



ACO's Leveraging of Bridge to Improve AWW Completion

Background

Are you having difficulty tracking and increasing AWWs across all the participating practices in your ACO? It has been proven that an effective AWW program is critical to the success of a value-based organization - here's how the Garage worked with this ACO customer, located in Iowa, to implement an effective AWW program strategy that doubled their AWW completion and led to improvement in critical performance metrics across their ACO.

Situation

First, the ACO set tangible, achievable completion goals based on each practice's historical performance on AWW completion. The goal was clear, to ensure each practice completed at least 50% of their patients' AWW's by the end of the calendar year for their attribution in the current reporting year. This goal was not just a target but a crucial milestone in their journey towards becoming a successful value-based organization. By reviewing Bridge weekly, they were able to track progress and trigger action if they noticed a practice falling behind their end-of-year target goal.

Solution

The customer's ACO team harnessed the power of real-time information by using the Insights application within Garage to consolidate claims data with clinical data from each practice's EMR. This monthly review process with the practices allowed their team to pinpoint what practices are on track and what practices needed more assistance. It also enabled them to identify specific areas where practices needed help, such as getting participants scheduled for their visits or assistance in documentation or billing those visits appropriately. This emphasis on real-time data was a key factor in the success of their AWW program.

Outcome

Data shows that by implementing an effective Annual Wellness Visit (AWV) program, ACOS can meaningfully impact quality metrics, cost (decreased ER/inpatient spending), and risk adjustment (improved HCC coding/RAF scores = better benchmarks)", states the customer's President & COO. Implementing an effective AWW program strategy is key to a



successful value-based organization. We have seen the success that this ACO experienced by leveraging Bridge as a real-time communication and accountability tool for their practices.

“In 2021, our ACO set out to increase our AWWs with the use of The Garage’s application. We met with our practices on a monthly basis, reviewing the data available in The Garage. We took our scores from 21% in 2020 to over 40% in 2021. We had a practice go from 99 completed AWWs to almost 1000 in 2021. By meeting with our practices and utilizing The Garage, we have had a great increase in our scores.

– President & COO