





# Moving **HEALTHCARE** Forward



ConvergeHEALTH  
by **Deloitte.**

Powering SMART Decisions



# Why Deloitte

Deloitte combines unparalleled experience from working with virtually every leading health system, plan and innovator with our integrated suite of ConvergeHEALTH analytics solutions.

Our mission is to enable a continuous, learning health care system where each patient encounter becomes a learning event that can lead to greater efficiency, higher-quality care and sustained innovation — all with the goal of improving outcomes and optimizing the value of care.

Our services and solutions are designed with the understanding that truly actionable insights are derived from a combination of real-world information, evidence and experience, not just data.

Our applied analytics solutions are informed by our vast experiences in helping our clients transform their enterprises, and developed by, with and for health care innovators who are leading the data driven transformation of health care.

## How we help move you forward



Enhancing Research Productivity



Applying Real-World Evidence



Driving Performance Improvement



Optimizing Physician Networks



Delivering Value-Based Care





# Why Deloitte

## Enhancing Research Productivity

Collaboration within and beyond life sciences, coupled with the synthesis and alignment of key data, is driving unprecedented change and creating new opportunities to enhance research productivity.

care.

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# Why Deloitte

## Applying Real-World Evidence

Insights from Real-World Evidence (RWE) will enable you to compete on value in this shifting market. However, the full potential of evidence in organizations is often unrealized due to fragmented tools, lack of data integration, lack of expertise and organizational complexity – in essence the absence of an end-to-end vision for evidence management.

information, evidence and experience, not just data.

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Delivering Value-Based Care





# Why Deloitte

## Driving Performance Improvement

In the midst of transformative market-level changes and major clinical and hospital network consolidation, health care providers and health plans are looking to do the seemingly impossible – cut fixed and variable costs, manage capacity and risk, and grow revenue while improving outcomes across patient populations.

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# Why Deloitte

## Optimizing Physician Networks

The transition from a volume-based, transaction-driven model of care toward value-based, outcomes-centered care requires that health systems establish a solid foundation of physician networks, and then be agile enough to expand or narrow a defined network or networks to enact change at the system, provider and patient levels.

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Delivering Value-Based Care





# Why Deloitte

## Delivering Value-Based Care

### *Managing Population Health*

We have guided more than 30 health systems in driving improved health outcomes and cost containment through effective population health management, helping these industry leaders deliver on value-based care.

Our services and solutions are designed with the understanding that truly actionable insights are derived from a combination of real-world information, evidence and experience, not just data.

Our applied analytics solutions are informed by our vast experiences in helping our clients transform their enterprises, and developed by, with and for health care innovators who are leading the data driven transformation of health care.

## How we help move you forward



Enhancing Research Productivity



Applying Real-World Evidence



Driving Performance Improvement



Optimizing Physician Networks



Delivering Value-Based Care



Managing  
RWE-based,  
Coordination

ES



Effective Patient Support & Engagement for Care Coordination  
**Deloitte Digital Health** powered by **Patient Engagement on SFDC\***



Chronic Care Management Based on Cognitive Analytics  
**Value Based Care services** powered by **Care Concierge and Care Advisor\***



Risk-Based Patient Stratification & Care Coordination  
**Value Based Care services** powered by **Population Health Insight**



Leveraging Physician Network Opportunities for High Performance  
**Physician Enterprise and Ambulatory services** powered by **Network Insight**



Next-Generation Activity-Based Costing  
**Decision Support Optimization services** powered by **Total Cost Intellect\***



Departmental Effectiveness & Efficiency  
**Performance Improvement services** powered by **Operations Intellect**



Clinical Operations & Patient Outcomes Improvement  
**Clinical effectiveness and efficiency services** powered by **Service Line Intellect**



End-to-End Revenue Cycle Management  
**Revenue Cycle Optimization services** powered by **Revenue Intellect**



360° Performance Views  
**Performance Management services** powered by **Health System Intellect**



View Full  
Use-Case

\*Currently offered as pre-product solution accelerator: Seeking early adopter clients







## 360° Performance Views

*Performance Management services powered by Health System Intellect*

Health systems are increasingly challenged to reduce costs while enhancing the quality of care. This requires a dynamic, visual indicator that provides insight into impact on costs, revenue and quality indicators.

Health System Intellect provides clinical, financial and operational analytics to improve performance, make key decisions impacting clinical effectiveness and efficiency, productivity and manage variance to lower the cost of service, all while improving quality and value.

Deloitte's Performance Management services and Health System Intellect together offer the knowledge and experience for operational management to make fully informed decisions that will impact other areas within the organization.



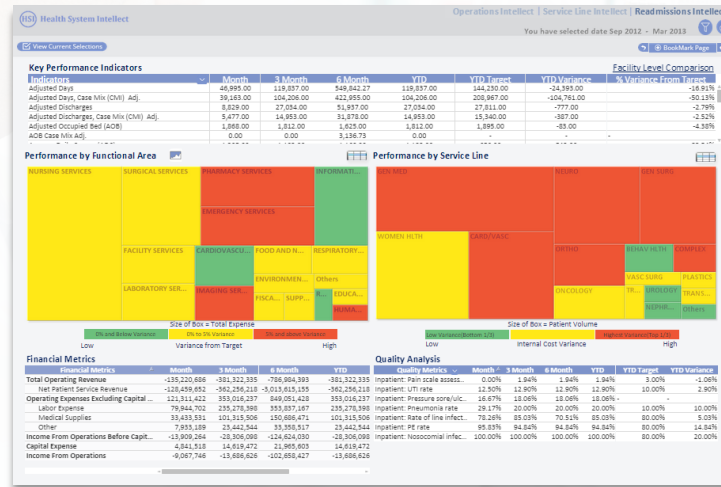
PRODUCT DEMO SCREENS





# 360° Performance Views

Performance Management services powered by Health System Intellect



The Health System Intellect Dashboard provides a 360 degree view of the performance of the Health System across key financial, clinical and quality metrics by Functional Areas and Service Lines.



PRODUCT DEMO SCREENS





## End-to-End Revenue Cycle Management

*Revenue Cycle Optimization services powered by Revenue Intellect*

Health systems are leaking net revenue due to preventable denials and underpayments – margins they cannot afford to lose.

Leveraging Deloitte's Revenue Cycle Optimization services, Revenue Intellect uses comparative and predictive data analytics to deliver a one-stop shop for managing revenue cycle performance.

Revenue Intellect helps you identify hidden or difficult-to-find sources of revenue leakage, enabling you to access data at the deepest levels for improved revenue cycle performance.



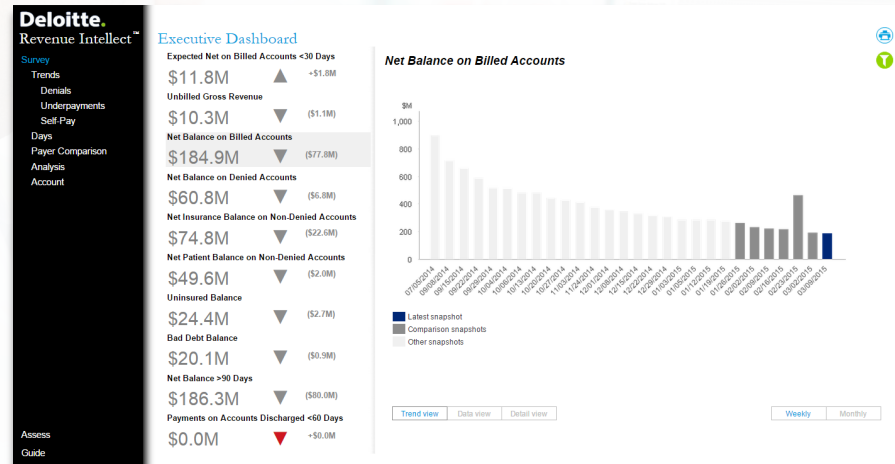
PRODUCT DEMO SCREENS





# End-to-End Revenue Cycle Management

Revenue Cycle Optimization services powered by Revenue Intellect



The Executive Dashboard provides users with a summary of recent changes in balance positions to help identify significant impact to reimbursement.



