

GENERAL PRACTICE FACILITATION CAPABILITIES

Quality improvement initiatives such as practice facilitation are critical to improving provider and practice performance, which translates to improved care for patients. Although providers understand the value that practice facilitation can bring, the level of effort in both figuring out if practice demographics make them eligible for the services, as well as the steps required to identify and address challenges, can make the process daunting.

For more than 10 years, Telligen has helped primary care practices in our state and federal markets to build sustainable, quality-driven care delivery processes. We accomplish this through provider performance assessments, identifying gaps in best practices and recommending improvement methods that will lead to improved patient care processes and quality outcomes.

In addition, our practice facilitators are also key contributors to meeting quality metrics by working with providers to identify engaged clinic/member healthcare/outcome trends associated with performance targets for selected value-based purchasing measures. They focus on closing the gap through the provider rather than the care manager/member.

SPECIALTY PRACTICE FACILITATION CAPABILITIES

We offer brief academic detailing to full practice facilitation services occurring over several months. At the beginning of facilitation, we conduct a full practice assessment, which evaluates current quality improvement processes, chronic disease gaps in care and practice readiness for change. This multi-tiered approach provides a menu of practice facilitation services to suit primary care providers' varied needs (Table 1).

| ACTION | GOAL |
|--|--|
| Engage with providers and clinical staff members | Understand perception of the clinic's performance in meeting evidence-based measures for compliance |
| Analyze clinical data | Assess gaps in care; develop processes to close them |
| Implement improvement plan | Demonstrate clinic's true performance, operate more efficiently and close gaps in care Improve patient outcomes; encourage providers/clinical staff to incorporate best practices |



UTILIZATION MANAGEMENT



CASE MANAGEMENT



PRACTICE FACILITATION



MEMBER ASSESSMENT



BEHAVIORAL HEALTH

WHY TELLIGEN?

Our practice facilitators help providers evaluate workflows, identify process improvements, and increase efficiency and quality of care. They also work with resource navigators to identify relevant community supports to address member barriers to engagement and treatment.

DIFFERENTIATORS

- Over \$109 million saved from 2013-2019 (Most recent program evaluation)
- 90% of providers credit the program with improving management of patients with chronic conditions
- 90% of providers would recommend the program to other providers



ABOUT TELLIGEN

Telligen delivers customized, innovative solutions that improve the quality and cost-effectiveness of healthcare in state, federal, and commercial sectors. We have more than 50 years of proven success impacting our clients' outcomes and helping them manage their costs.

We bring clinical, analytics, IT and technical assistance expertise together to turn information into action to improve the quality and reduce the cost of healthcare.

EXPERIENCE

Telligen provides analytics, population health management services and IT solutions to 36 million covered lives in the State, Federal and Commercial markets.

- Medicare — Currently serve as the federally designated:
 - Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Iowa, Illinois, Colorado, and Oklahoma.
 - Hospital Quality Improvement Contractor (HQIC).
- Medicaid — Provide care management, quality improvement and utilization review solutions in Colorado, Idaho, Iowa, Maryland, Massachusetts, Montana, Oklahoma, Pennsylvania, Virginia and Wyoming.
- Commercial — Offer clients (employers, payers and third-party administrators), flexible population health solutions that optimize the health of members served, while improving outcomes and lowering costs.

CONTACT OUR STATE HEALTH SOLUTIONS EXPERTS FOR MORE INFORMATION



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