Healthcare Virtual Symposium 2020: Foundational Changes to Shape our Future

Healthcare Transformation: Aligning Risk Management with Performance Goals and Objectives

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Feb. 27 2020

Agenda

12:00	**Welcome to the 2020 Crowe Healthcare Virtual Symposium**
12:05	**Key Challenges that Healthcare Executives are Facing**
12:15	**Setting the Stage for the Impact of the Digital Economy**
12:30	**The Growing Risk Coverage Problem**
12:35	**A New Approach: Return on Risk**
12:45	**An Emerging Risk: Case Example, "Opioid Prescribing Behaviors"**
12:52	**Closing and Symposium Highlights**

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Learning Objectives

1. Recognize that as hospitals and health systems become more complex and scaled, the traditional approach of manual risk assessment and gap identification processes from the use of lists and sample testing is falling short of what is needed to succeed for an organizations ability to compete

2. Outline specific ways that internal audit, compliance and IT teams can yield the biggest return on investment from the appropriate use of data and technology to succeed

3. Learn objectives of audit approaches that enables organizations to focus on the right risk areas and expend less effort, if any, on the low-risk areas.

4. Describe the role that emerging technologies, like artificial intelligence, are playing in the development of data analytics models, which are enabling better decision making

Key Challenges Executives are Facing

1 **Consumer Experience** – Understanding, addressing and assuring that all consumer interactions and outcomes are easy, convenient, timely, streamlined, and cohesive so that health fits naturally into the "life flow" of every individual's, family's and community's daily activities. Requires use of data!

Growing consumer AI paradox: Expectation versus fear

Healthcare **IT** News

Washington introduces consumer data privacy legislation

BECKER'S
HEALTH IT

2 **Delivery System Transformation** – Operationalizing and scaling coordination and delivery system transformation of medical and non-medical services via partnerships and collaborations.

REVCYCLE INTELLIGENCE

Medical Groups Worry About Risk in Anti-Kickback, Stark Law Reform

CBS

Auditor "shocked" by massive billing schemes at rural hospitals

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Top Challenges Executives are Facing

4 **Data & Analytics** – Leveraging advanced analytics and new sources of disparate, non-standard, unstructured, highly variable data to improve health outcomes, *reduce administrative burdens* and support transition from volume to value and facilitate individual/provider/payer effectiveness.

3 Ways to Enhance Healthcare Interoperability with Health IT

EHR INTELLIGENCE

LEADERSHIP

Four Ways Leaders Can Gain Value from AI and Advanced Analytics

eWharton UNIVERSITY *of* PENNSYLVANIA

5 **Accessible Points of Care** – Many opinion about envisioning a Better U.S. Health Care System: Health Care Delivery and Payment System Reforms, Telehealth, mHealth, wearables, digital devices, retail clinics, home-based care; and acceptance of these and other initiatives moving care closer to home and office.

TECH

CNBC

FDA issues cybersecurity warning on GE medical equipment that monitors patients

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Top Challenges Executives are Facing

5 **Healthcare Policy** – Dealing with *repeal/re*place/modification of current healthcare policy, regulations, political uncertainty/antagonism and lack of a disciplined regulatory process. Medicare-for-All, single-payer, Medicare/Medicaid buy-in, block grants, surprise billing, provider directories, association health plans, and short-term policies, FHIR standards, and other mandates. And ultimately ***DOJ recoveries up in 2019***.

DOJ boasts $2.6B in healthcare fraud settlements, judgments in 2019

by Tina Reed | Jan 10, 2020 8:25am

FierceHealthcare

6 **Privacy / Security** – Staying ahead of cybersecurity threats on the privacy of consumer and other healthcare information to enhance consumer trust in sharing data. Staying current with changing landscape of federal and state privacy laws.

NEWS ◼ Technology

Hospitals Are Cyber Criminals' Newest, Biggest Target

Cyber Attacks Are Killing Hospital Patients: Could Cybercriminals Be Prosecuted for Murder?

by Adam Thompson on November 22, 2019

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We're in a **transformational** moment.

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**Video:**

**Redefining Healthcare
in the Digital Economy**

Our industry has a risk problem.

Risks are constantly increasing, while coverage has remained constant.