PRODUCT DEMO SCREENS

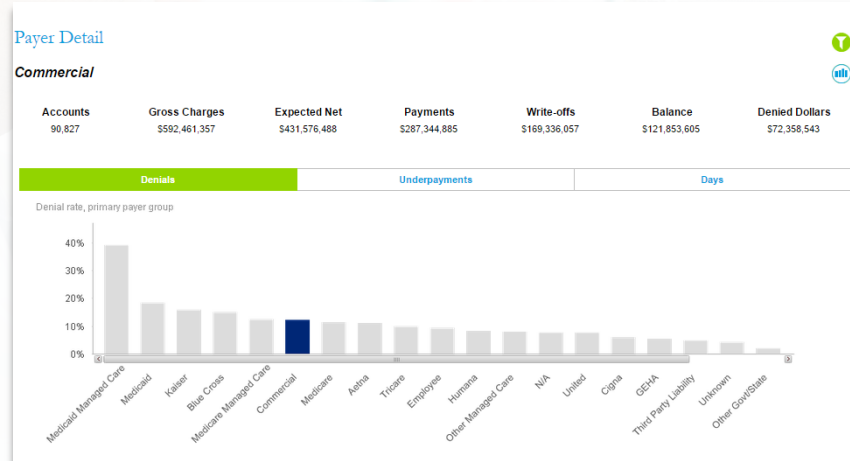






# End-to-End Revenue Cycle Management

Revenue Cycle Optimization services powered by Revenue Intellect



Users can view denials across payers to compare dimensions and metrics such as adjustment reasons, proportion of denied dollars and balance.



PRODUCT DEMO SCREENS







# End-to-End Revenue Cycle Management

Revenue Cycle Optimization services powered by Revenue Intellect



Users can view denials across payers to compare dimensions and metrics such as adjustment reasons, proportion of denied dollars and balance.



PRODUCT DEMO SCREENS



# End-to-End Revenue Cycle Management

Revenue Cycle Optimization services powered by Revenue Intellect



*Underpayment analyses identify accounts that have been underpaid and allow users to compare dynamic perspectives on underpayment performance across payers and over time*



PRODUCT DEMO SCREENS





## Clinical Operations & Patient Outcomes Improvement

*Clinical Effectiveness and Efficiency Services powered by Service Line Intellect*

Tight operating margins and the transition from volume- to value-based care is placing pressure on health systems to focus on service-line performance so they can deliver value.

Service Line Intellect improves clinical care processes and outcomes of specific clinical conditions, with foresight to motivate better care of individual patients. It consists of performance content for clinical process variations that impact cost and quality of care, including metrics relevant for specific therapeutic areas and service lines.

Combined with Deloitte's Clinical Effectiveness and Efficiency practice, Service Line Intellect will enable rapid-cycle performance improvement of clinical care processes that contribute to utilization, quality, outcomes and cost.



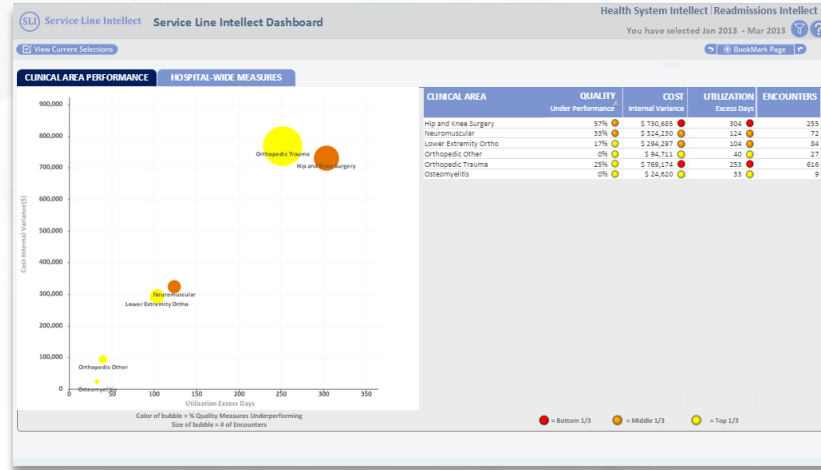
PRODUCT DEMO SCREENS





# Clinical Operations & Patient Outcomes Improvement

*Clinical Effectiveness and Efficiency Services powered by Service Line Intellect*



The Service Line Performance Dashboard provides a Performance Summary of all Clinical Areas that are designated part of a Service Line, across key Quality, Cost and Utilization metrics.



PRODUCT DEMO SCREENS







# Clinical Operations & Patient Outcomes Improvement

*Clinical Effectiveness and Efficiency Services powered by Service Line Intellect*



*The Clinical Area Scorecard provides a performance summary of a Clinical Area, across key quality, cost and utilization metrics.*



PRODUCT DEMO SCREENS

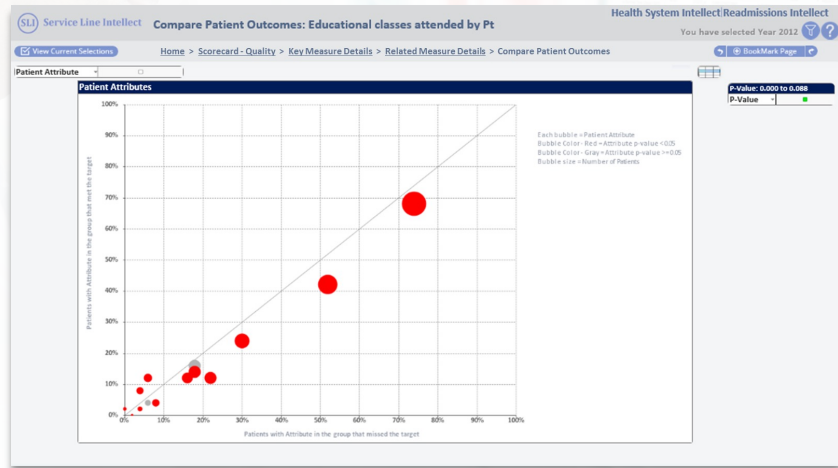






# Clinical Operations & Patient Outcomes Improvement

*Clinical Effectiveness and Efficiency Services powered by Service Line Intellect*



*Use advanced measure analytics to identify attributes that could potentially have a statistically significant impact on the performance of a metric.*



PRODUCT DEMO SCREENS





# Clinical Operations & Patient Outcomes Improvement

## Clinical Effectiveness and Efficiency Services powered by Service Line Intellect

Service Line Intellect Key Measure Details: Rate of post-op wound infection

Health System Intellect/Readmissions Intellect

You have selected Jan 2013 - Mar 2013

View Current Selections Home > Scorecard - Quality > Key Measure Details

Bookmark Page

Compare Patient Outcomes

Measure Name	Current Score	Target	Measure Unit	Variance from Target	Denominator	Trend	Prior Score	Change from Prior Period	Prior Period Denominator
Rate of post-op wound infection	25	10 Percent		15	155		25	0	155

RELATED MEASURE	TREND	PROVIDER PERFORMANCE							
Measure Name	Current Score	Target	Measure Unit	Variance from Target	Denominator	Trend	Prior Score	Change from Prior Period	Prior Period Denominator
Pre-op test ordered (MRSA/MSSA)	75	80 Percent		-5	155		75	0	155
Return to OR rate	10	20 Percent		-10	155		10	0	155
Rate of revision	15	20 Percent		-5	155		15	0	155
Pre-op test performed (MRSA/MSSA)	90	80 Percent		10	155		90	0	155
Patient contacted by surgical care team post-disch	90	80 Percent		10	155		90	0	155
Pre-op educational classes ordered	95	80 Percent		15	155		95	0	155
Educational classes attended by PT	85	80 Percent		5	155		85	30	606
Pre-op MRSA/MSSA screening positive	3	3 Percent		0	155		3	0	155
Pre-op MRSA/MSSA screening positive and treated	3	3 Count		0	155		3	0	155

The Measure Scorecard provides a 360 degree view of a single metric with performance across various dimensions, like time and physicians, and performance of related metrics.



PRODUCT DEMO SCREENS





# Clinical Operations & Patient Outcomes Improvement

*Clinical Effectiveness and Efficiency Services powered by Service Line Intellect*

Health System Intellect/Readmissions Intellect

You have selected Jan 2013 - Mar 2013

Service Line Intellect Detailed Data

Home > Scorecard - Quality > Key Measure Details > Related Measure Details > Encounter Details

View Current Selections

RELATED MEASURE

Measure Name	Current Score	Target	Measure Unit	Variance from Target	Denominator	Trend	Prior Score	Change from Prior Period	Prior Period Denominator
Pre-op test ordered (MRSA/MSSA)	12	80 Percent		-68	17		12	0	17

