



Unleashing the Power of Collaboration: PSW and Innovaccer's Journey to Enhancing Healthcare Outcomes

One look at the guiding principles of PSW and Innovaccer will tell you about the synergy between the two organizations. Their shared aim is to accelerate innovation in healthcare delivery and improve outcomes for the populations they serve. PSW, starting as an independent physician association in 1995, has evolved to support numerous types of providers in value-based care arrangements. PSW has extensive experience with varying types of two-sided risk arrangements and continues to be on the leading edge of innovation. Core to PSW's mission is to promote the transition of the healthcare landscape from volume to value where providers are reimbursed based on the outcomes of their patients.

Managing Medicare Accountable Care Organizations (ACOs), full-risk Medicare Advantage populations, commercial contracts, and self-insured employee health plans, PSW has established itself as a solution for provider organizations who are working to transition to value and achieve their goals in performance improvement.

Innovaccer offers a unique approach to accelerating innovation through data solutions. By addressing the challenges of fragmented data and interoperability, Innovaccer's platform unifies patient information across disparate systems and care settings. This unified approach empowers healthcare organizations to develop scalable, modern applications that drive improvements in clinical, financial, operational, and experiential outcomes, ultimately transforming the healthcare landscape. This case study follows the journey of PSW optimizing its care practices, developing enhanced capabilities, and impacting numerous lives in partnership with Innovaccer.

What Makes PSW a Leading Healthcare Innovation Population Health Company?

What initially began as an endeavor focused solely on Medicare Advantage operations has now grown into a multifaceted entity, offering a comprehensive range of service offerings in the value-based care marketplace. Today, PSW proudly stands as a trusted advisor in the field, guiding healthcare providers, policymakers, and stakeholders alike. As the demand for efficient and value-based healthcare intensifies, PSW continues to play an integral role in shaping the future of healthcare delivery.

Starting its first Medicare ACO in 2017, PSW has emerged as a major player in the ACO landscape, garnering credibility not only in the state of Washington but across the nation.

PSW has continuously generated positive results that cement its place as a leader in value-based care. PSW's Medicare ACO has grown to support various types of providers across the Pacific Northwest from independent providers to critical access hospitals and rural health clinics to urban health systems. Throughout this growth period, PSW elevated its ACO management capabilities to support participants in performance improvement and reporting. This has allowed PSW to position its networks to achieve the best possible chance for positive performance. Generating over \$120 Million in gross savings to Medicare and achieving an average quality score of

95%, PSW's ACOs rank among the highest performers in the space. Specifically, one of PSW's ACOs held the #1 spot for lowest overall post-acute care spending for three years in a row. PSW now has ACO providers in the Medicare Shared Savings Program (MSSP) and the ACO Realizing Equity, Access, and Community Health (REACH) Model.

PSW CEO, Melanie Matthews, has also spent a great deal of time advocating for policy changes on behalf of ACOs. Melanie recently testified before the U.S. Senate Committee on Finance to promote the positive impact of ACOs and the benefits that these programs provide to Medicare patients with chronic conditions. This hearing sparked a debate on the need for payment reform and a system that incentivizes providers to become more accountable for the overall care of their patients.

Progressing Toward Healthcare Transformation Through Innovation and Collaboration

As PSW began progressing in ACO performance, they began the search for a new partner that would assist in data aggregation and reporting. After a thorough search period and rounds of evaluations, PSW found Innovaccer to be ready and willing to help upgrade its population health management to the next level. PSW engaged in a pilot period with Innovaccer to explore using their platform, state-of-the-art analytics and reporting, and care management solutions. The initial six-month pilot yielded exceptional results for the 10,000 PSW lives managed on the Innovaccer platform, setting the stage for a promising collaboration.