Risk Coverage

1997 2008 2020 2030
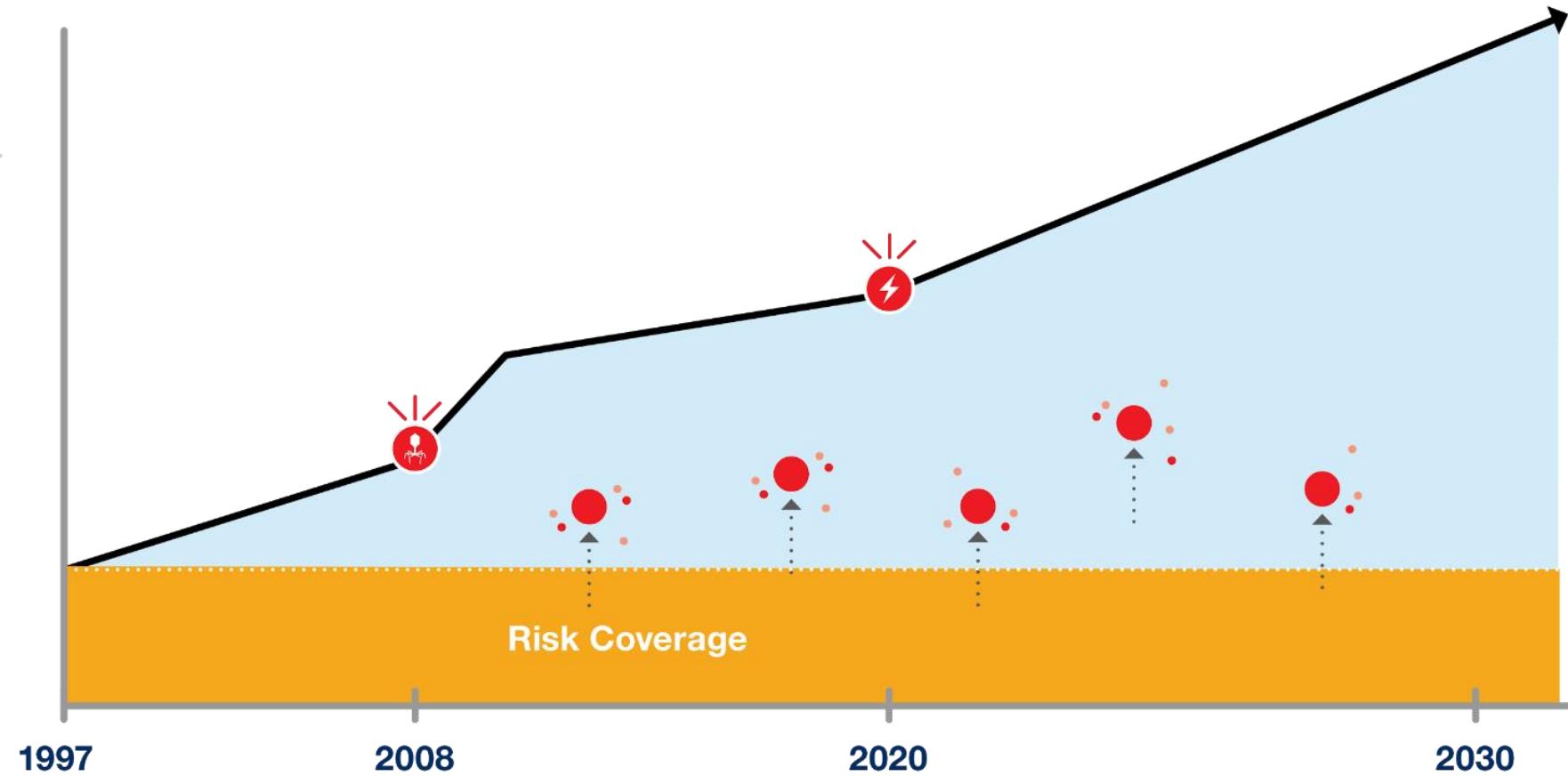
We need to approach coverage differently.

