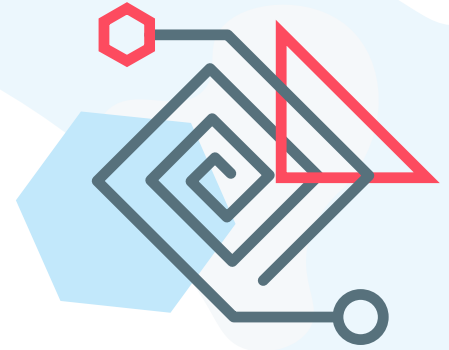


CASE STUDY

Horizon Healthcare Services utilizes care delivery insights to address \$285M in unwarranted clinical variation



Overview

Horizon is building partnerships across the state of New Jersey spanning from large integrated health systems to individual physician practices. Their programs cover 1.6M members and their main goals are to generate shared savings while also providing the best service possible. However, in order to enable their providers to improve care delivery and succeed in value-based programs, they needed to ensure that their clinicians had insights into how they were performing. To fill this gap and eliminate the “black box” traditionally associated with performance insights, Horizon began using Clarify’s insights software to share intelligence directly with their providers so they could prioritize opportunities to improve care delivery and ensure success in value-based contracts.

“With Clarify, we’re not only being transparent with our provider partners and helping them to see the big picture of how they’re performing, but we can pinpoint specific intervention opportunities regardless of where the care encounter happened. I think that’s exciting.”

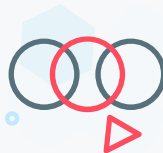
Lisa White
Director of Value-Based Partner Transformation
Horizon Healthcare Services

Highlights



\$285M savings identified

Horizon used Clarify to influence the addressable spend that was identified, leveraging insights into the quality and efficiency of care in specialties with the biggest opportunities for improvement.



100% LOB evaluated

Horizon was able to access precise insights across every line of business (LOB), including Medicare, Medicaid, and Commercial, and drill in by segment and product line.



20x ROI potential in 2 years

Horizon is focused on achieving success in shared savings arrangements. By capturing a small percentage of the savings they identified, they would realize 20x ROI within 2 years.

Challenge

Improving data sharing, depth of information, and trust with providers

Before partnering with Clarify, Horizon described the process of information sharing with providers in value-based contracts as lacking the actionable detail needed to succeed. Information sharing was a manual process with physical reports going out to providers on a monthly and quarterly basis. Although Horizon introduced automation and significantly increased the amount of data being distributed, they were still unable to give providers the depth of information and granular details necessary to enable action. In addition, Horizon also wanted to address common feedback from providers who felt that their patients were different and had a sense of mistrust in how they were being compared to others.

In order to increase the success of their strategic value-based partnership programs, Horizon needed precise, case-mix adjusted insights into providers' clinical performance that providers themselves felt were fair and actionable.

Solution

Precise insights into the clinical performance of providers in value-based programs

To scale better and more effective care, Horizon began by meeting the providers where they are, providing precise, case-mix adjusted insights they could trust. With Clarify Care, the cloud-based software product that identifies unwarranted clinical variation across the continuum of care, Horizon was able to leverage the industry's most precise provider performance benchmarks on-demand and provide their partners with access to shared intelligence. The software exposes the discrete clinical behaviors that can be addressed, providing actionable guidance for specific intervention opportunities and outcome improvements. The software made it easy for providers to see insights in one place and it made it easier for payers to build trusted relationships with their partners.

Results

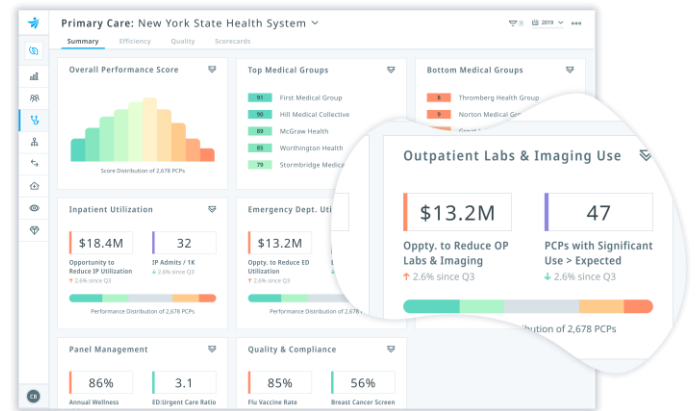
After using Clarify Care to closely assess the distribution of the \$285M in addressable spend, Horizon keyed in on four areas where they could better support their provider partners:

- Unwarranted ED & hospital utilization in primary care
- Low quality specialist referrals
- Greater than expected acute care length of stay
- High rates of high-cost post acute care (e.g., SNFs)

With a focus on engaging providers with comprehensive and fair performance insights, Horizon expects that:

- Provider partners see tangible, actionable value in the insights shared with them and are empowered to act
- Clinical transformation teams have more productive executive-level dialogues with provider partners

An inside look at the insights within Clarify Care



About Clarity Health

Clarify Health is a technology company whose enterprise analytics platform transforms healthcare data into actionable insights for providers, health plans, and life sciences companies. With intuitive, on-demand interrogation of over 300 million longitudinal patient journeys, Clarify enables healthcare and life sciences organizations to leapfrog from traditionally cumbersome and manual analytics to self-service, rapid generation of insights that result in better health and outcomes.