

# Case Study: Care Management

Health Quality Partners  
Doylestown, Pennsylvania

## Challenge

Health Quality Partners (HQP) is a non-profit, research-oriented organization that designs, tests, and disseminates scientifically validated systems of preventive care, care coordination and care management for clinically vulnerable populations. For nearly 13 years, as the most successful participant in the CMS Medicare Coordinated Care Demonstration (MCCD) – a rigorously evaluated, randomized, controlled trial – HQP has honed its advanced preventive care model. Anchored by care coordination, personalized care management, and personalized prevention, HQP's advanced preventive care model seeks to mitigate the impacts of chronic conditions and sustain and enhance the quality of life of those with complex comorbidities.

In its dual role of model creator and direct service provider, HQP is a data-driven, living laboratory that conforms to Deming's continuous improvement model of the Plan, Do, Check and Act (PDCA) Cycle. True to the Cycle, HQP leadership recognized in 2012 that it would outgrow its homegrown solution to drive its patient care, data management and analytic efforts. Increased scale and complexity required a more robust, secure, flexible, and professionally-developed solution if HQP was to continue its arc of model enhancement.



## Resolution

As HQP leadership looked for a partner to address its data management and analytic needs, discussions with vendors who could be potential partners quickly made it apparent that such a partner would have to have some unique strengths.

- 1) The solution had to easily implement HQP's complex, custom workflows that are part of the advanced prevention model with high fidelity, including the evidence-based intervention protocols, the vetted training modules and the care coordination process.
- 2) The solution had to generate a broad range of reports integrating multiple data sources.
- 3) The solution had to require little additional overhead or infrastructure from HQP.
- 4) HQP had to be able to easily adapt and implement this solution with new providers.

In 2013 HQP turned to hMetrix, a solutions partner based in Bala Cynwyd, PA, to address its needs. hMetrix is dedicated to applying its broad experience with healthcare information challenges, such as:

- 1) The nuances of collecting, validating, integrating, and analyzing healthcare data.
- 2) Developing and hosting similar care management applications for other partners.
- 3) Applying advanced analytics and robust processes as warranted by the problem.

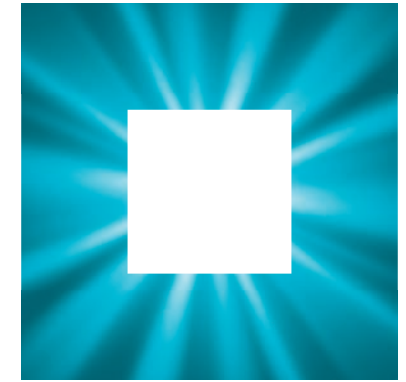
Most importantly, hMetrix works in an intense partnership model with its clients, seeking to jointly define problems and tailor resources and tools to solve those problems.

# Outcomes

After in-depth collaborative planning and development sessions, HQP and hMetrix committed to the development of SPERO®, a Platform as a Service, hosted by hMetrix. SPERO® enabled the practical, operational tasks related to providing direct services to patients including:

- 1) Efficient workflow for managing program participant enrollment and administration.
- 2) Intuitive workflow to record data, while generating notifications that enable nurses to keep patient relationship- building manageable and on track.
- 3) Real-time reports that allow HQP leadership to monitor and manage performance.

Critically, SPERO® also met a fundamental requirement for HQP as a scientifically-driven organization: it enabled HQP to rigorously test its services and the services provided by other partners for adherence to the advanced preventive care model.



SPERO®

## Partners' Perspectives

By embedding its field-proven care management model in a broader population health strategy, HQP is committed to a data-driven approach to healthcare operations and interventions. As a result, according to Ken Coburn, MD, DrPH, FACP, the CEO of HQP, *"We were critically dependent upon finding the right partner to build our data management platform. We needed a commitment to collaboration and a commitment to build upon joint skills to meet our unique needs of the ongoing cycle of revision and enhancement. hMetrix more than satisfied that need. They are creative, they listen and respond reliably; and because of their deep healthcare expertise, they respected the potential power of our model of care. While we have a platform to directly deliver and enhance our model, hMetrix also partnered with us to develop a stand-alone platform that we can implement with new partners that want to adapt our model to meet their own unique needs."* Dr. Coburn reports, *"This extends our reach, bringing what we think is a transformative approach to more partners."*

*"Working with HQP has been fulfilling for the hMetrix team and me,"* notes George Chalissery, the CEO of hMetrix. *"Few organizations are committed to improving healthcare like HQP, using data towards the disciplined improvement of the processes employed to achieve that goal. It is a privilege to partner with Dr. Coburn and his team to create a platform to enhance and extend their work to other healthcare providers and organizations across the world. Their proven ability to transform care to such vulnerable people reflects our commitments to apply data to real problems in healthcare and to improve and enhance that care."*

## Takeaways

The hMetrix partnership approach is an appropriate model for jointly building solutions that involve many different stakeholders, with various roles and different data needs. In the case of SPERO®, hMetrix created a platform that replicates HQP's advanced preventive care model and enables care managers to serve their participants better. SPERO® enables HQP to manage the care process, while continually enhancing the advanced preventive care model.

For potential partners of HQP seeking to succeed in a value-based environment, there is now a platform, SPERO®, that enables them to implement the advanced preventive care model in a timely, systematic way. hMetrix supports these model extensions and adaptations, integrating new partner data streams into SPERO®. The HQP-hMetrix partnership extends beyond platform creation into platform dissemination.