**We need to close the risk coverage gap and focus on risks that matter.**
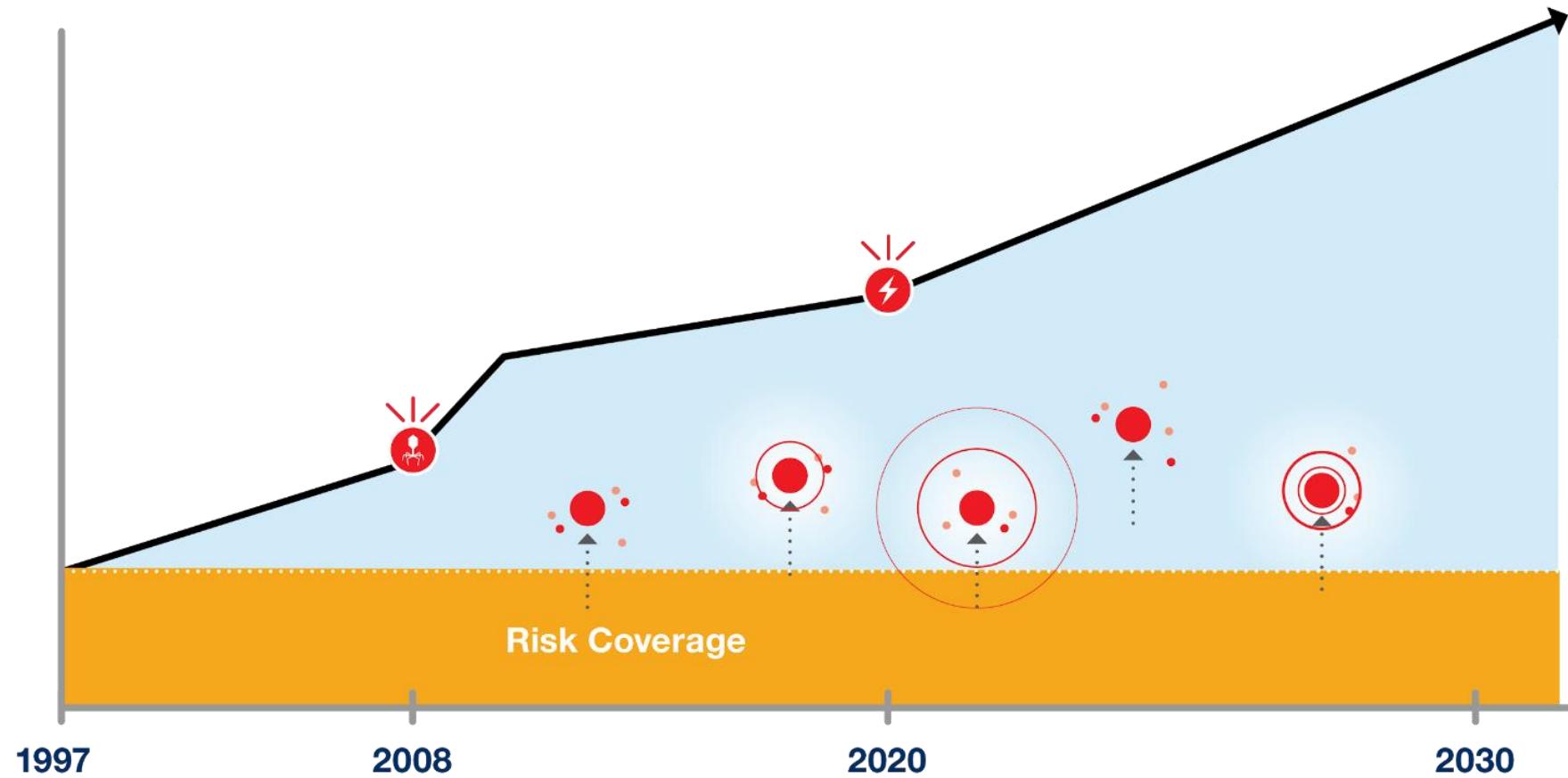
