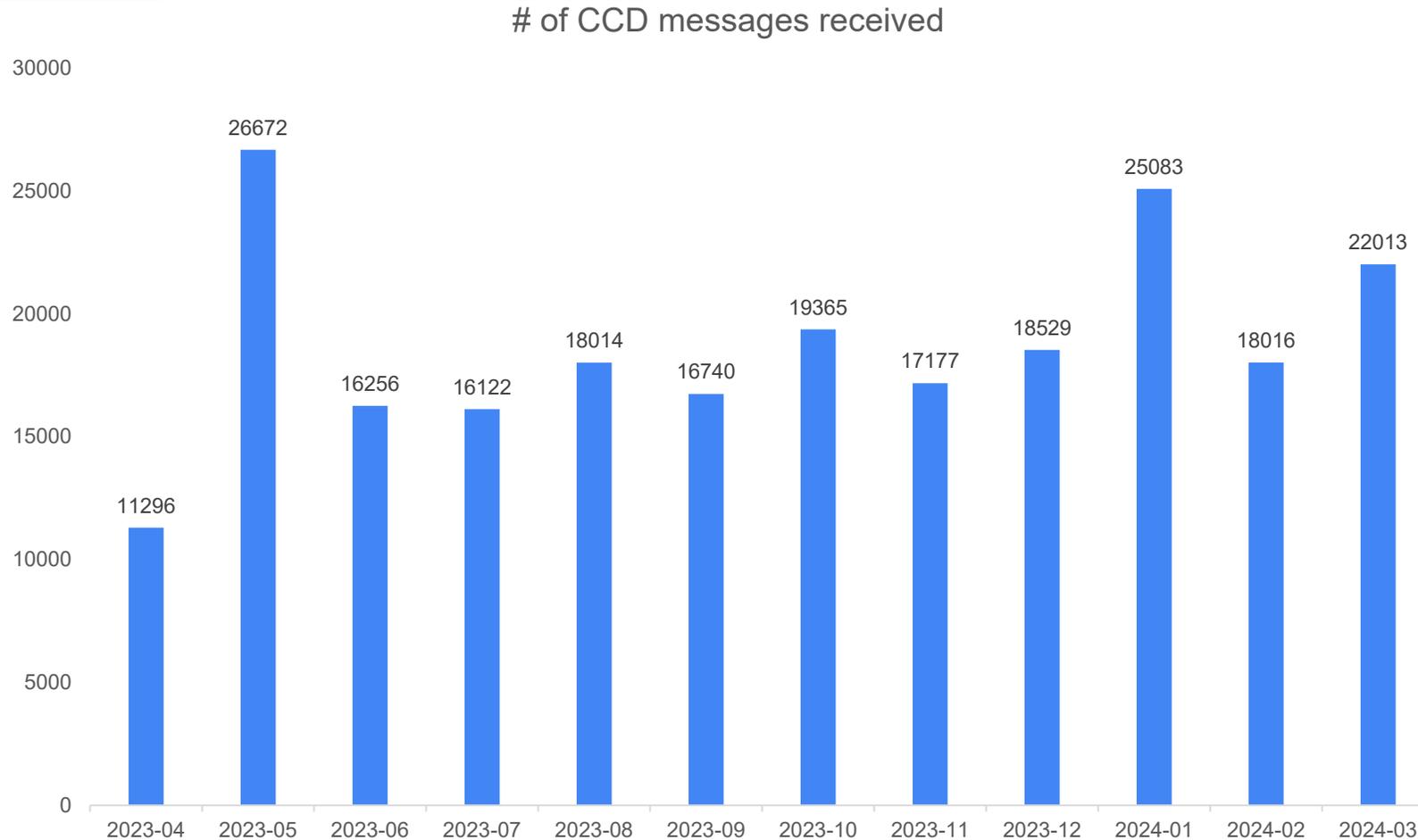


of ADT messages received March 2024 by Event Type

of ADT messages received March 2024 by Event Type

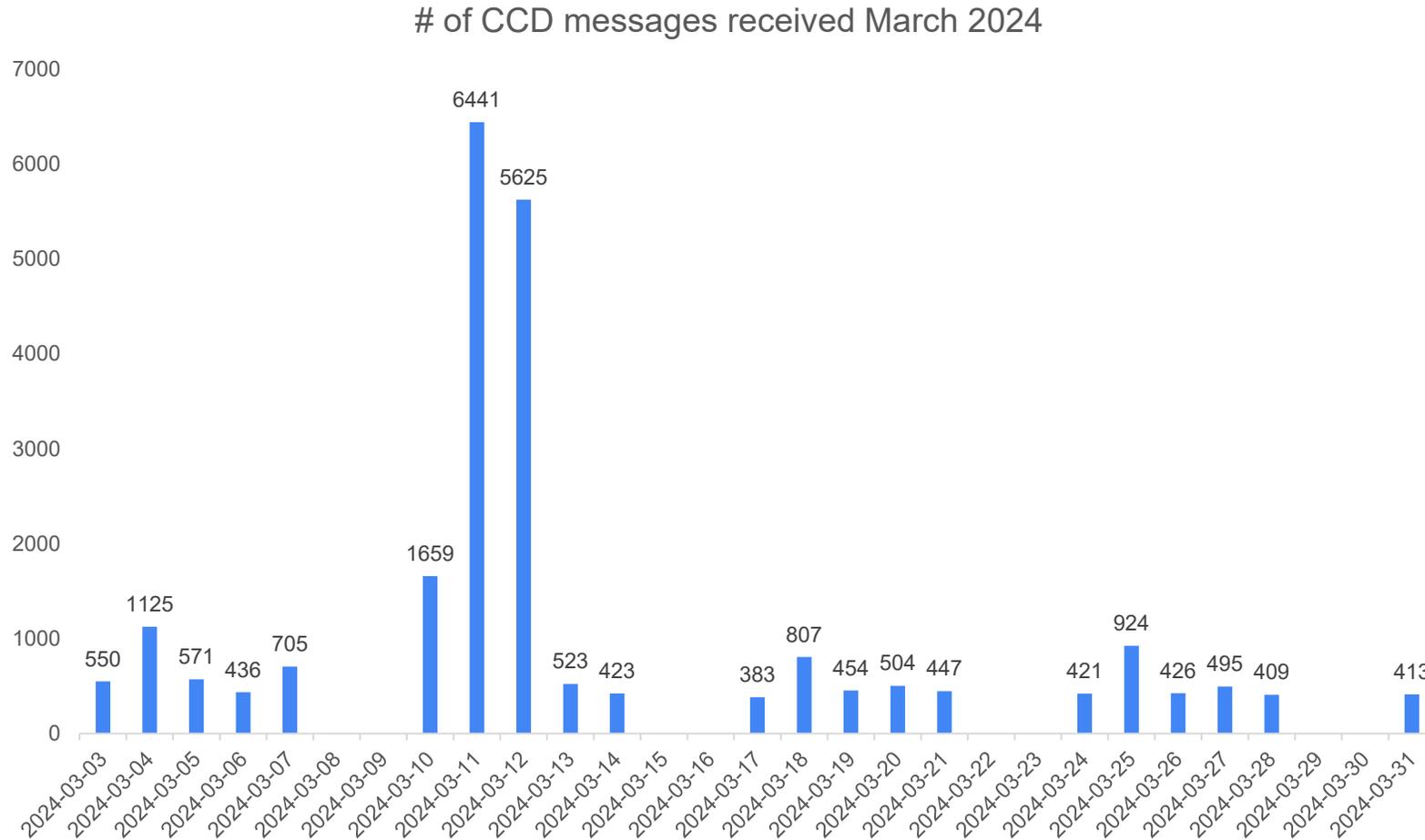


of CCD messages per month (last 12 months)



48,846 unique patient's ADT messages were received last 12 months

of CCD messages received March 2024



How we utilize CRISP data

- Daily - we assign Value-Based patients with new Emergency Department (ED), Observation, Inpatient discharges to a chronic care management nurse or a care coordinator assigned to each physician practice
- Clinical data from CCD are integrated into Patient's 360 view and can use to bridge patient's clinical data before claims are generated

Assignment_date	Protocol	Total_Eligible_Patient
2024-04-22		4
2024-04-22		3
2024-04-22		11
2024-04-22		6
2024-04-22		1
2024-04-22		5
2024-04-22		2
2024-04-22		47
2024-04-22		12
2024-04-22		1

Innovaccer InCare Worklist

Today < > Day Week Search

4 filters applied: Care Protocol X ED Visit Follow-up X SNF Care Protocol X Transitional Care Management X

P	Completed	Patient	Activity Details	Care Gaps	CMS	PCP	Insurance	Source
<input type="checkbox"/>	<input checked="" type="checkbox"/>		ED Visit Follow-up Chart Review (+1)	-	1.5	Mindi Cohen		Automated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Transitional Care Management Chart Review (+1)	-	0.42	Mindi Cohen		Automated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		ED Visit Follow-up Chart Review (+4)	-	0.89	Balnath Bhandary		Automated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		ED Visit Follow-up Chart Review (+1)	-	0.54	Balnath Bhandary		Automated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		SNF Care Protocol Chart Review (+1)	-	0.42	Mindi Cohen		Automated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Transitional Care Management Chart Review (+1)	-	0.35	Mindi Cohen		Automated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Transitional Care Management Follow-Up	-	4.89	Mindi Cohen		Automated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		ED Visit Follow-up AD HOC	-	3.58	Mindi Cohen		Automated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Transitional Care Management Follow-Up (+1)	-	4.64	Madan Bangalore		Automated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Transitional Care Management Chart Review (+1)	-	1.1	Mindi Cohen		Automated
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Transitional Care Management Chart Review (+2)	-	1	Mindi Cohen		Automated



An example of InCare Protocol

Care Protocols /

ED Visit Follow-up

● Ongoing Engagements

✓ Chart Review
1 of 1 task completed

✓ Chart Review Edit

DETAILS [Redacted]

Date of ED Visit:
[Redacted]

Date of Week:
[Redacted]

Facility Name:
Shady Grove Adventist Hospital

Diagnosis:
[Redacted]

Facility Type:
ED Discharge

Lessons learned

1. Importance of having Innovaccer's EMPI embedded into CRISP's ADT & CCD messages
 - Otherwise, a naming variation in ADT or CCD could trigger a duplicate patient record
2. ADT AO8 events could get sent over even after ADT AO3 events are already received
 - Innovaccer has applied an enhancement where AO3 messages are prioritized for ED and IP discharge protocols
3. Obtaining a direct feedback from end users along the implementation process
 - We were missing ED → Observation discharges until our nurses informed us. A custom walkthrough was needed to account for this

Any questions or comments?
