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Leveraging Data to hold Payers Accountable

Leveraging Data to hold Payers Accountable

- Big Data in Healthcare
- National Claims and Remittance Database
- Payer Scorecard
- Good Faith Estimates

NO TECHNOLOGY EXISTS TO HELP PROVIDERS AND PATIENTS ADDRESS THESE CHALLENGES

Little bit about me

- Born in NE, raised in WY, live in CO
- Married 28 years, 3 kids, 2 dogs
- Engineer with an MBA
- Born 1969, therefore I have 53 years of healthcare experience
- I am a Nerd
  - Some of you are thinking, no he is a Geek!
  - Others of you are thinking, no he is a Dork!

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Nerd vs Geek by Don McMillan

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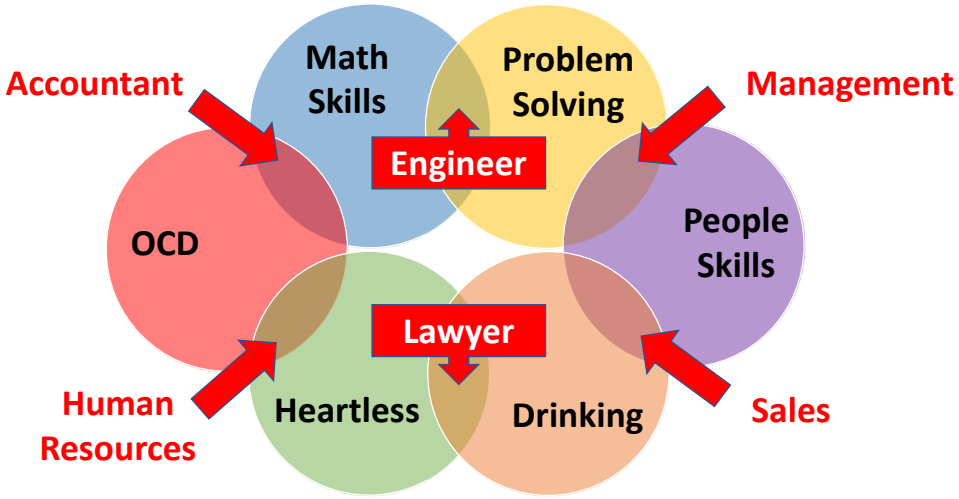
Career Choice by Don McMillan



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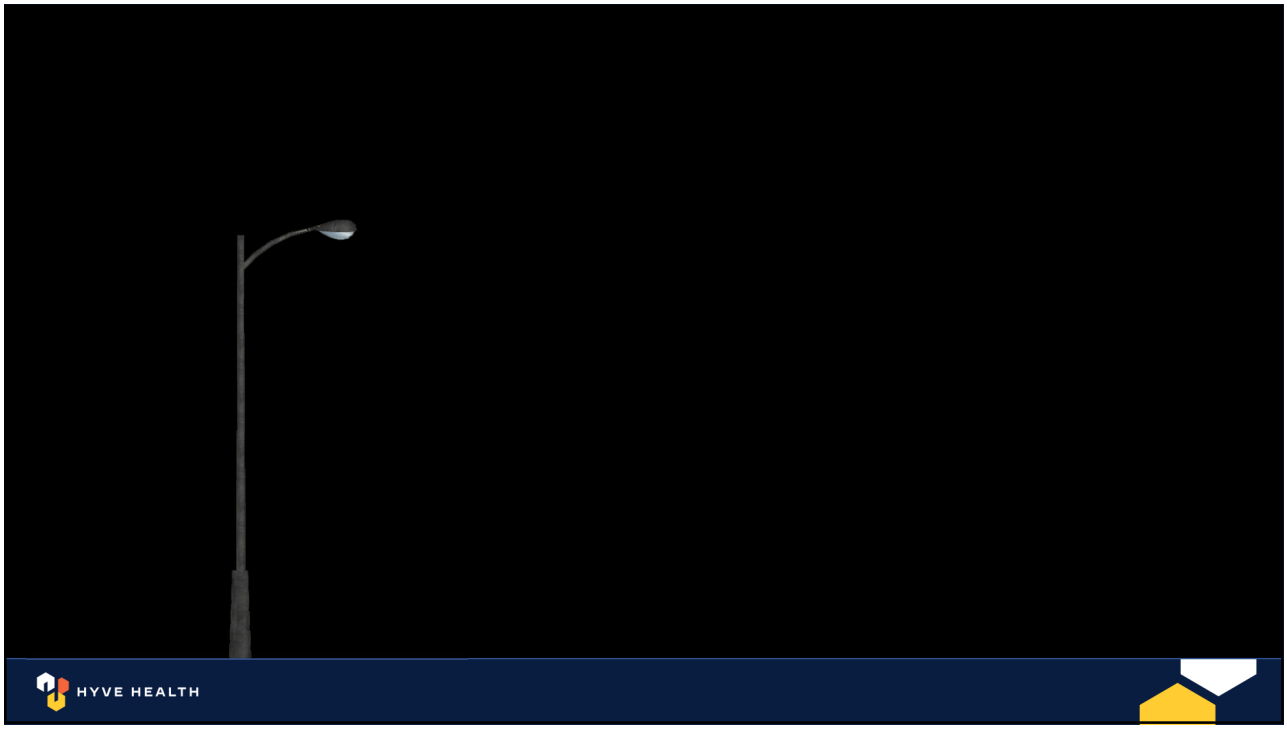