Success Starts with a New Approach to Risk Assessment
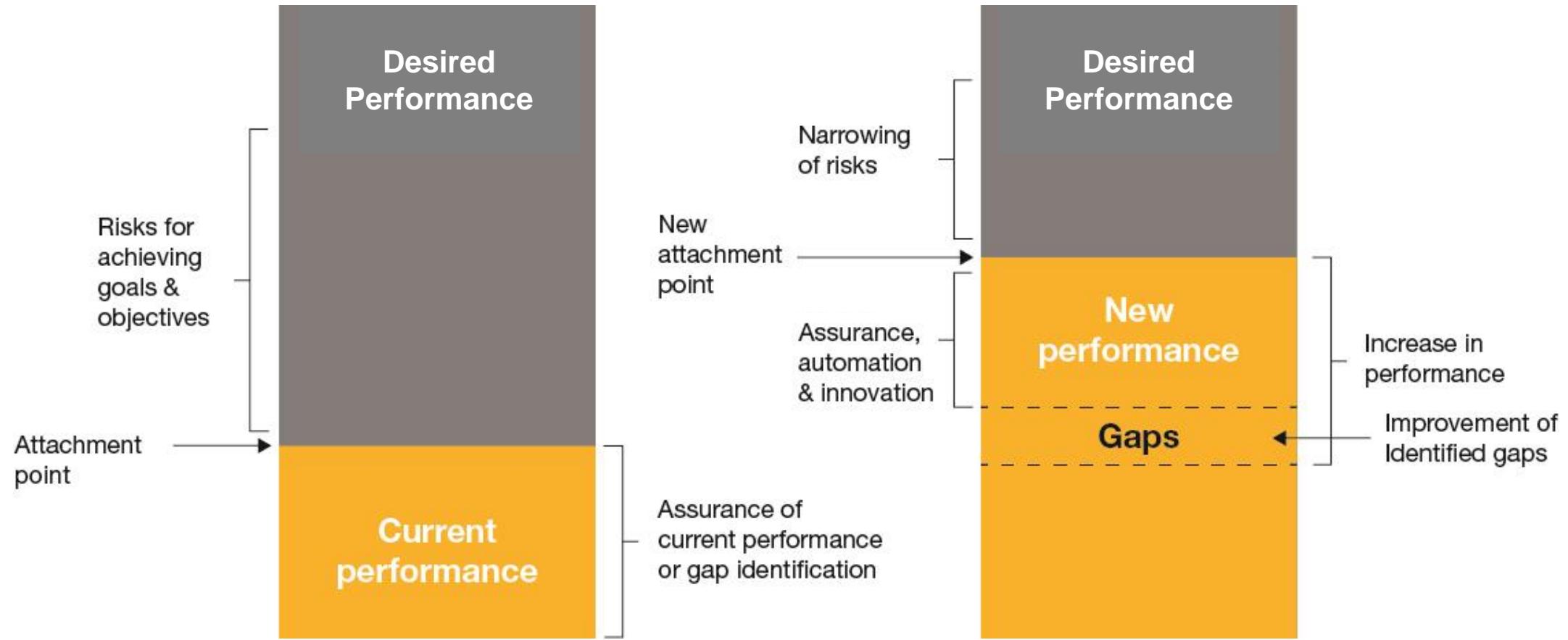
The result is return on risk.