PATIENTS ENCOUNTERS CHARGES

Facility	Encounter ID	Discharge Unit	Patient MRN	Patient Age	Patient Zip	Patient Type	Patient Arrival	Patient Departure	Patient Referra	Patient Discharge	Primary	Primary ICD-G
CURE REGION...	120169		MRN0044952	71	60919	inpatient	01/23/2013	01/29/2013		Discharged to home - 466-KNEE P...		91
CURE REGION...	119854		MRN0033963	72	60848	inpatient	02/08/2013	02/14/2013		Transfer to ICF 461-HP & F...		7:
CURE REGION...	114290		MRN0021662	93	60922	inpatient	01/12/2013	01/16/2013		Transfer to short ter... 467-REVIS...		91
CURE REGION...	113461		MRN0019663	87	60922	inpatient	02/09/2013	02/13/2013		Transfer to SWF 467-REVIS...		91
CURE REGION...	113419		MRN0023417	66	60911	inpatient	02/09/2013	02/13/2013		Discharged to home - 468-REVIS...		91
CURE REGION...	109697		MRN0017336	42	60922	inpatient	03/13/2013	03/16/2013		Transfer to other fac... 468-REVIS...		91
CURE REGION...	109636		MRN0059538	37	60911	inpatient	03/04/2013	03/07/2013		Transfer to ICF 468-REVIS...		91
CURE REGION...	108454		MRN0021761	65	60929	inpatient	01/29/2013	01/29/2013		Transfer to ICF 468-REVIS...		91
CURE REGION...	108321		MRN0051779	67	60929	inpatient	02/21/2013	02/24/2013		Transfer to SWF 468-REVIS...		91
CURE REGION...	108288		MRN0042606	80	60919	inpatient	02/07/2013	02/10/2013		Discharged home un... 467-REVIS...		91
CURE REGION...	108216		MRN0044130	59	60848	inpatient	02/22/2013	02/25/2013		Discharged home un... 468-REVIS...		7:
CURE REGION...	108118		MRN0022858	58	60911	inpatient	01/03/2013	01/06/2013		Transfer to ICF 466-REVIS...		-:
CURE REGION...	108058		MRN0048893	74	60927	inpatient	02/08/2013	02/11/2013		Transfer to ICF 468-REVIS...		91
CURE REGION...	107745		MRN0013743	61	60919	inpatient	01/18/2013	01/21/2013		Transfer to other fac... 468-REVIS...		-:
CURE REGION...	107074		MRN0025879	53	60911	inpatient	01/31/2013	02/03/2013		Transfer to ICF 467-REVIS...		91
CURE REGION...	106999		MRN0041442	38	60929	inpatient	01/11/2013	01/14/2013		Discharged home un... 468-REVIS...		91
CURE REGION...	100118		MRN0061337	43	60911	inpatient	03/06/2013	03/07/2013		Transfer to short ter... 468-REVIS...		91

View Patients, Encounters and Charges that contribute to the performance of a specific metric with any applied filters.



PRODUCT DEMO SCREENS





## Departmental Effectiveness & Efficiency

*Performance Improvement services powered by Operations Intellect*

Health systems have limited insight into fund allocation across their organizations and how performance ranks against peer and regulatory benchmarks. As reporting lags, so too does the improvement of daily operations in order to meet cost and care goals.

Deloitte's Performance Improvement services, powered by Operations Intellect, delivers department effectiveness and efficiency by enabling the alignment of cost structure with the demand for services, increasing efficiency through operating model redesign and delivering the performance monitoring tools to drive sustained service line improvement. Health care administrators can better understand whether resources are being used efficiently, and take action to correct potential inefficiencies.



PRODUCT DEMO SCREENS

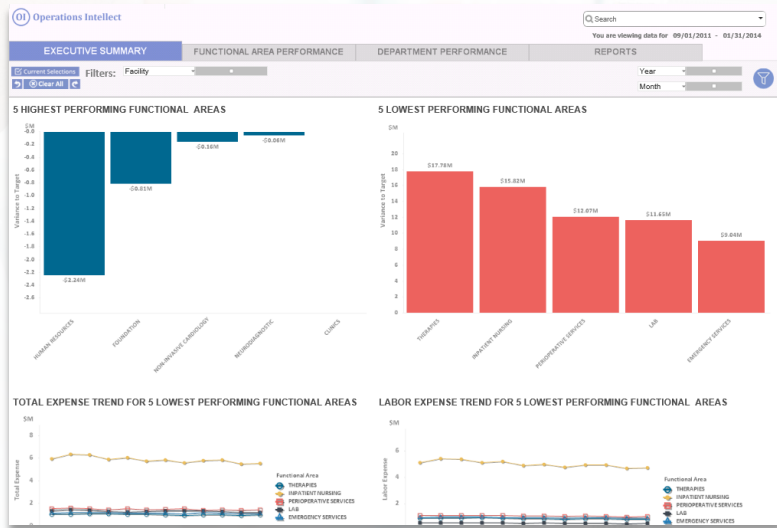






# Departmental Effectiveness & Efficiency

*Performance Improvement services powered by Operations Intellect*



The Executive Summary depicts the Top 5 highest and lowest performing functional areas by expense variance to target.



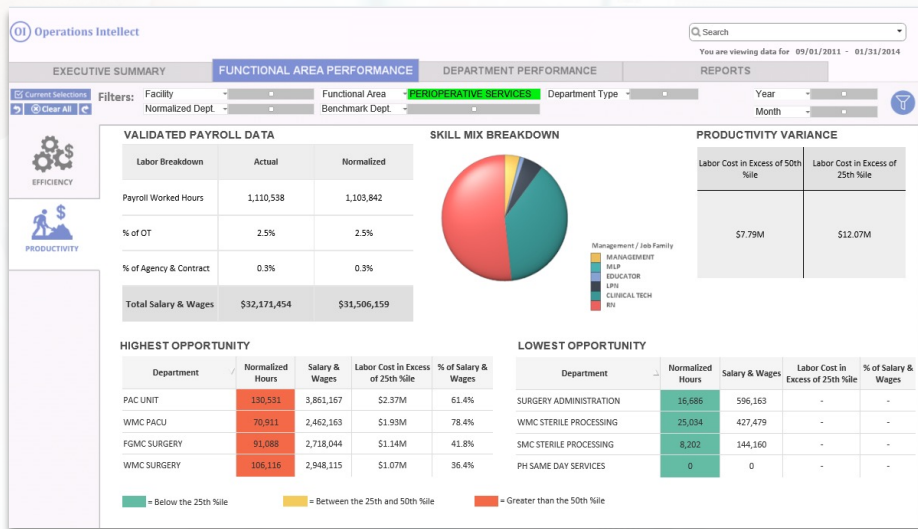
PRODUCT DEMO SCREENS





# Departmental Effectiveness & Efficiency

Performance Improvement services powered by Operations Intellect



The Functional Area Scorecard shows performance summary of the departments within a Functional Area across efficiency and productivity.

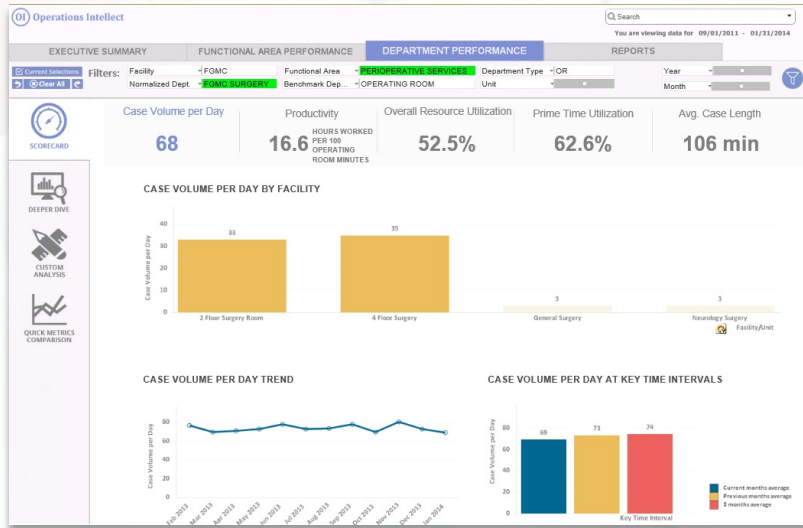


PRODUCT DEMO SCREENS



# Departmental Effectiveness & Efficiency

Performance Improvement services powered by Operations Intellect



The Departmental Scorecard provides 'Metrics that Matter' for Surgical Services department.

