

■ CASE STUDY

Health plan improves the precision of hospital ratings for its Centers of Excellence designations

Overview

A large health plan has a Centers of Excellence (COE) program that annually evaluates its network hospitals on patient outcomes and cost efficiency. The COE program used State-based All-Payer Claims Databases (APCDs) to calculate its ratings. However, the data was not current, coverage varied, and it was cumbersome and time consuming to produce benchmarks. They deployed Clarify's network analytics capabilities delivering precise, case-mix adjusted provider performance benchmarks to use for their annual evaluation. As a result, they strengthened the value of their COE designation, improved patient outcomes, and increased member retention.

By switching from All-Payer Claims Databases to Clarify we now have significantly more precise measurement of hospital performance and a fairer comparison of hospitals serving widely different patient populations which has strengthened the value of our COE designation.

VICE PRESIDENT, NETWORK
ANALYTICS, GLOBAL HEALTH
PLAN

Highlights

75% OF HOSPITALS
EVALUATED



For the COE profiles within one year, 75 percent of the health plan's participating hospitals (3,320 of 4,502) were evaluated.

18 PROCEDURES & MEDICAL
CONDITIONS ASSESSED



The plan assessed the quality and efficiency of care for 18 surgical procedures and medical conditions.

STAKEHOLDER
SATISFACTION IMPROVED



The COE designations were better received by customers and more defensible to questions of fairness.

■ CHALLENGE

In years prior, the COE program used APCDs to calculate its ratings. The APCDs included medical claims, and eligibility and provider files collected from private and public payers. There were critical limitations to using this data for annual ratings. The data was not current. In fact, the data from some states lagged annual report production by more than three years. The APCDs also varied significantly in coverage by state and often lacked outpatient claims. To add, the data cleaning process was manual and done in spreadsheets. Ingesting new data each year was arduous. Lastly, their benchmarking vendor used a simple cohort-based approach to benchmark hospitals which resulted in unfair comparisons between hospitals with vastly different patient populations. As a result, the report had imprecise scores, and it was scrutinized by physicians, hospitals, members, and employers.

■ SOLUTION

To build their hospital COE report, the plan decided to leave APCDs and spreadsheet-based analyses in the past. They wanted an end-to-end healthcare analytics solution that could instantly and precisely calculate a wide range of benchmarks with the flexibility to evaluate new ones later, making it easy refresh the ratings in future years.

They selected Clarify to evaluate health system-, hospital- and physician-level performance using machine learning-generated expected values for a wide range of quality and cost-efficiency metrics. The software assesses performance and outcomes on demand, with continuously refreshed data that can be cut and analyzed in seemingly endless ways.

■ RESULTS

As part of the vendor selection process, the health plan compared data coverage from Clarify's software to the APCD. They found that Clarify had significantly greater non-Medicare fee-for-service coverage across the US, as shown.

Non-Medicare fee for-service national data coverage for APCD and Clarify Health

ALL-PAYER CLAIMS DATABASE (APCD)



CLARIFY HEALTH



COVERAGE

To generate the COE ratings, the health plan assessed hospitals on four inpatient surgical procedures (bariatric surgery, colon surgery, gallbladder removal, and hysterectomy) and 14 inpatient medical conditions across metrics such as mortality rates, readmissions, patient safety, patient experience, and patient infection rate. Seventy-five percent of the health plan's participating hospitals (3,320 of 4,502) were evaluated. Ultimately, their published report was better received by customers and more defensible to questions of fairness, compared with prior years.

About Clarify Health

Clarify unlocks the hidden value in healthcare data. Trusted by providers, payers, tech and services, and life sciences companies, Clarify uses the power of data and AI-powered predictive analytics to make complex decisions easier. The Clarify Atlas Platform® is the foundation, leveraging the industry's largest and most robust dataset to map more than 300 million lives and 20 billion data points to surface actionable insights with unparalleled speed and precision.