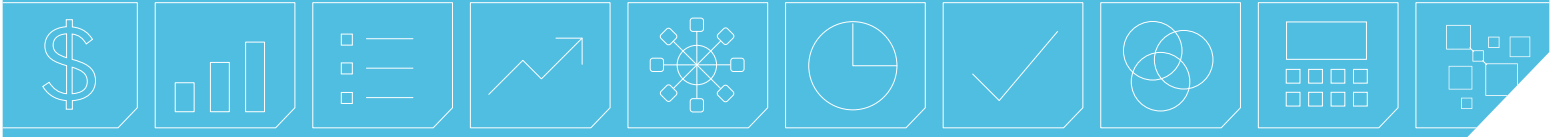


5 Ways to Get the Most out of Analytics for ACOs



The use of analytics has become increasingly important for accountable care organizations (ACOs) as their business operations become more sophisticated. Analytics products are being used more and more by ACOs to help automate improvements and monitor new interventions to create a more streamlined organization. But with limited resources and knowledge of analytics, where can you start and what do you need to know to get the most out of your analytics products?

Data Quality

Making sure your data is complete and high quality is the number one step for seeing success from your analytics, especially for ACOs. Spending too much time worrying about whether your data is right can take away from best utilizing analytics. That's why it is so important to choose a product that helps scrub and clean your data, as well as fill in gaps from disparate data sources. Incomplete data is one of the biggest issues ACOs face when dealing with data quality. Finding an analytics system that can complete your data will ensure that you are basing your business decisions off the best possible information.

Actionable Analytics

Analytics show a lot of interesting correlations and patterns, but some patterns can be difficult to lead to actionable behavior. The key to success is using specified analytic products that find areas for real improvement. Want to reduce waste in your organization? Use analytics that target wasteful or unnecessary services as outlined by the *Choosing Wisely*[®] initiative. Analytics will show you exactly which services are being overused for you to take action on. Battling leakage? Quality measures can help show the service sites with the lowest cost per procedure, as well as cost per unit across hospitals. ACOs can take that information to steer patients toward the lower-cost service sites.

Focus on Key Opportunities

Does your organization try to change too many processes at once? Focusing on a few key opportunities and issues that most align with your strategies and initiatives is the best way to start seeing improvements using analytics. Using analytic tools, your organization can zero in on creating specific interventions for issues, then build from there to change processes and problem areas over time. While it's exciting to overhaul all processes at once, it's better to focus on one problem area first.

If you want to overall increase revenue you focus on specific issues first, like using analytics to uncover how to reduce leakage from the providers in your ACO network. Once you address that problem area you can continue to monitor your providers using analytics and then shift your attention to another opportunity.

Process Improvement Through Analytics

Analytics mean nothing without process improvements. Once you find a key opportunity to focus on take the next steps to actually improve a process or create an intervention. What process do you want to improve in your organization? Fund that area, create a program or intervention, continue to monitor for success, and course correct if necessary.

Analytics help you automate these steps for improvement. They make it easier to monitor results regularly and drill into drivers of programs. You want an analytics system that is tailored to healthcare and flexible enough to monitor the specific metrics you're looking for.

Training Staff

Analytics can provide organizations with a lot of information. Sometimes this can be overwhelming if you don't know where to start. Training programs from consultants who are knowledgeable about ACOs and their analytic needs can help focus organizations to find where to start and what business cases to solve for. If your staff isn't used to using claims data it is important to improve their knowledge through training programs to help your organization move in the right direction with your analytics.

Our MedInsight Analytics Consulting team helps ACOs and other healthcare organizations train staff to look in the right places for opportunities using analytics. They show staff how to use the products and best practices for issues that affect ACOs, like rooting out healthcare waste and identifying leakage.

To learn more about Milliman MedInsight and how we can help you get the most out of your analytics contact us at milliman.medinsight@milliman.com.

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