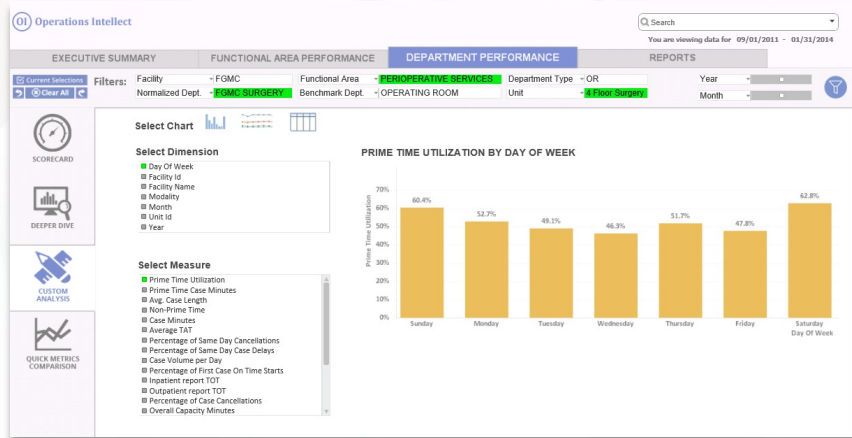


PRODUCT DEMO SCREENS



# Departmental Effectiveness & Efficiency

*Performance Improvement services powered by Operations Intellect*



*With Custom Analysis, users can create their own analyses on the fly by choosing measures, dimensions and type of visualization.*

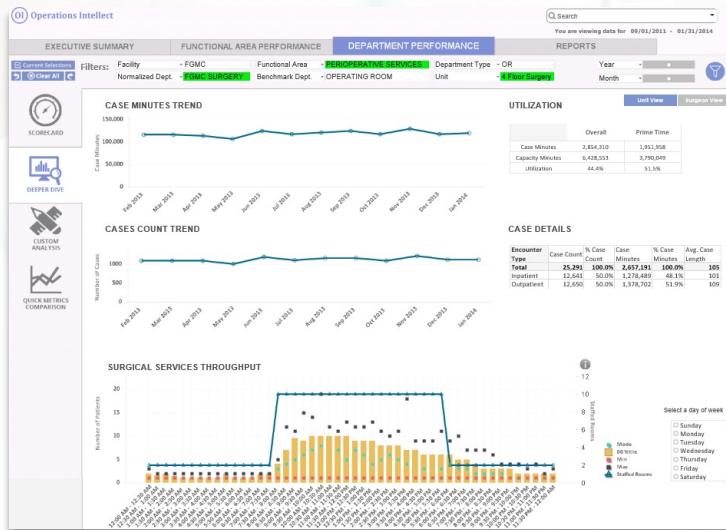


PRODUCT DEMO SCREENS



# Departmental Effectiveness & Efficiency

Performance Improvement services powered by Operations Intellect



The Departmental deep-dive provides a deeper look into operational/process metrics impacting the performance of a Department.



PRODUCT DEMO SCREENS







## Next-Generation Activity-Based Costing

*Decision Support Optimization services powered by Total Cost Intellect\**

Health systems are challenged with understanding the true costs of providing services across the continuum of care and complex care delivery networks.

Deloitte's cost model design services combined with ConvergeHEALTH's Total Cost Intellect empowers health systems to design and generate true and total costs across the continuum of care and enable next-generation activity-based costing.

\*Currently offered as pre-product solution accelerator: Seeking early adopter clients







## Optimizing Physician Networks

*Physician Enterprise and Ambulatory services  
powered by **Network Insight***

In the move toward value-based care and shared savings, health systems require innovative approaches to physician network development and the ability to characterize and improve their networks with select criteria.

Deloitte's Physician Enterprise and Ambulatory Services, powered by Network Insight, support all facets required to govern, motivate and activate a clinical network – including developing benefits packages, establishing clinical governance frameworks, assisting with physician engagement and aligning care navigation patterns to population-level targets.



PRODUCT DEMO SCREENS





# Optimizing Physician Networks

*Physician Enterprise and Ambulatory services powered by Network Insight*

**DEFINE High-Value Network**

**Composite Value Score**

Domain Name	Domain Weight	Group Name	Group Weight	Metric Name	Metric Weight	Net Metric Weight
<b>Performance Value</b> What a Physician Contributes	90%	Quality	25%	PQRS Reporting	50%	6.8%
				Patient Satisfaction	50%	6.8%
		Access	25%	Accepting New Patients	50%	6.8%
				Number of Extended Hours	50%	6.8%
		Efficiency	25%	PatientsExamroomDay	100%	13.5%
				EMR Lite	50%	3.0%
Operations	10%	ePR	50%	3.0%		
		Health System Relationship	25%	10.1%		
<b>Geographic Value</b> Where a Physician Contributes	10%	Demographic Criteria	80%	Population Density	10%	9.6%
				Median Household Income	25%	8.0%
				Health Insurance	10%	9.6%
		Client Preferred Area	20%	Employment	2%	3.6%
				Preferred Area	100%	8.0%

Total Number of Domains: 2  
Total Number of Metrics: 15

Coverage EARTH by Health VIZTUDIO

To feed the optimization algorithm, users have the opportunity to define what “geographic desirability” means to them by selecting values such as population density, age distribution, insurance coverage, etc. to then be weighted and presented along with a performance value criteria in a summary table.



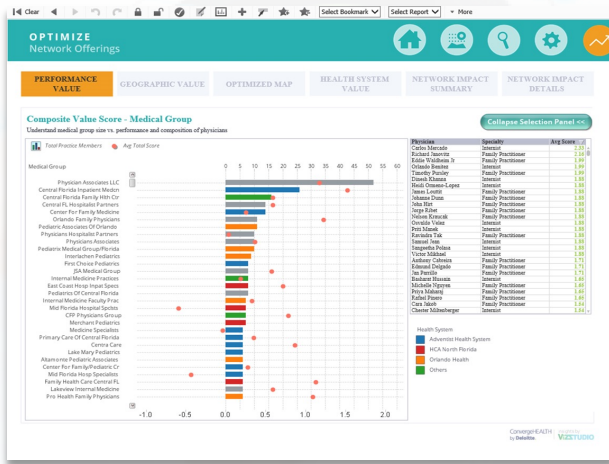
PRODUCT DEMO SCREENS





# Optimizing Physician Networks

*Physician Enterprise and Ambulatory services powered by Network Insight*



*To determine whether or not to acquire or affiliate with specific physician groups, the user selects criteria from access, quality, efficiency, operations, and relationship criteria categories that are meaningful to them to evaluate the performance value of individual physicians and composite scores of group.*



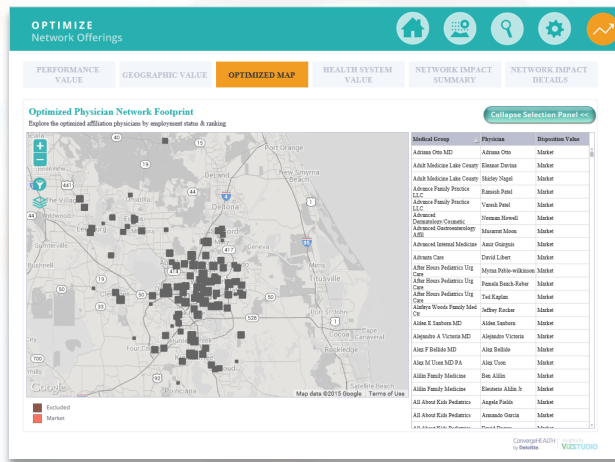
PRODUCT DEMO SCREENS





# Optimizing Physician Networks

Physician Enterprise and Ambulatory services powered by *Network Insight*



To ensure a health system has the right physicians, in the right locations, with the right performance to serve its patient population; users are shown the results of the optimization algorithm based on physician group exclusion criteria, performance value, geographic value, and a customizable set of hard and soft constraints.



PRODUCT DEMO SCREENS





## Risk-Based Patient Stratification & Care Coordination

*Value Based Care services powered by Population Health Insight*

As health care reimbursement shifts from volume to value, providers must reduce costs and improve quality of care – requiring 360° visibility into the care continuum with up-to-date, longitudinal patient, financial, and operational data.

ConvergeHEALTH and Deloitte's Value Based Care practice, and our alliance with the Northern New England Accountable Care Collaborative (NNEACC), support providers in their transition to value-based care through provider-led technology, actionable analytics, and advisory services from decades of experience in population health and clinical transformation.

Combined with Population Health Insight, we collect disparate data across health systems to guide care planning, care delivery and performance evaluation in a value-based care setting.



