Performance Measurement of Rural Primary Care Practices
Strategies
Improvement Requires Information

- How does the Clinic currently perform?
- What are the relevant measures?
- Who manages the data?
- How are decisions made?
- How are initiatives managed?
Sources of Data

- EMR
- Financials
- Benchmarks
- Practice Management
Reporting Infrastructure

Operations Dashboard

Monthly Operations
10 Metrics

Practice Scorecard

Quarterly Strategy
10 Metrics

Physician Scorecard

Quarterly Value Performance
6 Metrics per
Context
Primary care clinics are the nucleus of the new rural healthcare delivery system
Hospitals have different objectives and metrics than primary care practices
CAHs have performance improvement networks – most RHCs don’t
Too often Primary Care is undervalued and ignored
Primary Care is the cornerstone of population health but it has been undervalued and ignored.

- Federal grants focus more on small rural hospitals
- Increasingly SORHs want to engage RHCs – but how?
- Public reporting exemptions are a net liability
- Not much is known about RHCs – *Let’s fix that*
Lilypad partners with the **National Organization of State Offices of Rural Health**, individual State Offices of Rural Health and national rural researchers to offer this unique performance improvement program.
To gain access to these reports and tools the required data must be entered into the POND web application.
How to Interpret the SHC Cost Report Scorecard

<table>
<thead>
<tr>
<th>Summary Statistics</th>
<th>Commonwealth of Kentucky</th>
<th>NCMC Region 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cost (USD)</td>
<td>1,365,000</td>
<td>1,194,000</td>
</tr>
<tr>
<td>Total Reimbursement</td>
<td>1,350,000</td>
<td>1,170,000</td>
</tr>
<tr>
<td>Total Profit</td>
<td>$15,000</td>
<td>$20,000</td>
</tr>
</tbody>
</table>

For more information, visit Lilypad.com.
Web Application
Practice Operations National Database

Please sign in

email: gwolf@lilypad207.com

password

- [ ] Remember me
- [ ] Show Password
- [ ] I agree with POND's user terms and conditions

Sign in

Enroll

Forgot Password / Reset Password

v2.1.7
Dr. Stephen Blattner, MD

Structure

Staffing

Performance

Providers

Reporting will be available once all required data has been entered.

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**STRUCTURE 2016**

**Step 1** – Select or add a reporting year

- 2016

**Step 2** – Select the starting month for your fiscal year

- December

**Step 3** – Update your location address

- Edit Location Address

**Step 4** – Select your practice/clinic type

- Select Practice Type

**Step 5** – Select your EMR vendor

- Select EMR Vendor

**Step 6** – EMR vendor changing?

- [ ] Check if you anticipate changing your EMR vendor within the next 24-months

**Step 7** – Check applicable participation status

- [ ] Accredited as a certified Patient Center Medical Home
- [ ] Health Information Exchange (HIE) participation?
- [ ] Advanced Payment Model (APM) participation?
- [ ] Merit-based Incentive Payment System (MIPS) participation?

Next

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STAFFING
2016

Step 1 – Enter clinical staffing FTE totals.

<table>
<thead>
<tr>
<th>Non-Provider Clinical Staff</th>
<th>Non-Clinical Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing/MA</td>
<td>Front Office</td>
</tr>
<tr>
<td>Radiology Techs</td>
<td>Management</td>
</tr>
<tr>
<td>Laboratory Techs</td>
<td>Billing/Collection</td>
</tr>
<tr>
<td>Other Clinical</td>
<td>Other Non-Clinical</td>
</tr>
</tbody>
</table>

Total: 0.0

Step 2 – Enter non-clinical staffing FTE totals.

Total: 0.0

Next
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PROVIDER ROSTER
2016

Step 1 – Build your roster of providers by searching for your provider's 10-digit NPI. When found, add them to your roster below.

Provider NPI

Step 2 – Enter the average weekly hours logged by each provider on your roster.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Provider Type</th>
<th>Clinic Hrs/Week</th>
<th>Hospital or Other Facility Hrs/Week</th>
<th>Admin or Other Hrs/Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mark Braun</td>
<td>Internal Medicine Geriatric Medicine</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Next

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**COMPENSATION 2016**

**Step 1** – For each provider listed in your roster, enter their compensation information.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Base Salary Range</th>
<th>Total Variable Compensation (VC)</th>
<th>VC Productivity</th>
<th>VC Value</th>
<th>VC Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heidi S Alpern</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Mark Braun</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shelly Jeannine Smith Acuna</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Step 1 – For each provider listed in your roster, enter their productivity information.

### Provider Productivity

<table>
<thead>
<tr>
<th>Provider</th>
<th>End Year Panel Size</th>
<th>Total Patient Visits *</th>
<th>Total New Patient Visits</th>
<th>Annual Work RVU (wRVU or RVU) *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heidi S Alpern</td>
<td>1,500-1,749</td>
<td>4,000-4,249</td>
<td>0-49</td>
<td>3,500-3,749</td>
</tr>
<tr>
<td>Mark Braun</td>
<td>2,000-2,249</td>
<td>5,000-5,999</td>
<td>50-99</td>
<td>4,500-4,749</td>
</tr>
<tr>
<td>Shelly Jeannine Smith-Acuna</td>
<td>1,500-1,749</td>
<td>3,000-3,249</td>
<td>0-49</td>
<td>3,750-3,999</td>
</tr>
</tbody>
</table>