

Cornerstone Health Care

Cornerstone Health Care Improves Rates of Hypertension Control with Optum One Population Analytics



Cornerstone Health Care provides leading-edge medical home services and is widely recognized for its information-driven patient management and pay-for-value innovation. Cornerstone embraces accountable care and has shared savings contracts in place with all payers with the exception of Medicaid. For Cornerstone, effective population health management is a mission-critical strategy.

Since going live with Optum One Population Analytics in December 2010, Cornerstone lowered the clinical levels of risk for patients with diabetes through proactive patient management. Using risk markers available only through Optum One, Cornerstone identified patients at highest risk and tailored information-guided outreach and interventions to significantly reduce the percent of patients in the high-risk diabetes groups.

Cornerstone's focus on diabetes continues and its rates of control for high blood pressure patients are improving through care management innovation.

High-stakes hypertension

One in three U.S. adults have hypertension and are at increased risk for heart disease and stroke. Annual costs are estimated at \$156 billion in health care services, medications and missed days of work. Hypertension is the leading cause of visits to the doctor.

The National Heart, Blood, and Lung Institute's Joint National Committee on Prevention, Detection, Evaluation, and Treatment of High Blood Pressure (JNC) 7th report recommends an in-control rate of 80 percent for patients with hypertension. The current national control rate is 52.5 percent. Cornerstone's baseline control rate, established through analysis of its Population Analytics data, was 64.2 percent.

Success for every patient, every time

Cornerstone's goal in designing for care excellence is to 'give their providers the tools, methods and processes to achieve success for every patient, every time.' Population health management begins by building the guiding coalition to lead the initiative. This includes a steering committee and the engagement of the range of disciplines spanning the critical processes that must be in place to achieve success.

Using Optum One Population Analytics, Cornerstone gained a solid understanding of its patients with hypertension. Population Analytics dashboard reports confirmed baseline control rates and identified cohorts of patients based on their clinical findings. Figure 1 shows patients with hypertension risk stratification by Charlson Score, and Figure 2 shows patients with stage 1 and 2 hypertension that have not been seen in a Cornerstone clinic visit for six months or longer. Optum One Population Analytics reports enable easy drill-down to identify individual patients. This feature allows Cornerstone to create its registry of patients given priority for early intervention.

The steering committee convened workgroups to design processes and define measures, including a blood pressure clinical pathway workgroup, an automated system and outreach workgroup, a patient engagement workgroup and a blood pressure measurement workgroup. Like many patient-centered medical homes, Cornerstone began by ensuring that all staff understood the purpose of initiative, were educated on the clinical pathway and knew how to take an accurate blood pressure reading.

After just three quarters, Cornerstone's overall HTN control rate improved from 64.2 percent to 66.2 percent, a 2 percent improvement and on track to its goal of 80 percent.

Aligning population and public health

Cornerstone seeks to provide excellent care, achieve better outcomes, reduce costs and share in the resulting health care savings. Cornerstone is committed to improving the health of the patients it serves and it is doing this through information-informed population health management and other innovations such as personalized primary care, care pathway design and transitions of care protocols.

By 2030, it is estimated that 100 million U.S. adults will have hypertension. This is a major public health issue in the U.S. and other countries around the world. As part of the American Medical Group Foundation's "Measure Up/Pressure Down" campaign, Cornerstone and other leading medical groups and health systems are using analytics and sound process redesign to magnify the impact of their efforts to bring high blood pressure under control.

Cornerstone Health Care:

- Multispecialty group of 243 physicians in Piedmont Triad area of North Carolina
- 90 locations, including 29 medical homes recognized as Level 3 by NCQA

Challenges:

- Building on population management results in diabetes, achieve best-practice levels in hypertension control
- Increase the rate of hypertension patients in control from 64.2% to 80%

Approach:

- Use Optum One Population Analytics to reveal characteristics of patients with high blood pressure, establish baselines and monitor change
- Design care processes to support achieving the goal of 80% in control

Results:

- After 3 quarters, overall control rate improved from 64.2% to 66.2%
 - Effective "Pathway to Excellence" for managing patients with high blood pressure
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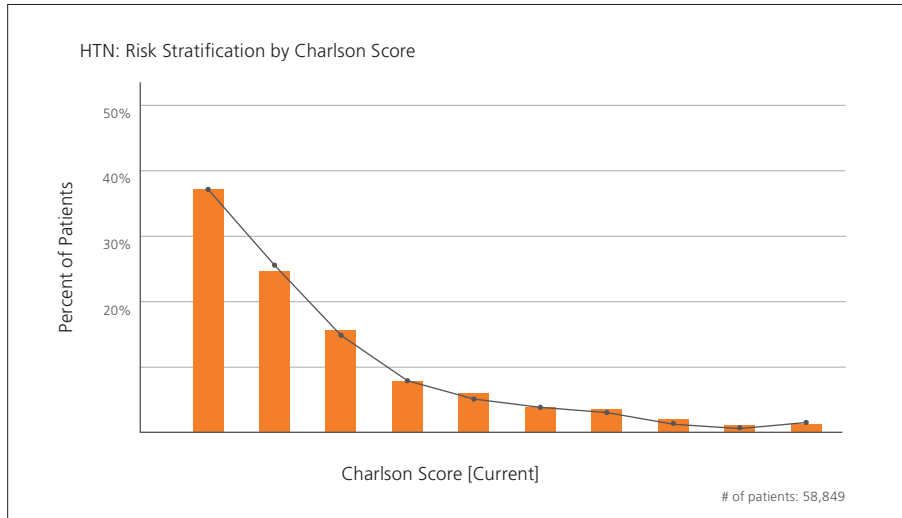


Figure 1: HTN Risk Stratification by Charlson score

“Our baseline control rate reflects the demographics and socio-economic characteristics of our patients. For simplicity, we set a goal of achieving consistent blood pressure readings of <140/90. But there is nothing simple about aligning all the care processes toward this important single goal. Primary care and specialists are fully engaged in intervening when blood pressure is not in control.”

— Michael Ogden, MD, MMM
Chief Clinical Integration Officer

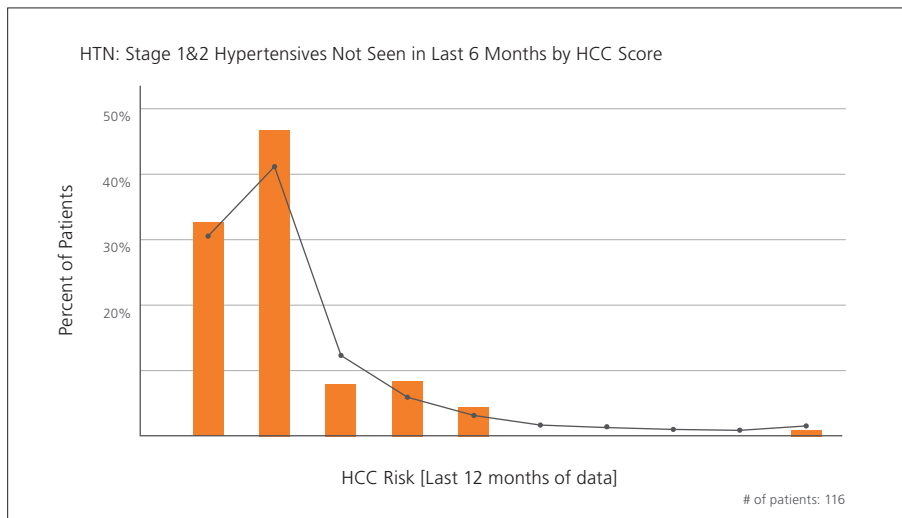


Figure 2: HTN: Stage 1 & 2 hypertensives not seen in last 6 months

“Population health improvement requires metrics and continuous measurement. We are building a tested set of relevant metrics that we call ‘Pathways to Excellence Metrics’ reported by practice and individual provider. We perform comparative analysis of providers against others in their practice, against Cornerstone’s overall performance and against the Optum One comparative database. Measurement is now an attribute of our accountable care culture.”

— Dale Eric Green, MD, MHA
Chief Medical Information Officer

Learn more about how Optum can help your organization manage risk.

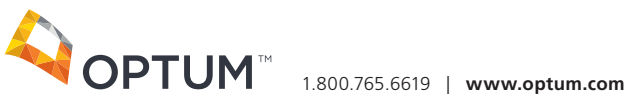
Contact us at **1.800.765.6619** or **discover@optum.com**.

About Cornerstone Health Care

Cornerstone Health Care is a group of more than 300 physicians and mid-level health professionals representing a wide range of specialties. It has more than 80 locations across north-central North Carolina in High Point, Winston-Salem, Greensboro, Summerfield, Thomasville, Archdale, Trinity, Jamestown, Kernersville, Lexington, Asheboro, Advance, Elkin, Reidsville, Hickory, Conover and Granite Falls. Founded in 1995, Cornerstone has grown into a regional and national model for physician-led health care in the United States.

About Optum

Optum is a leading health services and innovation company dedicated to helping make the health system work better for everyone. With more than 85,000 people collaborating worldwide, Optum combines technology, data and expertise to improve the delivery, quality and efficiency of health care. Optum is part of the UnitedHealth Group (NYSE:UNH).



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