

ACO Infrastructure

Entering the Accountable Care ERA with an Infrastructure to Succeed

Health care spending is expected to increase from \$2.6 trillion to \$4.6 trillion by the end of the decade. As a result, new approaches to health care with the goal to achieve the Triple Aim—enhance quality, reduce cost, and improve outcomes—have started to emerge. This industry transformation includes the ACO models of care where all constituencies—patients, payers, providers, hospitals, and physicians—share risk and reward through an alignment of goals and incentives. The goal of an Accountable Care Organization is to reduce costs and increase efficiencies in the system, and also improve patient outcomes and the overall coordination of care.

In order for an ACO to succeed, it must have an infrastructure that will enable the electronic exchange of information, provide a platform for care management and offer a payment distribution system. When an ACO succeeds in both delivering high quality care and spending health care dollars more wisely, it will share in the savings it achieves for the overall program. ACO sustainability is predicated on providers having the appropriate financial incentives and infrastructure to treat patients across a continuum of care while managing their costs more efficiently.

ACOs will rely on technology that goes beyond supporting Meaningful Use requirements. They will have to acquire business intelligence software to collect and analyze clinical data, as well as technology to manage revenue, risks, and payment systems.

What tools and infrastructure do you need to make this happen?

DSTHS's ACO solution offers flexible tools and services in ACO administration, automated workflow, integration of clinical and financial data, tools to enhance care coordination efficiently, and robust reporting capabilities. DSTHS delivers a comprehensive system of actionable health information technology and intelligence that supports both measurement and management of care. Organizations can gain insights at the right points of care to improve quality, performance and facilitate efficient financial transactions.

Accountable Care Organizations have unique needs in the evolving healthcare landscape. Our suite of products and services meets you where you are today and supports your future growth strategy.

CURRENT	TRANSFORMED
Fragmented Care	Coordinated /Integrated Care
Provider Centric	Patient / Population Focused
Payment for Volume / Units	Payment for Value / Outcome
Individual Facility Focused	Care System Focused
Physician Accountability	Care Team Accountability
Opaque rules and systems	Transparency
Disease oriented / Acute Illness	Wellness / Chronic Co-morbidities
Limited Basis for Clinical Action	Evidence-Based Care /Learning Org.

Administration Systems

DST Health Solutions' Administrative Systems are technology driven engines that support the management, delivery and administration of healthcare services and healthcare benefits. Our systems support multiple payment and risk models; capitation, bundled payment, fee for service, and Shared Savings Calculator. 3i is DSTHS's business intelligent engine that monitors real time information to deliver dynamic reports that support ACO compliance.

BPO Services

DST Health Solutions gives you access to a world-class, e-business-enabled health plan administration infrastructure, enabling you to outsource one or more discrete business functions or your entire back office. DST Health Solutions' healthcare business process outsourcing operation is AICPA SAS 70 reviewed. With experienced DSTHS' personnel supporting your administrative workload, you continue to maintain control of your business through measurable performance standards.

Integrated Care Delivery

Offering a 360-degree view of all members, DSTHS' **CareConnect** application provides insight to manage populations, effectively utilize benefits and provide education for self-management. The application supports care management activities across the member's continuum of care while ensuring real-time integration with the administration systems housing the critical medical, drug and utilization information that care managers leverage daily to make informed decisions.

Be more successful selecting members who will benefit most from care management using DST Health Solutions **CareAnalyzer**. The unique analytic approach combines elements of care opportunities, risk and provider efficiency to provide a more complete member assessment – all within a single integrated tool. Application of HEDIS®* methodology in conjunction with The Johns Hopkins University ACG® Predictive Models supplies care managers with actionable data that more effectively targets high risk members who may benefit from early intervention and improved coordination of care.

Communication Portals

An information infrastructure with web access that connects appropriate providers and engages patients in the care process, giving them tools to access their care record and support the critical relationship with their primary care physician.

Distributed Multi Site Workflow Tool

Driving efficiency is imperative for ACOs with the onset of healthcare reform. Currently many organizations still rely heavily on manual processing related to two key areas: claims administration and customer service. By employing a powerful workflow management tool, health plans can take advantage of automation, application integration, and increased productivity. DST Health Solutions' (DSTHS) AWD® can transform the way work is done throughout the organization.

Data Repository

An ACO will need to create a data warehouse and/or repository to store all available data on its patients and services and make this data available across the enterprise to support population and care management initiatives. An IT infrastructure that tracks, monitors, and analyzes clinical, utilization, and financial data is fundamental to the development of an ACO. DSTHS's comprehensive ACO data repository provides a single source of information to support ongoing patient care, and financial, quality, and utilization measurements. Clinical and financial data is turned into useable and actionable information to support changes in population management and clinical processes.

ACOs are quickly emerging as the future care delivery and economic-reimbursement model to address the stressful challenges of increasing healthcare costs and a disparate and fragmented healthcare delivery system. With DST Health Solutions, healthcare organizations have a powerful set of options to help them achieve this transformation, streamline operations, and accelerate business growth.

Contact Us

For more information on DST Health Solutions' ACO solution call us at 800.272.4799, email us at inforequests@dsthealthsolutions.com, or visit us at www.dsthealthsolutions.com.

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