That means better coverage, lower risk, and higher performance.

Risk Coverage

1997   2008   2020   2030
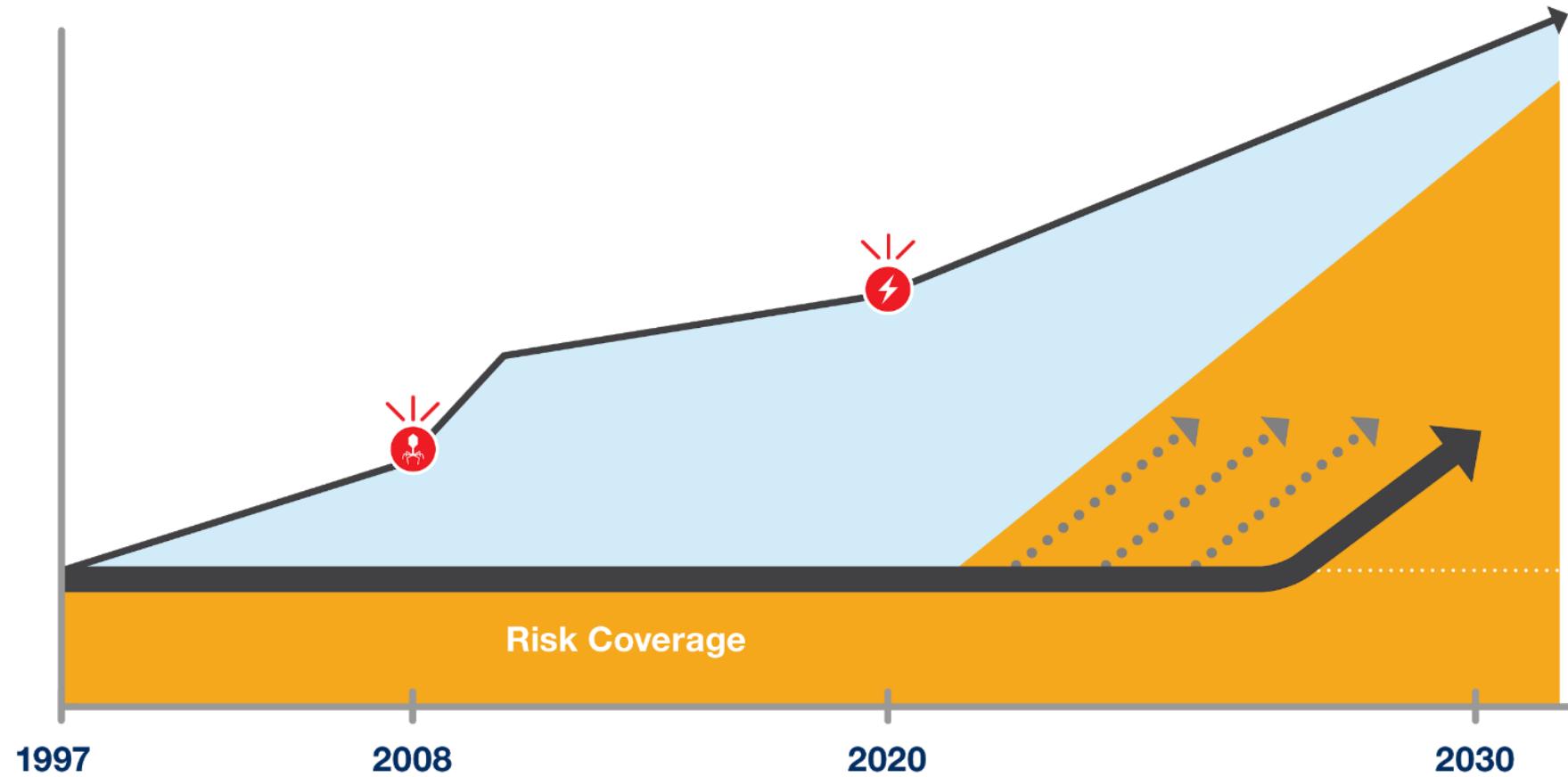
Transforming Performance of an Emerging Risk