PSW continued to advance in its commitment to delivering quality care and seamless patient experiences, which led them to begin identifying key initiatives to improve patient outcomes. In partnership with Innovaccer, PSW uncovered a need to focus on addressing avoidable Emergency Department (ED) utilization related to Urinary Tract Infections (UTIs). By harnessing Innovaccer's analytics and reporting tools, along with effective care management solutions, PSW was able to generate actionable insights from the aggregated Admit, Discharge, Transfer (ADT) feeds. Through these interventions, PSW saw a clear impact on performance as avoidable ED utilization related to UTIs was reduced by nearly 12%.

PSW also leveraged Innovaccer analytics as they enhanced their engagement with Skilled Nursing Facilities (SNFs). PSW has a long history of working collaboratively with SNFs and finding new ways to incentivize them to partner on value-based care efforts. Innovaccer's analytics gave PSW a new view to track high-performing SNFs and identify opportunities for performance improvement.

PSW advanced its data-sharing capabilities with these SNFs and worked to address utilization trends. Through these efforts, PSW was able to reduce SNF utilization by 16.7% from 2022 to 2023 and lower the average length of stay by 8.1% during the same period.

Building on the success of these initiatives, PSW evaluated new ways to leverage Innovaccer's capabilities. PSW's growth in ACO lives and other value-based arrangements allowed PSW to expand the populations included in its partnership with Innovaccer. This led to an increase of over 60,000 commercial lives that PSW brought into the Innovaccer platform by the end of 2020. PSW fully utilized Innovaccer's comprehensive suite of population health management solutions, solidifying its commitment to delivering exceptional care and driving better patient outcomes.

PSW was able to do this through the Innovaccer platform, which facilitates the scaling of population health management by providing a comprehensive suite of repeatable solutions that can be seamlessly adapted for each new line of business. The implementation of PSW's care protocols and workflows have been easily replicated across all lines of business, ensuring consistency and efficiency. By leveraging Innovaccer, PSW was able to rapidly deploy lines of business with the ability to quickly address the unique needs of different populations, while maintaining a high level of care quality and operational efficiency. This scalability is further enhanced by the platform's advanced analytics and reporting tools, which provide actionable insights for continuous improvement in patient outcomes and resource utilization.

Enhancing Capabilities to Accelerate Healthcare Transformation

After growing the number of lives that PSW managed through the Innovaccer platform, PSW engaged in Research & Design with Innovaccer to partner and enhance the analytics provided through the platform. PSW wanted to replace its internal reporting functionality by integrating its reports within the Innovaccer platform, reducing the administrative burden on PSW and enhancing the analytics that Innovaccer provides to all of its customers. PSW aimed to strengthen its reporting of successful Care Management initiatives and performance monitoring by line of business during the performance year. PSW not only wanted capabilities that allowed for digestible reporting for leadership but also easy access to reports for all members of PSW's network provider groups. Innovaccer's design of a user-friendly interface with intuitive and interactive graphs was crucial for achieving PSW's desired reporting capabilities.

PSW selected Innovaccer's care management solution, InCare, to establish seamless bidirectional integration with major EHRs, including Epic, enabling unified patient data and automated workflows across its nationwide provider network. InCare's automated documentation capability ensures information flows directly into the Epic EHR as care managers record patient interactions and plans, providing near real-time access for all clinical stakeholders.

Additionally, by supporting "open notes" functionality, patients can now directly access their care manager notes through MyChart, creating a more transparent and patient-centered experience.

The following key factors marked PSW's journey to success:

Integrating Data from Multiple Sources for Comprehensive Insights:

PSW struggled to drive care management initiatives because they could not get access to all partner Electronic Medical Records (EMRs). They did not have access to clean, centralized, shareable data on their populations. Then came Innovaccer. PSW leveraged the flexible nature of the platform's interoperability to aggregate multiple data sets, setting Innovaccer apart from other competitors in the market. This enabled PSW to empower care managers with crucial clinical data, claims data, and Admit, Discharge, & Transfer notifications, facilitating a more holistic and comprehensive approach to patient care.

Holistic Patient Views

PSW leveraged the 360-degree view of patients on Innovaccer's Patient-360 profiles. The comprehensive views gave PSW's care managers and patients a better overall experience as the care managers were able to access all patient insights in one place, ultimately empowering them to deliver higher quality, more meaningful care.