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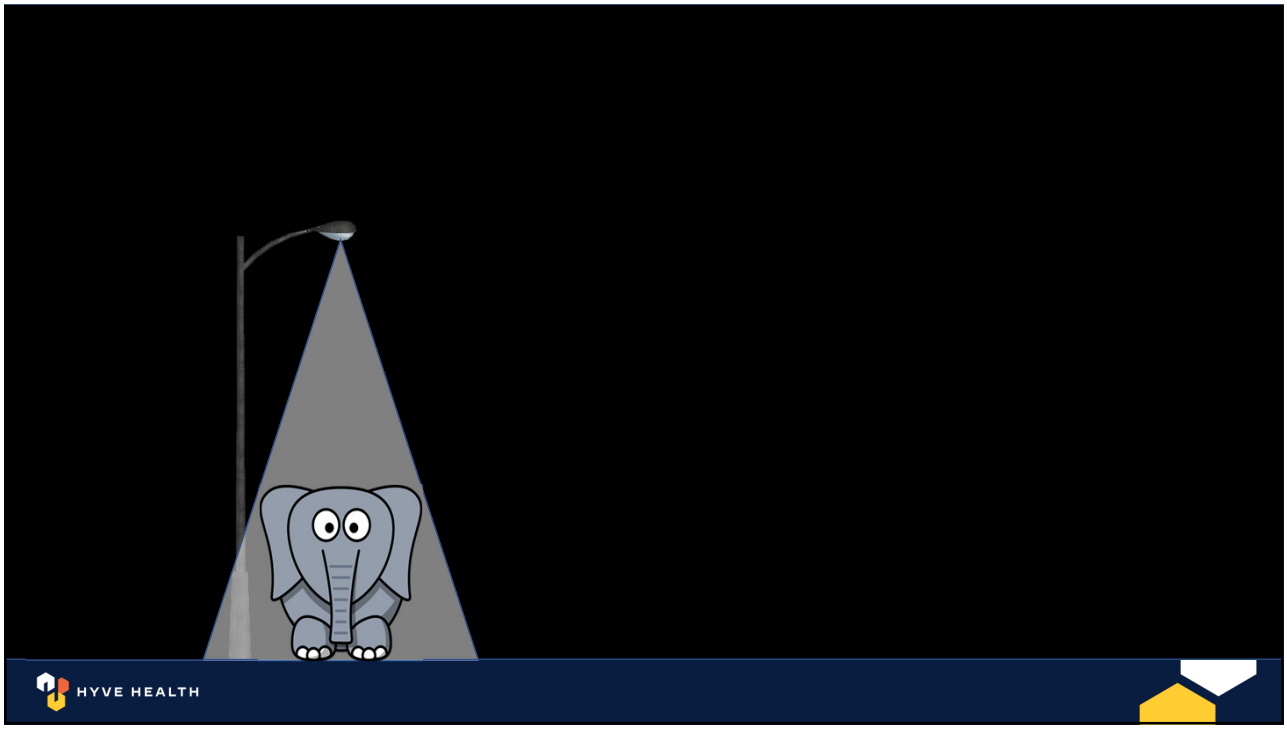

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Big Data in Healthcare

Worthless Big Data Trivia Part 1

- 90% of all the data in the world has been created in the last two years.
- Each day, Google processes 8.5 billion searches
- Today it would take a person approximately 181 million years to download all the data from the internet
- WhatsApp users exchange up to 65 billion messages daily.
- Social media accounts for 33% of the total time spent online
- Facebook has almost two billion daily active users.
- Users send over 870 million tweets per day

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Worthless Big Data Trivia Part 2