PRODUCT DEMO SCREENS







# Risk-Based Patient Stratification & Care Coordination

Value Based Care services powered by Population Health Insight

ConvergeHEALTH by Deloitte

Care Coordinator Quality Measures Physician Admin Dashboard Report Library My Profile Log off

Patient Search Scope: All My Facilities My Patients Filter Instructions: 1) select patient search scope 2) type to find matches, then select 3) filters: set one or more filters, click to refresh

Search: Patient (Last Name, First Name or MRN): clear Facility: clear PCP: clear Risk Groups: All CMS ACO COMMERCIAL MEDICAID

Care Manager: All Status: All

CARE MANAGER LIST (311)

VIEW LEGEND

Actions	Name	MRN	DOB	Sex	PCP	Group	Clinical Gap	Financial Risk	Status	Acuity	Sched Call	Last Event	EMI	BP	HbA1C	LDL-C
	PATIENT023, ANNIE N	20-6-19698-28	08/06/1987	M	PHYSICIAN2, ANGEL CHS ACO	36	Low	49	Low			Admit	22	129.28	110	127982089
	PATIENT057, KRISTIN E	20-19-19732-12	12/19/1924	F	PHYSICIAN2, ANGEL CHS ACO	57	Low	40	Low	Recently Discharged	1	Transfer	21	118.28		
	PATIENT1, VERONIKA	20-9-19789-21	01/09/1940	F	PHYSICIAN2, ANGEL CHS ACO	95	Medium	26	Low	Currently Managed	1	02/18/2015	25	162.68	5.8	89
	PATIENT1004, ROSEDA	10-23-1004-25	05/23/1987	M	PHYSICIAN2, ANGEL CHS ACO	54	Low	9	Low	Candidate for CM	3	Discharge a patient	25	129.28		
	PATIENT1005, MELANI	10-31-1005-27	07/31/1963	F	PHYSICIAN2, ANGEL CHS ACO	95	Medium	74	Low	Currently Managed	1	01/23/2015	25	139.28		118
	PATIENT1006, BEVERLEY	10-9-1006-21	01/09/1922	F	PHYSICIAN2, ANGEL CHS ACO	52	Low	53	Low	Discharge Candidate	3	02/02/2015	25	129.28	5.8	118
	PATIENT1007, STEVE	10-13-1007-21	12/13/1936	F	PHYSICIAN2, ANGEL CHS ACO	28	Low	89	Medium			Discharge a patient	25	144.28	5.8	86
	PATIENT1008, KARRI	10-18-1008-23	03/18/1917	F	PHYSICIAN2, ANGEL CHS ACO	61	Low	29	Low			Discharge a patient	25	124.28		
	PATIENT1009, LONDA	10-19-1009-21	12/19/1995	F	PHYSICIAN2, ANGEL CHS ACO	37	Low	55	Low			Discharge a patient	25	119.28		
						62	Low	31				Discharge a patient	25	118.28		86

Helps care managers identify high and rising risk patients using predictive risk models, clinical, and financial data. Supports care planning and delivery through actionable insights at the patient level.



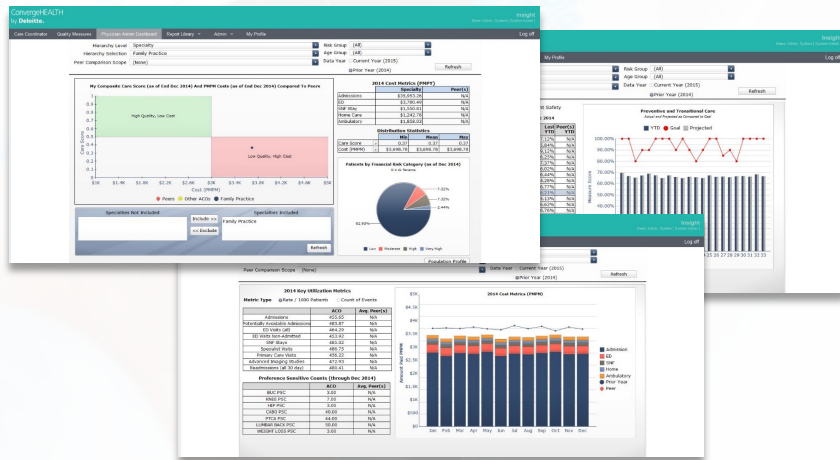
PRODUCT DEMO SCREENS





# Risk-Based Patient Stratification & Care Coordination

*Value Based Care services powered by Population Health Insight*



This dashboard provides insight into provider performance at multiple hierarchies, from a single provider to an ACO. The dashboard provides insight into the cost, quality and risk analytics. Clients are able to leverage a multi-tenant model to support population health collaboratives that include multiple organizations.



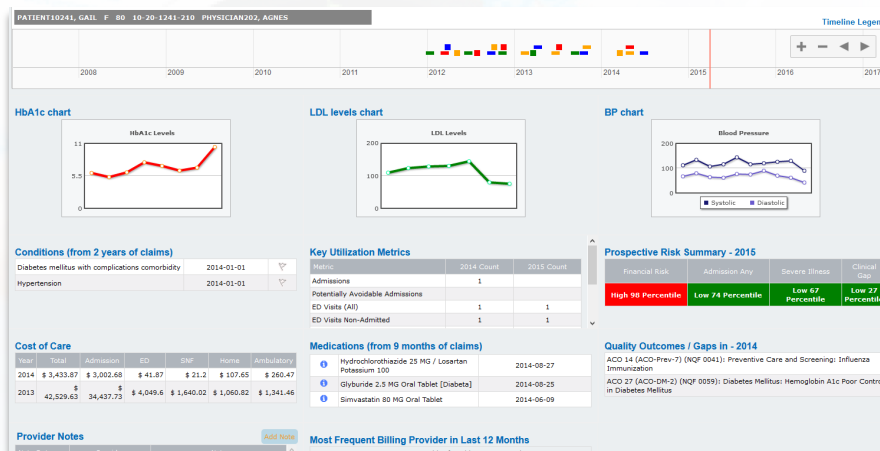
PRODUCT DEMO SCREENS





# Risk-Based Patient Stratification & Care Coordination

Value Based Care services powered by Population Health Insight



Detailed Patient Level view that aggregates the patients' clinical and financial data into an actionable format, augmented by additional predictive risk models and gaps in care to be addressed.



PRODUCT DEMO SCREENS





# Risk-Based Patient Stratification & Care Coordination

*Value Based Care services powered by Population Health Insight*

ConvergeHEALTH by Deloitte. Insights

Care Coordinator Quality Measures Physician Admin Dashboard Report Library My Profile Log off

Filter Instructions: 1) Filter: click to refine search 2) Q: type to find matches, then select

Q Patient (Last Name, First Name or MHN): Q Facility: Q PCP:

Reporting Period: 2015 Risk Groups: CMS ACO Measure: -AB- Status: -AB- CMS Selected Patients:

DENOMINATOR CANDIDATE LIST (42)

LEGEND

Name	MHN	DOB	# PCP	# Need Review	ACO_11	ACO_13	ACO_14	ACO_15	ACO_16	ACO_17	ACO_18	ACO_19	ACO_20	ACO_21	ACO_22
PATIENT0023, ANNIE H	20-0-1949-20	09/06/1987		4	✓	○	○	○	○	○	○	○	○	○	○
PATIENT0003, HAGOP	10-17-1003-211	11/17/1965		7	○	○	✓	○	○	○	○	○	○	○	○
PATIENT0004, ROSEBDA	10-23-1004-25	05/23/1987		7	○	○	○	○	○	○	○	○	○	○	○
PATIENT0005, MELANI	10-31-1005-27	07/31/1963		4	✓	○	✓	○	○	○	○	○	○	○	○
PATIENT0007, STEVE	10-13-1007-212	12/13/1936		4	○	○	○	○	○	○	○	○	○	○	○
PATIENT0006, MARKI	10-18-1006-23	03/10/1917		4	○	○	✓	○	○	○	○	○	○	○	○
PATIENT0010, JORIE	10-04-1010-212	12/04/1992		4	○	○	○	○	○	○	○	○	○	○	○
PATIENT0011, WHITLEY	10-9-1011-28	06/09/1945		7	○	○	○	○	○	○	○	○	○	○	○
PATIENT0013, LAURA	10-10-1013-24	04/19/1996		7	○	○	○	○	○	○	○	○	○	○	○
PATIENT0014, BLI	10-8-1014-211	11/08/1991		4	○	○	○	○	○	○	○	○	○	○	○
PATIENT0016, SHEENA	10-12-1016-25	05/12/1921		7	○	○	○	○	○	○	○	○	○	○	○

Enables care quality measurement and reporting through a range of widely recognized measures such as ACO, HEDIS, AHRQ and other industry standards. Supports measure tracking at the patient level to identify gaps in care, and leverages the ConvergeHEALTH Content Library with more than 600 measures available.



PRODUCT DEMO SCREENS





# Risk-Based Patient Stratification & Care Coordination

*Value Based Care services powered by Population Health Insight*



Set of pre-built reports that cover multiple key areas for Value Based Care such as resource utilization, patient population profiling, and care manager performance.



PRODUCT DEMO SCREENS







## Chronic Care Management Based on Cognitive Analytics

*Value Based Care services powered by Care Concierge and Care Advisor\**

With collaborator Cognitive Scale, Care Concierge will enable health systems to transform the delivery of health care to consumers and care providers through the application of cognitive cloud technology.

The application will leverage Cognitive Scale's health care Cognitive Cloud platform and is designed to enable patients and care organizations to improve the quality of care and foster on-going engagement with patients resulting in healthier population and lowered health care costs.



