



# Western Physicians' Alliance



## NEWSLETTER

July 2013

### MONITORING POPULATION HEALTH

The importance of continuously monitoring the health status of the population cannot be overstated. In any given year, less than 30% of the patients with the highest health costs were in that category a year earlier. To manage population health effectively, therefore it is essential to know which patients are getting sick or have a high likelihood of becoming ill at any point in time. Predictive modeling software can be helpful in identifying these patients.

Analytics can also be used for health risk stratification. In this process, the entire population is classified according to the health risks of individuals and subgroups. For example, an analytic tool could identify the 2-5% of the population who need hands-on attention from care managers, as well as other patients who have less serious chronic conditions and those who are fairly healthy. By filtering subgroups of people who have particular conditions and need certain kinds of care, risk stratification can serve as the basis for tailored interventions.

Health risk assessments (HRAs) are another crucial ingredient in tracking population health. A great deal is known about these instruments because of their

longstanding use in corporate America. Many large, self-insured companies ask their employees to fill out HRAs as part of wellness programs. While these questionnaires may be lengthy and time-consuming, financial incentives can increase the percentage of people who fill them out, and placing HRAs online makes it easier for consumers to access them. Healthcare organizations should also use newer data sources such as personal health records and biometric monitoring via home or mobile devices where available.

By using registries, online health risk assessments, and other data, provider organizations can assemble profiles of patients health status and update them as new information comes in. An organization can use analytics to generate timely reports on the prevalence of various health conditions in a population, as well as work lists of patients with conditions that the organization decides to prioritize. For example, if an ACO or PCMH is trying to reduce the percentage of diabetic patients who develop complications, it might choose to focus on patients who have not had an eye exam in the past year or who have trouble managing their blood sugar levels ( $HbA1c > 7$ ), or both.

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Current Resident or

## Saint Mary's Health Plans

### Centers of Excellence Program

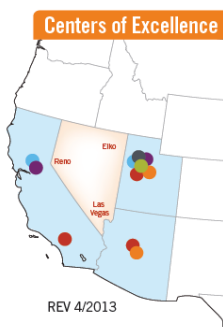
For specialized care not available in SMHP primary coverage areas A Center of Excellence (COE) is a health care facility or practitioner that provides highly specialized care to members with certain health conditions, while meeting Saint Mary's Health Plans' (SMHP) high standards for quality and value. COE partner facilities must demonstrate rigorous quality control measures, positive patient outcomes and cost-efficient health care delivery.

### Things you need to know before accessing a COE

**If you have questions, please call Medical Management at 775.770.6211**

- Members must be pre-approved to use a designated COE facility or practitioner.
- As designated COE providers may be located out of SMHP's primary service area, members may be eligible for travel benefits of up to \$3,000 per trip\*.
- Members are required to use COE facilities approved for specific medical conditions or surgical procedures; a non-COE facility may be pre-approved by SMHP's Medical Management Department if a COE facility is unable to provide the required services.
- Use of a non-COE facility for designated conditions will result in benefits being paid at the out-of-network level and a much higher member expense unless the use of a non-COE facility has been pre-approved by SMHP's Medical Management Department.

\* Includes lodging/meals at \$200 per day, up to a maximum of \$2,000 per trip. Airfare/rental car or personal vehicle mileage at \$1,000 maximum per trip. \$10,000



#### Cancer Care

- Huntsman Cancer Institute | Salt Lake City, UT
- St. Joseph's Cancer Center | Phoenix, AZ
- Southern California Gamma Knife Center at San Antonio Community Hospital | Upland, CA

#### Cardiology

- Mercy Heart & Vascular Institute | Sacramento, CA
- University of Utah Health Care | Salt Lake City, UT

#### Neurology & Rehabilitation

- Barrows Neurological Institute | Phoenix, AZ
- University of Utah Health Care | Salt Lake City, UT

#### Organ or Tissue Transplants

- Tethys Transplant Network

#### Orthopedics

- University of Utah Health Care | Salt Lake City, UT

#### Pediatrics