- The average person generates 1.7 MB of data per second
- 45% of businesses worldwide are running at least one of their Big Data workloads in the cloud.
- The average company **DOES NOT** use 60-73% of its data for analytics
- Retailers that use big data fully can increase their operating margins by 60%
- Companies that use big data see an average profit increase of 8%

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Worthless Big Data Trivia Part 3: Healthcare

- Big data in healthcare could be worth $71.6 billion by 2027
- The New England Journal of Medicine (NEJM) estimates that 30% of the world's data is related to healthcare and each patient generates about 80 GB of data per year.
- The healthcare industry is not being a good steward of our information, and we are squandering the opportunity to collectively leverage and learn from it.
- **Hospitals lack the information to understand how good they could be because they fear how bad they might be.**

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Statistics can be misleading by Don McMillan

- There are **1.4 billion people** in China
- There are **7 billion** people on Earth
- Therefore, 1 out of every 5 babies born are Chinese

Conclusion:

If you have 4 kids and you are expecting a 5th…

your baby will be Chinese

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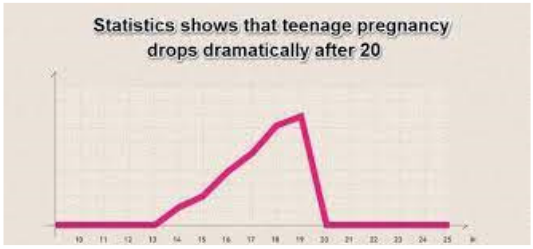
Statistics can be misleading by Don McMillan

ON TEENAGERS, ADULT:

Statistics show that teen pregnancy drops off significantly after age 25.

Mary Anne Tebedo, Republican state senator from Colorado Springs (contributed by Harry F. Pancec)

MONDAY DECEMBER 1999



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Statistics can be misleading by Don McMillan

'We hate math,' say 4 in 10 — a majority of Americans

WASHINGTON — People in this country have a love-hate relationship with math, a favorite school subject for some but just a bad memory for many others, especially women.

In an AP-AOL News poll as students head back to school, almost four in 10 adults surveyed said they hated math in school, a widespread disdain that complicates efforts today