PRODUCT DEMO SCREENS

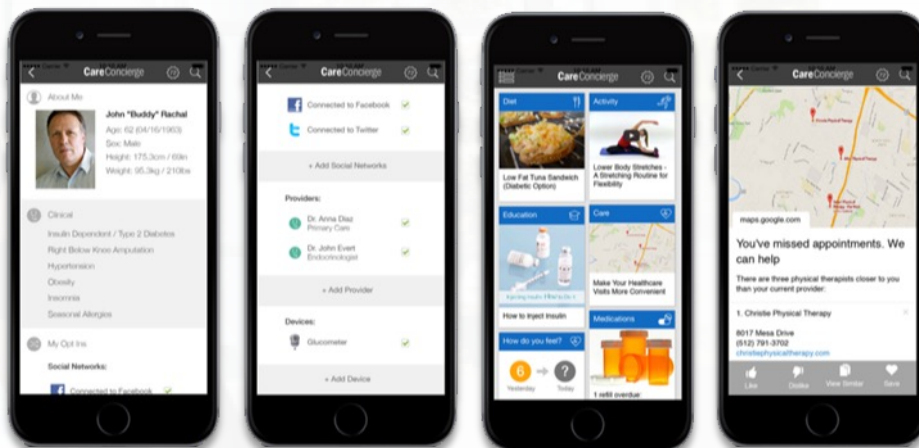
\*Currently offered as pre-product solution accelerator: Seeking early adopter clients





# Chronic Care Management Based on Cognitive Analytics

*Value Based Care services powered by Care Concierge and Care Advisor\**



The Provider and Administrator Dashboard displays cost, quality and risk metrics. It also assists cost and quality control initiatives by providing peer comparison and benchmarking features.



PRODUCT DEMO SCREENS

\*Currently offered as pre-product solution accelerator: Seeking early adopter clients



## Effective Patient Support & Engagement for Care Coordination

*Deloitte Digital Health powered by Patient Engagement on SFDC\**

In order to improve clinical outcomes and reduce costs, health care providers must actively engage patients and their care teams throughout the continuum of care.

Patient Engagement on Salesforce.com is a comprehensive patient services and care coordination platform for effective patient support and engagement.

This solution will streamline access and drive patient engagement, help act in a timely way on critical patient insights, maximize therapy adherence, and drive health care provider engagement.



PRODUCT DEMO SCREENS

\*Currently offered as pre-product solution accelerator: Seeking early adopter clients





# Effective Patient Support & Engagement for Care Coordination

*Deloitte Digital Health powered by Patient Engagement on SFDC\**

The screenshot displays a patient's care coordination interface for Jon Amos. The top navigation bar includes a search bar, user name (Samara Amos), and settings. The main content area is divided into several sections:

- Timeline:** A horizontal timeline from 2012 to 2018 showing various medical events and tasks. Key events include "Initial Visit - Consultation for Shoulder Pain" in 2012, "Integrate Jon's fitness data" in 2013, "Verify Jon's insurance details" in 2014, "Contact Patient - Surgery preparation" in 2015, and "Schedule Patient for Follow-up, Target Weight Reached" in 2016.
- Patient Detail:** A central panel showing patient information for Jon Amos, including name, alias, contact details, and insurance information.
- Encounter & Cases:** A section on the left listing recent encounters and cases, such as "Referral Visit" and "Pre-Surgery Follow-up".
- Tasks and Notes:** A right-hand panel showing activity history, notes, and open activities, including tasks like "Verify Jon's insurance details" and "Integrate Jon's fitness data".

Care Coordinator Patient View provides a 360-degree view of the patient and their medical information along with a longitudinal timeline of the patient's chart.



PRODUCT DEMO SCREENS

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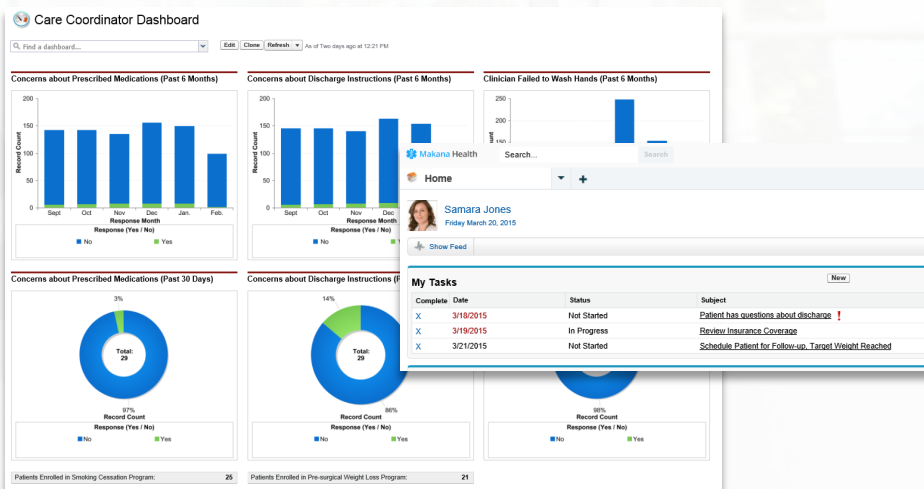






# Effective Patient Support & Engagement for Care Coordination

Deloitte Digital Health powered by Patient Engagement on SFDC\*



It also provides automated tasks and real-time reports capturing patient feedback and identifying patients requiring follow-up.



PRODUCT DEMO SCREENS

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# Effective Patient Support & Engagement for Care Coordination

*Deloitte Digital Health powered by Patient Engagement on SFDC\**

**Makana Health**  
Simple. Affordable.

You have an upcoming appointment with Dr. Michael Camp. You can now record and payment appointment when "Check-In Now".

**Check-In Now**

Hi Jon,  
You have an upcoming appointment with Dr. Michael Camp. You can now record and payment appointment when "Check-In Now".  
Thanks again,  
Samara Jones

**Makana Health**  
Home Chatter Encounters

Check In for Jon Amos

**Patient Detail**

Name	Jon Amos	Phone	(865) 555-5238
Birthdate	October 21, 1986	Email	jonamosdemo@gmail.com
Health Plan	OptimaHealthCare		
Plan Type	OptimaHealthCare Choice Plus		
Member ID	018123456		
Group	084786		

**Encounter/Appointment Detail**

Encounter Name	Office Visit	Visit ID	V-000814
Visit Type	New Patient	Name	Michael Camp
Start Time	20150115 10:00 PM	Center	SDH
End Time	20150115 11:00 PM	Location	

**Medication History**

Medication List/Review Instructions:

- Add any medications/outlets including any supplements, herbs or over the counter medications.
- Use comments to correct dosage or frequency as needed.
- Remove all over medications. Specify in the comments text and ask your clinician.

Medication Description	Start Date	Status	Refill Required
levothyroxine 200mg 2 tablets every 4-6 hours as needed for pain	July 21, 2014	-None-	-None-
albuterol inhaler. Take 2 puffs as needed for shortness of breath	July 2, 2013	-None-	-None-
Allevadol (LIFOR) 10 mg tablet. Take 1 tablet by mouth daily	January 20, 2014	-None-	-None-
flonase (FLONASE) 50 mcg prescription nasal spray. Place two sprays in each nostril once daily nasal spray	June 2, 2014	-None-	-None-

Add Medication

Patient Self-Service Tools include eCheck-in workflows for upcoming appointments.



PRODUCT DEMO SCREENS

\*Currently offered as pre-product solution accelerator: Seeking early adopter clients



## Here at ABC Health System, we are transitioning more of our business to a value-based care model.

Many of our commercial payers were planning to make the shift to value-based care, no longer offering a traditional fee-for-service contract. To prepare for this new paradigm and ensure a successful transition, we worked with Deloitte on a Performance Improvement initiative to identify service areas for improvement and savings under a risk-based contract.