RISK IDENTIFICATION

LEVERAGE TECHNOLOGY

ACHIEVE A RETURN
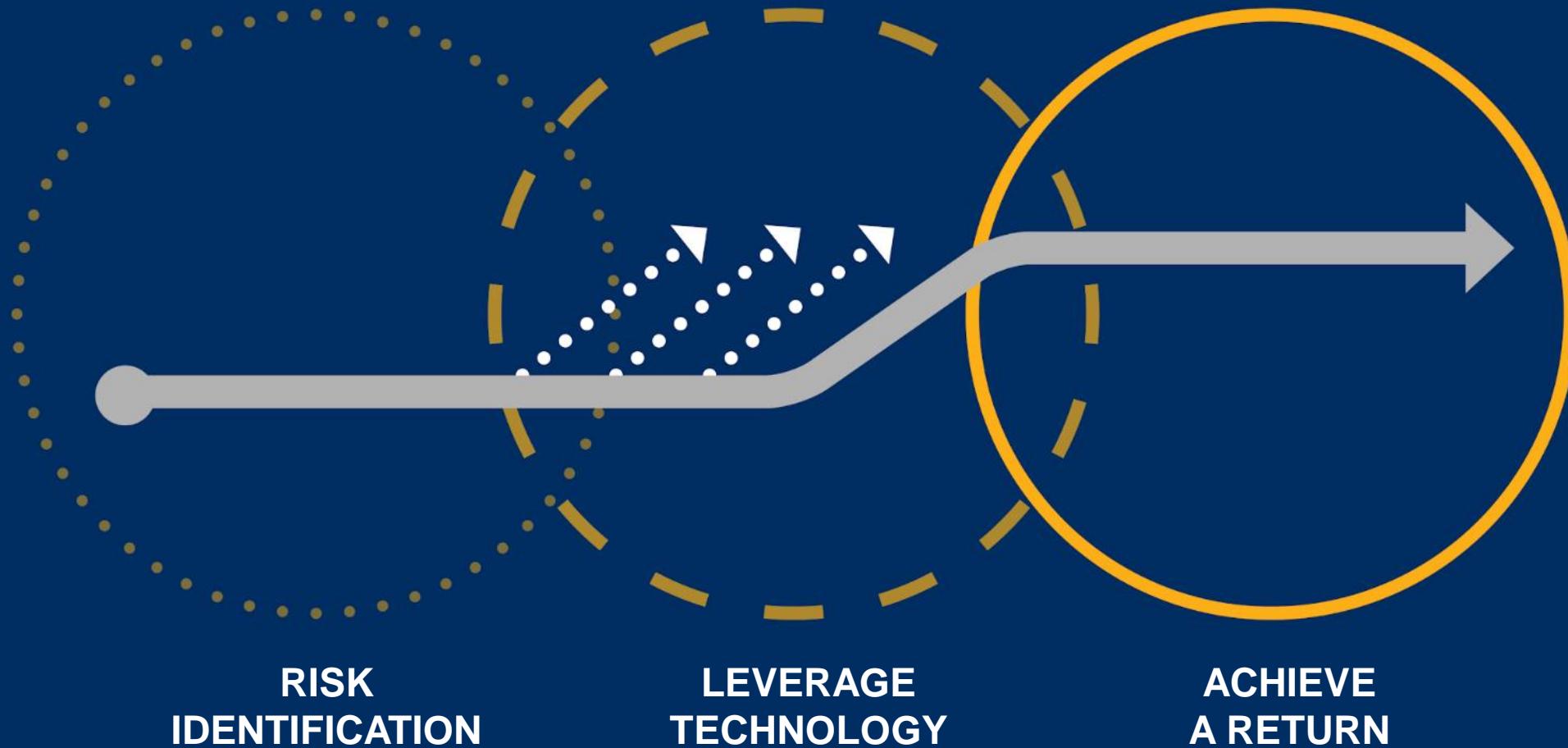
Step One | Identify the Objective

A Opioid Prescribing Risk was Identified and the System Desired to Transform

Recent Studies Show:

- 6% of surgery patients are still taking opioids 3-6 months later;
- On average, each US hospital creates 200 new addicts annually;
- Approximately 120-130 people die each day from Opioids.

Total # of Scripts over 90 Morphine Milligram Equivalent and Concurrent Opioid and Benzodiazepines

