



## ACO's Quality Metrics Success

### Background

An ACO serving about 9,000 lives in Eastern Idaho approaches population health management with a unique model that places care managers at each of their 16 organizations within the ACO. The care managers role is to focus on supporting practices in moving forward in organizational priority initiatives that tie to clinical outcomes, reporting success, and revenue optimization. A priority initiative for 2022, and going into 2023, was a target of closing as many care gaps as possible.

### Situation

The ACO members have not previously focused on proactively monitoring care gaps aside from GRPO reporting. As they expanded operational focus on quality being a year-round priority, the need became evident for an effective and efficient technological solution to support mass care gap outreach and closure throughout the year, in addition to tracking staff productivity and performance progress on those care gap closures.

### Solution

Bridge's Care Gaps application allows for normalization and unification of EMR and Payer data to provide most up-to-date care gap lists, closure status, and quality scores. This empowers practices to have actionable data at their fingertips for optimized outreach. The first half of 2022 was focused on all-hands-on-deck virtual trainings with mandatory attendance from every practice's care managers and office hours sessions allowing Q&A and more open conversation for those that needed additional support or had questions. After going live, two workflows became prominent in adoption. First - care gap details are reviewed during AWW scheduling outreach and appointments are maximized to close gaps with AWWs. Second, care managers are reviewing respective practice care gap lists and scrubbing patient charts to identify opportunities to document and close a measure and conducting outreach to schedule the patient prior to end of year. The consolidated application allowed the customer to target all open care gaps for the patient at one time, rather than to work on closing gaps by measure category.

### Outcomes

In the first half of 2022, the ACOs staff had an average daily care gap closure rate of 6.3 measures per day. After adoption of Bridge's Care Gaps application and unified workflows, the average completion rate increased to 9.6 per day. The ACO customer reported a positive experience using the application, citing its ease-of-use and simple interface being easy to understand. The Care Gaps application allowed more visibility now into how the measures are tracked enabling staff to see real-time how they are impacting performance in their overall build. This data-driven approach to quality opened conversations and questions about how measure rates and performance outcomes are calculated, empowering ownership and subject matter expertise at the boots on the ground level. The customer continues to empower care managers and practices to become technology-driven in achieving quality performance goals for the ACO.



*“I have really appreciated the collaboration between our team and The Garage. The ability to see real-time performance has enabled clinics to quickly identify opportunities, consolidate patient outreach, and aligns with our ACO focus on patient care.”*

- Manager Quality Analytics

Interested in learning how The Garage can empower your organization?  
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