

# Meritus ACO's digital journey

## Achieving quality and compliance with Atos

### Challenge

Meritus ACO originated in 2017 as a Track 1 ACO with approximately 225 providers and 10,000 attributed lives. This was Meritus' second endeavor to build and grow a successful Accountable Care Organization (ACO). With the competing priorities of its participating providers, Meritus faced operational challenges every day. There were no tools that could provide insight into Quality Measure (QM) compliance or remediation plans for providers who were underperforming.

It was also a challenge to provide education and information on QM and overall ACO participation requirements for more than 200 participants. Moreover, with little insight into their own QM performance, or that of their colleagues, the providers couldn't appreciate the impact of clinical practices on the ACO's financial performance. An independent assessment in September 2017 confirmed that members were not fully educated regarding the QMs that required consistent documentation.

Successful adoption of and compliance with QM clinical documentation required a clearly documented workflow into the electronic medical record (EMR) systems. Meritus ACO participants comprised both employed and affiliated physician practices. Hence, an EMR-agnostic approach and solution had to be implemented to position the ACO for a successful year of shared savings.

### Solution

Meritus partnered with Atos to assess physician performance measures as an output of documentation processes and tools. The learning management system was upgraded and enhanced to track individual and group ACO measures, and provide a comprehensive education plan.

The findings of the performance management assessment included:

- ACO Quality Measures were not being captured consistently by the surveyed practices
- Practices were still documenting Physician Quality Reporting System or Meaningful Use Measures
- Meritus' primary care practices were capturing 15 ACO Measures but only focused on 8
- Most providers were unaware of the ACO's requirements for reporting data in 2018
- Not all surveyed practices were aware of the role of the ACO in helping them meet their reporting and care management objectives

The assessment was followed by recommendations on documentation tools and process improvement. A formal ACO communication plan and governance structure was established to oversee improvement efforts. An immediate need to improve physician education and communication resulted in the development of the performance management tool. Features of the new tool included:

1. Automated data delivery process based on pre-established performance benchmarks per provider, per measure
2. Provider-specific dashboards, generated by participating ACO practice EMRs, delivered to each provider including:
  - a. Graphs and other key performance indicators (KPIs) for themselves and their peers for each measure
  - b. The source of their performance measures with one click (data consumed by the platform from the provider's EMR)
3. ACO-designed learnings (PDFs, videos, assessments) that can be assigned to providers based on business logic (developed by ACO) at the practice or ACO level
4. Ability to track and escalate courses by provider
5. Reports that provide a roll-up view of each practice by measure, by provider

6. Ability to develop business rules that correlate to courses
7. Ability to provide announcements and critical information across the platform, improving overall communications

### Outcomes

The assessment recommendations and supporting performance management tool has enabled ACO provider participants to view, for the first time, real-time performance results. It allowed ACO leaders to push measure-specific education and communications to the providers. The ACO operations director was able to monitor and manage compliance more efficiently and effectively.

Atos also supported Meritus to manage their 2018 ACO quality initiatives. The new tool provided a centralized location for all ACO-related information, improving communications, provider engagement and overall ACO performance.

### Why Atos

Atos combines deep healthcare knowledge with global expertise in transforming consumer experiences to deliver a volume-to-value transition that refocuses care on the value of health. Our specialists are helping drive digital transformation by enabling better healthcare quality and lowering costs.

### More information

Learn more at [atos.net](https://atos.net) or email [info.na@atos.net](mailto:info.na@atos.net).