Initial Area to Focus

CDC Goal: Avoid Scripts over 90 MME and Opioid/Benzo

Time Period: Six Months

■ Over 90 MME ■ Opioid Benzo Combo Script
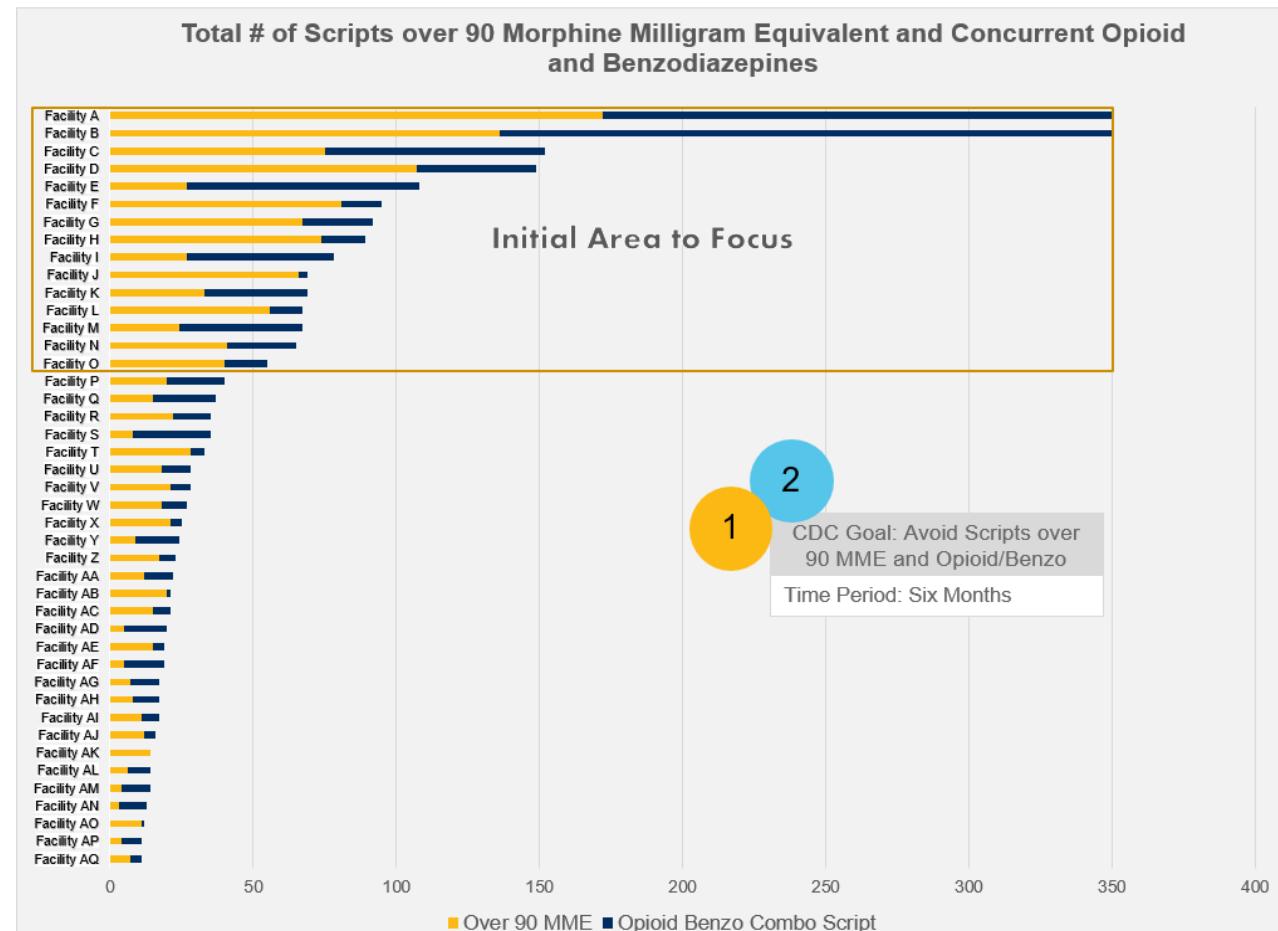
Step Two | Leverage Data

Capabilities and competencies to leverage data and technology.

- Leverage technology to test prescribing data
- Assess volumes of opioid prescriptions
- Compare providers to national and peer rates
- Measure against CDC guidelines
- Identify providers prescribing rates
- Construct visual results for the monitoring team

12 Month Management Action Plan

- Collaborate with clinicians on baseline
- Agree to a transformation project with 90-day periodic data analysis to measure progress
- 90 day collaborations with the medical staff
- Celebrate progress
- 13th month: move to active monitoring

Step Three | Transformation
ED Opioid Prescribing Practices

Comparison of 2018 and 2019 Practices

Bar chart: Prescription Volume (y-axis 0 to 7000)