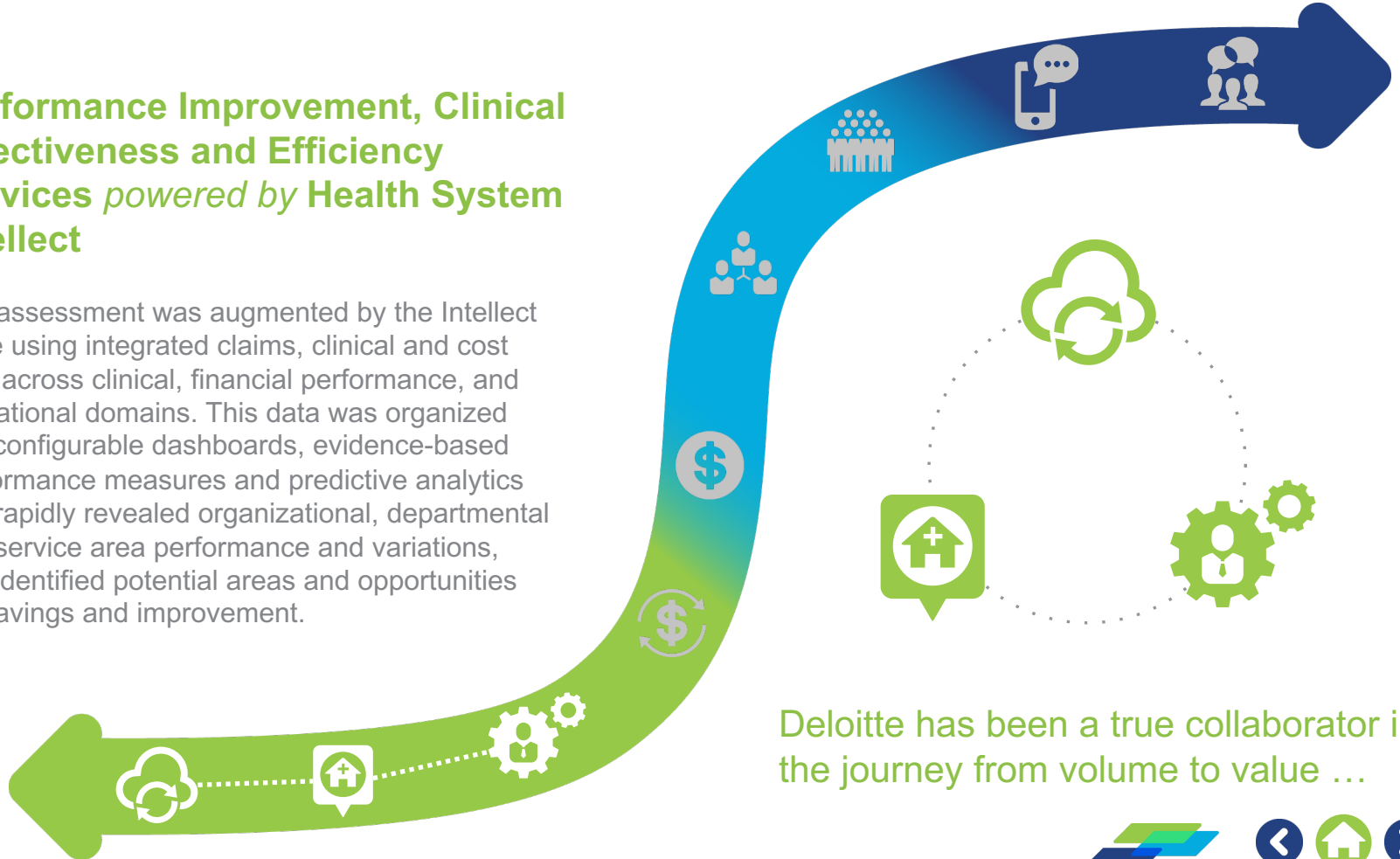


Deloitte has been a true collaborator in the journey from volume to value ...



## Performance Improvement, Clinical Effectiveness and Efficiency Services *powered by Health System Intellect*

The assessment was augmented by the Intellect Suite using integrated claims, clinical and cost data across clinical, financial performance, and operational domains. This data was organized into configurable dashboards, evidence-based performance measures and predictive analytics and rapidly revealed organizational, departmental and service area performance and variations, and identified potential areas and opportunities for savings and improvement.



Deloitte has been a true collaborator in the journey from volume to value ...





## Revenue Cycle Optimization services *powered by Revenue Intellect*

We also looked at revenue cycle claims and reimbursements for denials and underpayments using Revenue Intellect's guided-analytics to isolate, quantify, and prioritize revenue leakage sources. We very quickly were able to dive in and uncover net revenue variance, estimate the proportion that is avoidable or recoverable and identify the drivers for net revenue variance.



Deloitte has been a true collaborator in the journey from volume to value ...



## Decision Support Optimization services *powered by* Total Cost Intellect\*

As part of our Performance Improvement initiative, we needed to know the total and true costs of care across our continuum, including the true costs for different patient populations, services, hospitals, physicians, and contracts. Working with Deloitte Consulting and leveraging Total Cost Intellect, we redesigned our activity-based costing model, and can now apply highly granular and accurate costs to all our value analytics including understanding drivers of cost variance, profitability, cost reduction PI projects, and value-based contract negotiations.

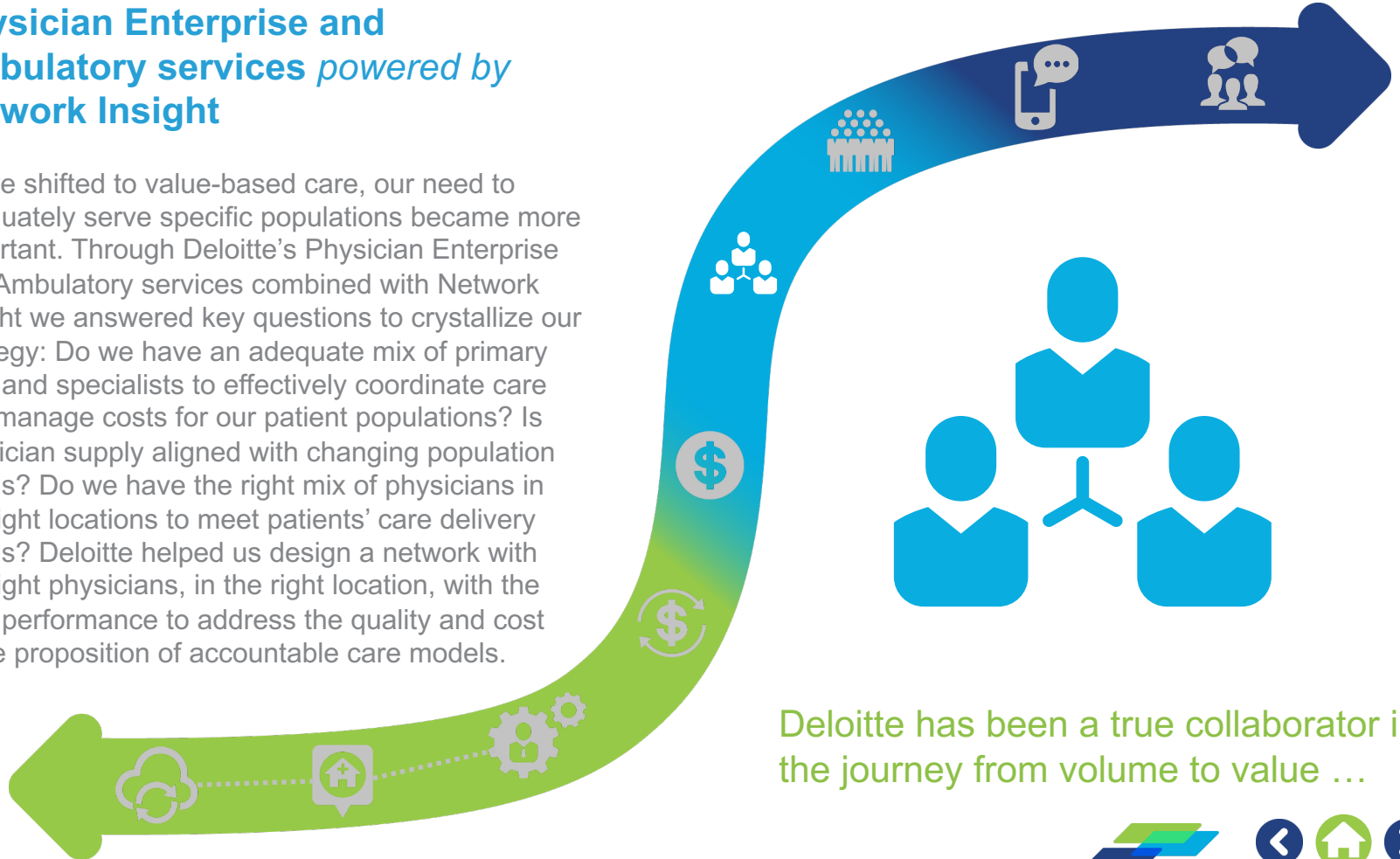


Deloitte has been a true collaborator in the journey from volume to value ...



## Physician Enterprise and Ambulatory services *powered by* Network Insight

As we shifted to value-based care, our need to adequately serve specific populations became more important. Through Deloitte's Physician Enterprise and Ambulatory services combined with Network Insight we answered key questions to crystallize our strategy: Do we have an adequate mix of primary care and specialists to effectively coordinate care and manage costs for our patient populations? Is physician supply aligned with changing population needs? Do we have the right mix of physicians in the right locations to meet patients' care delivery needs? Deloitte helped us design a network with the right physicians, in the right location, with the right performance to address the quality and cost value proposition of accountable care models.