Personalized Protocols to Fit PSW's Workflows:

PSW leveraged Innovaccer's capabilities to build out protocols that aligned perfectly with their unique workflows. Unlike traditional platforms that often require organizations to adapt their processes to one-size-fits-all software, the Innovaccer platform was configurable to accommodate PSW's developed process. This configuration allowed PSW to work seamlessly within its established framework and further amplify its efficiency and productivity.

A Strong Commitment to Efficiency:

PSW realized the potential of Innovaccer's automation capabilities, particularly within the highly configurable and reportable protocols of Innovaccer's care management solution. By leveraging the Innovaccer platform, PSW streamlined its processes and scaled solutions, saving a lot of time and enhancing operations. This was particularly effective for PSW's strategy to put more effort into providing care to beneficiaries rather than administrative duties. PSW's ability to leverage Innovaccer's aggregation of data to eliminate the need for manual resources to combine data sets and create work lists for PSW's Care Managers.

Achieving Success with NCQA Certification:

PSW achieved the highly coveted NCQA Accreditation for Population Health Management across multiple programs, including:

- Chronic Care Management
- Disease Management Programs
- Emergency Department Transitional Care
- Inpatient Discharge Outreach
- Remote Patient Monitoring
- Post-Acute Care Management

As a part of the above programs, PSW has focused on health-related social needs screenings to connect patients with community resources that improve their overall wellbeing. The certification not only validated PSW's commitment to excellence but also allowed PSW to promote its accreditation to customers and generate new business opportunities for care management services, setting the stage for further growth and success. PSW continues to maintain the accreditation and leverages the capabilities within Innovaccer to ensure that PSW's program remains in line with NCQA guidelines.

Building Tomorrow: The Power of Collaboration

PSW and Innovaccer are set to deepen their partnership by incorporating additional value-based contracts into their existing platform and solutions. By harnessing Innovaccer's extensive population health management tools, PSW will continue to enhance patient outcomes and deliver top-tier care. This expansion entails increasing the number of lives managed on the Innovaccer platform across PSW's various populations and the support that PSW provides to other organizations that have embarked on their value-based care journey. PSW's Advisory & Management services span Medicare Advantage plans, ACOs, commercial, specialty, and direct-to-employer services, and other business lines.

This strategic growth will enable PSW and Innovaccer to reinforce their collaboration, drive healthcare innovation, and cement their roles as pioneers in the shift from volume-based to value-based care. By broadening their reach and capabilities, PSW and Innovaccer are committed to transforming healthcare delivery, ensuring that providers are equipped to offer high-quality, efficient, and patient-centric care across multiple populations.

About Innovaccer

Innovaccer is the data platform that accelerates care innovation through innovative AI technologies. Innovaccer's AI-powered healthcare platform unifies patient data across systems and care settings, and empowers healthcare organizations with scalable, modern applications that improve clinical, financial, operational, and experiential outcomes. Innovaccer's EHR-agnostic solutions have been deployed across more than 1,600 hospitals and clinics in the US, enabling care delivery transformation for more than 96,000 clinicians, and helping providers work collaboratively with payers and life sciences companies. Innovaccer has helped its customers unify health records for more than 54 million people and generate over \$1.5 billion in cumulative cost savings. The Innovaccer platform is an industry-leading data and analytics platform, the Best in KLAS CRM solution, and the #1 rated population health technology platform by Black Book.

For more information, please visit innovaccer.com.

About PSW

Since 1995, PSW has helped transform healthcare in communities throughout the U.S. by bolstering the physician-patient relationship and improving quality of care, all under the guiding principle that health care is human. Through its expertise, data analysis, and a diverse and flexible set of business offerings focused on innovation and collaboration, PSW aims to meet our partners where they are.

With patient outcomes as its guiding light, PSW's work has included the successful management of delegated risk contracts, a leading national Accountable Care Organization as well as the dynamic infrastructure to manage population health for over 400,000 patient lives across all payer models.

