

Palm Beach Accountable Care Organization (PBACO) leverages Transitional Care Management (TCM) to add revenue & save costs

CASE STUDY

Florida's health information organization delivers the Encounter Notification Service (ENS) to PBACO, contributing towards a 10% increase in Transitional Care Management (TCM) revenue captured, generating \$30 million in savings.

Background and the Need

PBACO is a wholly physician-owned and operated organization that includes both primary care and specialist physicians, consisting of 240 PCPs and 160 Specialist physician members. The organization was founded in 2012 and is now responsible for 51,000 Medicare patients.

In September of 2015 they started receiving admit, discharge, transfer (ADT) data feeds from Florida HIE Services, to drive an increase in follow-up visits and reduce expenses post-discharge. By capturing TCM, PBACO could capture savings across all discharge types—saving on average \$1,882 (up to \$2,092 within one week), and if TCM is captured after IP, potential savings would be \$3,149 (limit \$3,427 within one week).

“ENS provides a turnkey service that would have otherwise required many vendors and at least 12 months of planning and implementation. As an ACO, ENS is our single most valuable service and allows us to provide point of care interventions that we would not have otherwise known existed. After having ENS, we can't imagine operating an ACO without it.”

David Klebonis | Palm Beach Accountable Care Organization
Chief Operating Officer

Current State

After adopting ENS, PBACO became the second-highest earner of shared savings toward the Medicare Shared Savings Program (MSSP) program from 2013 to 2015¹, and during the 2016 period the organization was identified as the top earner of Medicare savings out of 432 ACOs. PBACO contributed \$62 million to the MSSP in 2016, which earned the ACO \$30 million in savings².

The Benefit

To the Patient

- Patients are placed at the center of care when their providers have access to their health information and are better able to share that information with one another.
- As a result of more proactive coordinated care, patient satisfaction and outcomes increase. PBACO's patient satisfaction score is 96.25%, and they are ranked #4 out of 37 ACOs in Florida for Quality.

To the Primary Care Physician and Practice

- Having access to patient counter alerts in real-time through ENS allows providers to capture \$250 for each telephone follow-up within 48 hours and office visit within 7 days post discharge.
- Across all discharge types, the largest opportunity to leverage TCM was found to be within 1 week from an IP discharge, which lowers the readmission rate 12% from 40% to 28%³.

¹Mandros, A. (2016, September 19). Who Are The 'Big Winners' of Medicare ACO Bonus Payments? [Blog post]. Retrieved from Open Minds website: <https://www.openminds.com/market-intelligence/executive-briefings/acos-leading-way/>

² Morse, S. (2017, October 30). OCT 30, 2017 MORE ON ACCOUNTABLE CARE A third of Shared Savings ACOs earned more than \$700 million in savings [Blog post]. Retrieved from Healthcare Finance website: <http://www.healthcarefinancenews.com/news/third-shared-savings-acos-earned-more-700-million-savings>

³ Zucker, H., Gray, C., Kotch, A., & Klebonis, D. (2017, October). Post-Acute Care Costs: Overcoming a Roadblock on the Path to Shared Savings. Presented at FLAACOS Conference, Orlando, FL.

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Founded in 2011, the Florida HIE has been facilitating the secure exchange of health information through several services between health care providers, hospital systems and payers.

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