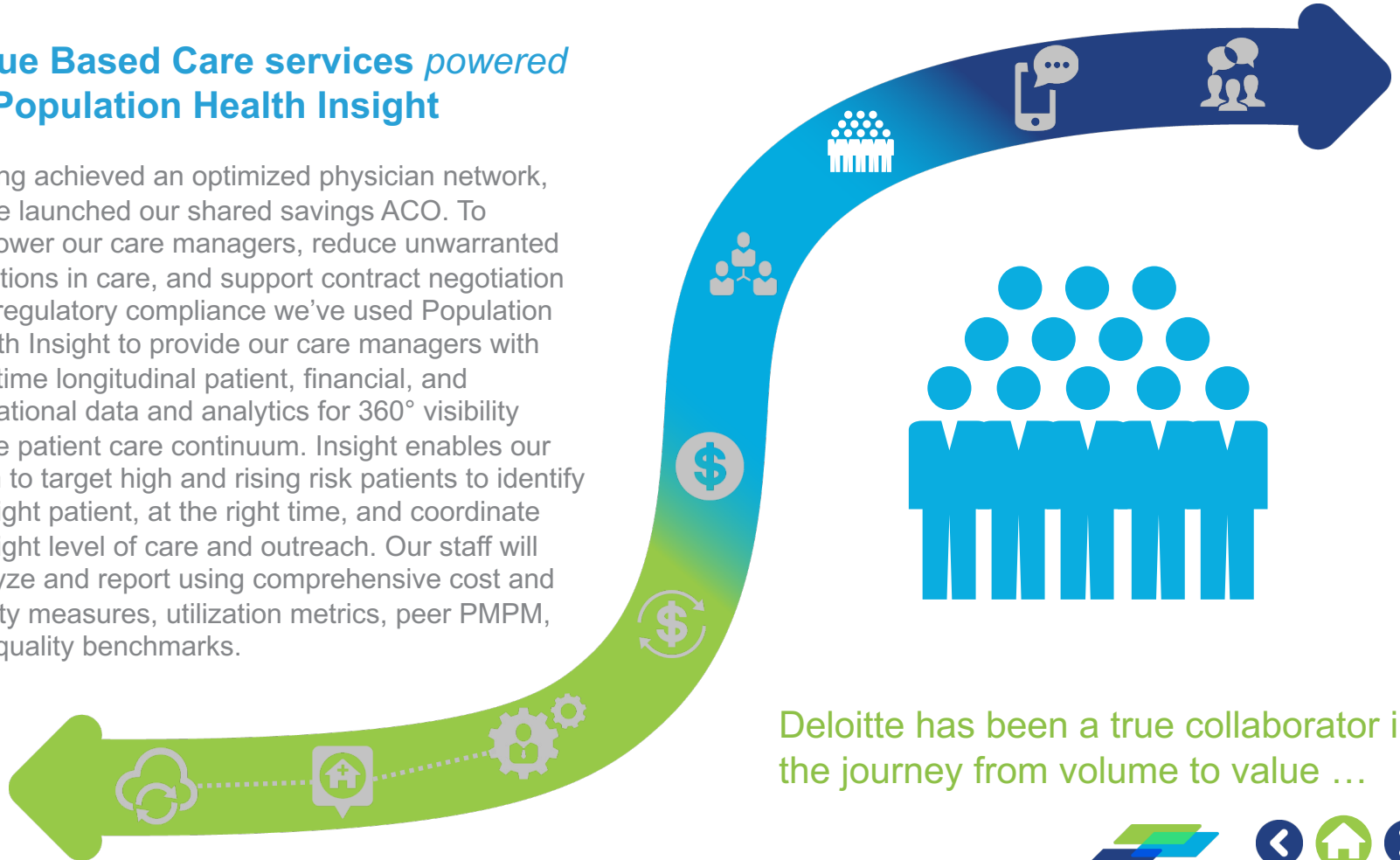


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## Value Based Care services powered by Population Health Insight

Having achieved an optimized physician network, we've launched our shared savings ACO. To empower our care managers, reduce unwarranted variations in care, and support contract negotiation and regulatory compliance we've used Population Health Insight to provide our care managers with real-time longitudinal patient, financial, and operational data and analytics for 360° visibility of the patient care continuum. Insight enables our team to target high and rising risk patients to identify the right patient, at the right time, and coordinate the right level of care and outreach. Our staff will analyze and report using comprehensive cost and quality measures, utilization metrics, peer PMPM, and quality benchmarks.



Deloitte has been a true collaborator in the journey from volume to value ...





## Value Based Care services *powered by* Care Concierge and Care Advisor\*

We've also embarked on a preventive care management initiative to improve patient engagement and care team coordination. Deloitte's Care Concierge mobile app utilizes robust cognitive computing to inform care plan strategies for an individual patient. Patients are able to select and configure their care plan goals and preferences related to diet, exercise, and care team coordination. Additionally, they are able to integrate data from remote monitoring devices (e.g. activity tracker, or a smart scale). Through machine learning this solution is able to understand preferences and provide future recommendations based on prior selections to create a personalized experience.

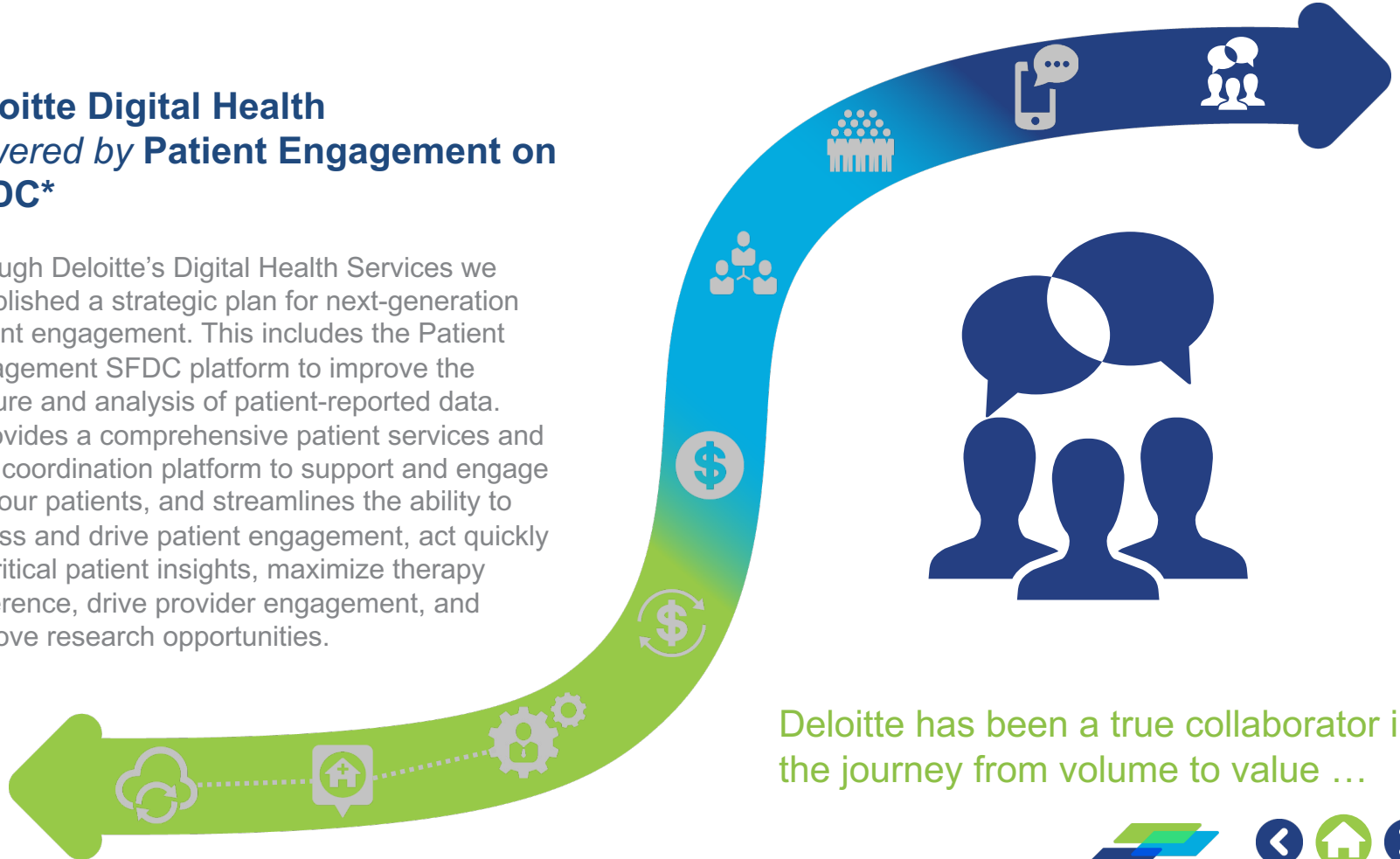


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## Deloitte Digital Health *powered by Patient Engagement on SFDC\**

Through Deloitte's Digital Health Services we established a strategic plan for next-generation patient engagement. This includes the Patient Engagement SFDC platform to improve the capture and analysis of patient-reported data. It provides a comprehensive patient services and care coordination platform to support and engage with our patients, and streamlines the ability to access and drive patient engagement, act quickly on critical patient insights, maximize therapy adherence, drive provider engagement, and improve research opportunities.



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