- 4 to 6 days: 2018 ≈ 6300, 2019 ≈ 3950 — **37%** reduction
- 7 to 14 days: 2018 ≈ 1400, 2019 ≈ 600 — **55%** reduction
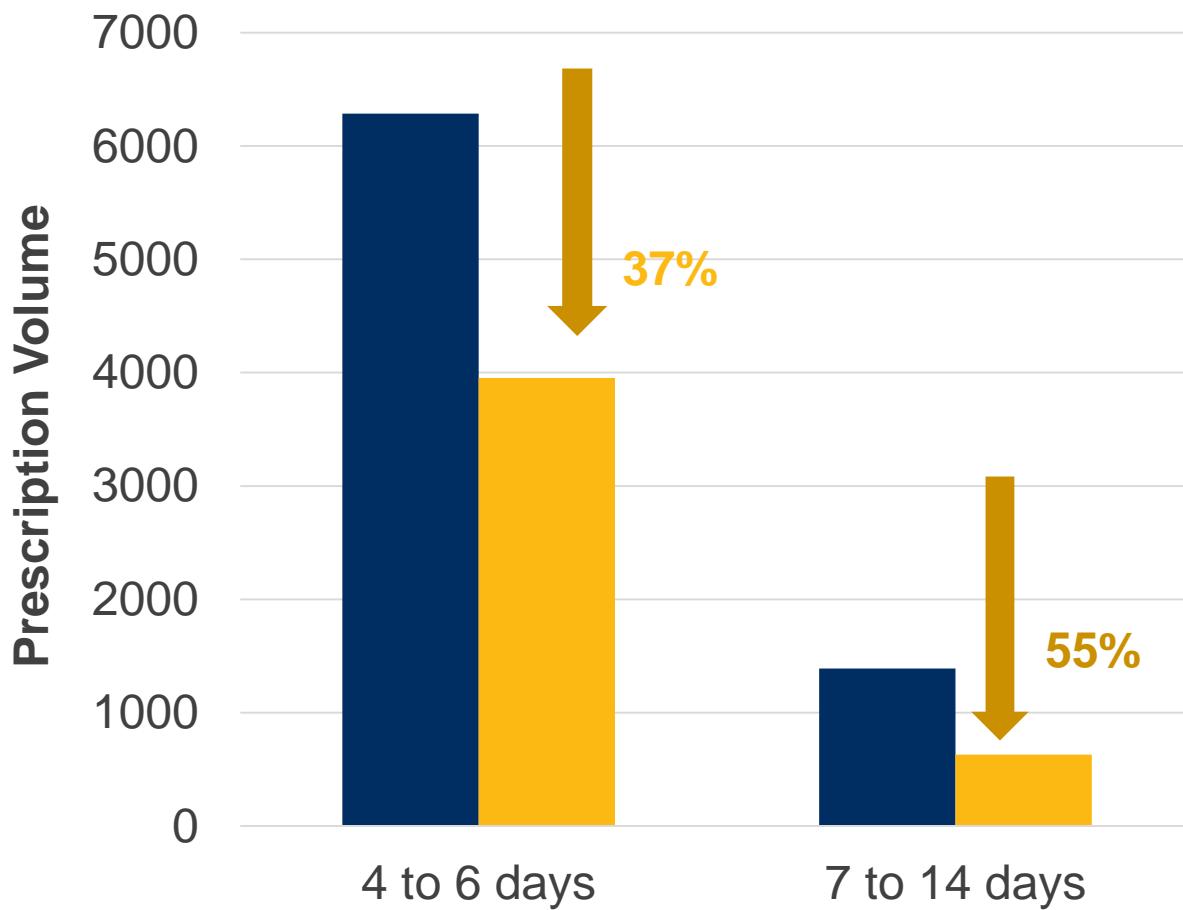
Management's Return on Risk:

Changed Behaviors and Improved Patient Safety driven by Internal Audit Skills Supported by Technology

2018 — **Baseline**
- Individual prescriber data
- Review and collaboration Jul 2019

2019 — **Current**
- 3 month snapshot of data Oct-Dec 2019

Annualized — **Annualized Forecast**
- 360,000 pill reduction

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We're in a **transformational** moment.

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The remainder of the Symposium line up includes an exceptional speakers with though provoking content to hopefully contribute to your perspectives on how to transform healthcare!
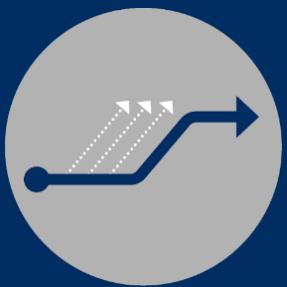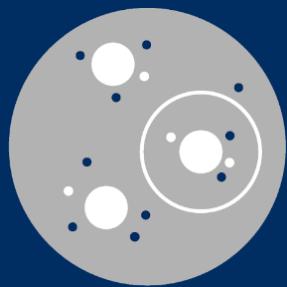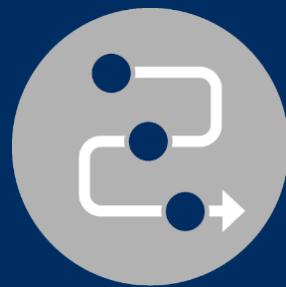
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Thank you.

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