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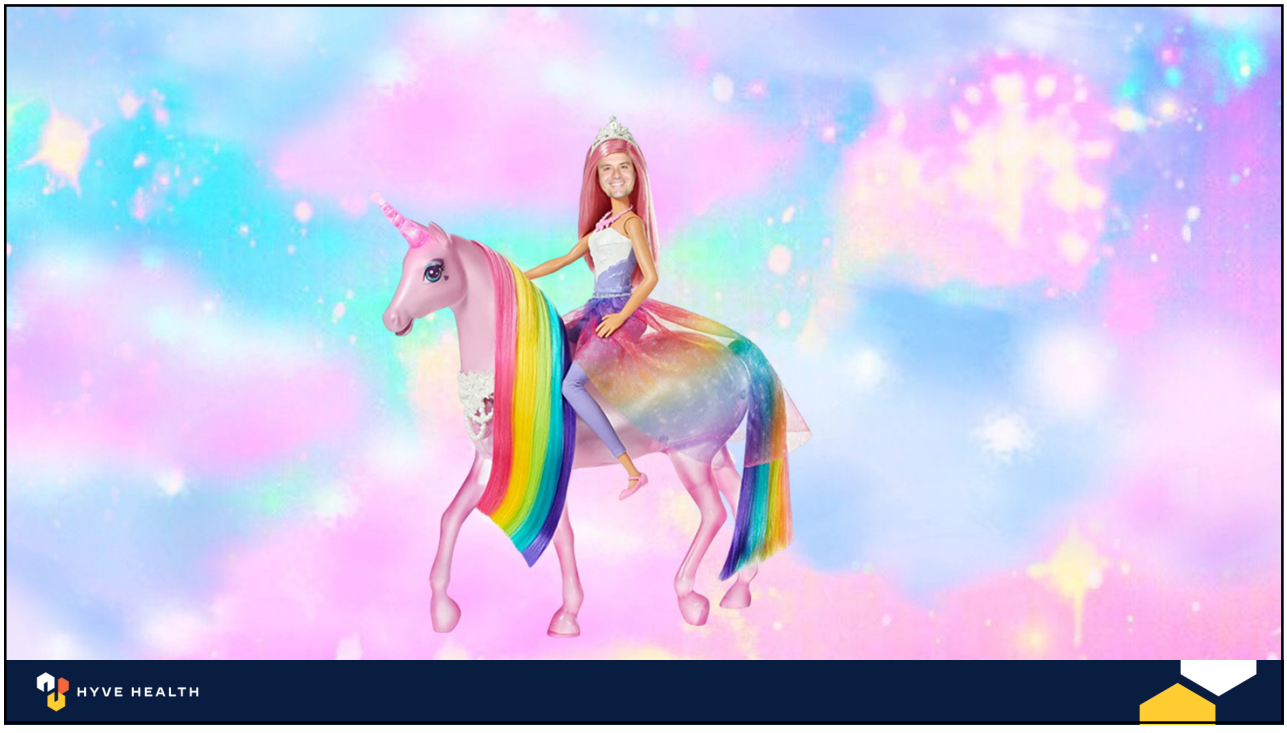
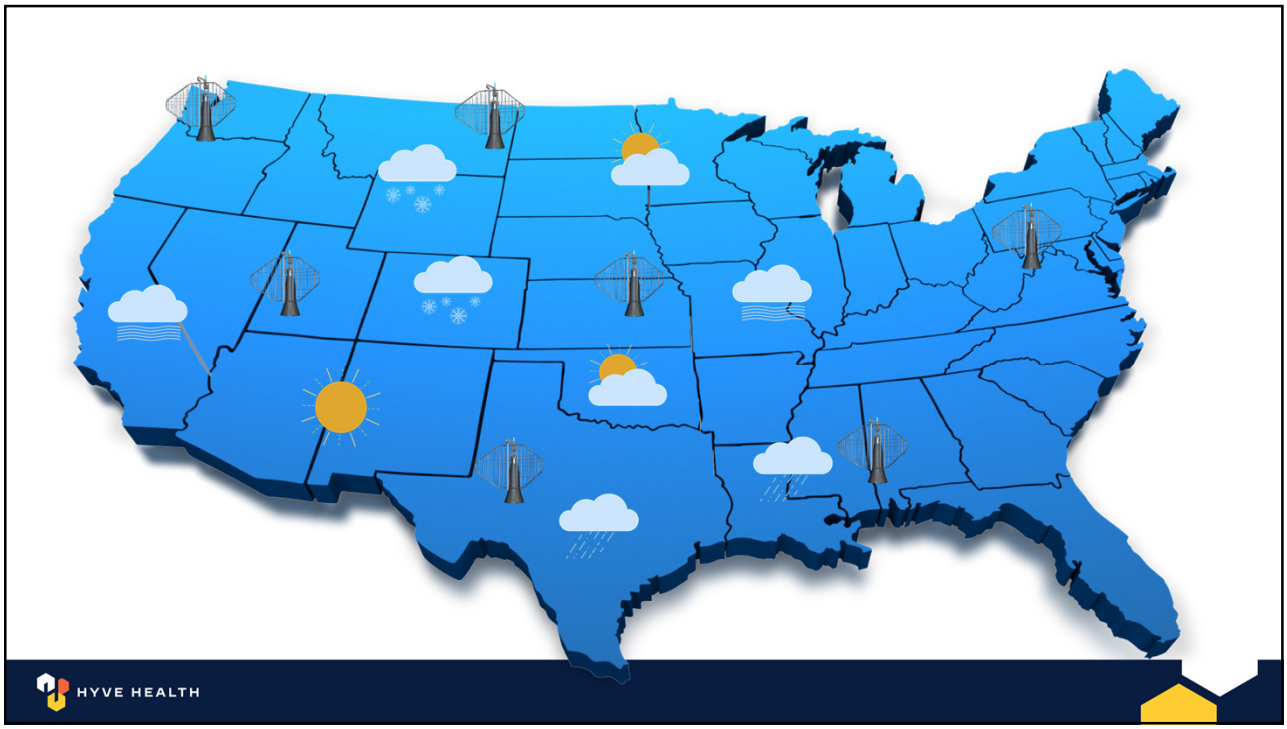
National Claims and Remittance Database

Unicorn and Cotton Candy Clouds?





Every other industry has performance data

"If you cannot measure it, you cannot manage it"

-Peter Drucker

- Stock Market
  - S&P 500, Dow, NASDAQ
- Unemployment Rates, Inflation, Consumer Price Index, Interest Rates
- Housing Sales, Manufacturing Orders, Gross Domestic Product
- Company Performance
  - Gross Profit Margin, Working Capitial, Current Ratio

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How to we measure healthcare?

- CMS Data
- Self-Reported Survey Data
- Healthcare is managed by surveying and sampling data from less than 5% of the hospitals. Healthcare needs to aggregate common data sets to unlock and learn from the collective experience
- Healthcare data is inherently siloed. Through fear, the industry hoards information, afraid to share and learn.
- Healthcare must find a way to safely share information and do it in a standardized format so the results can be compared.

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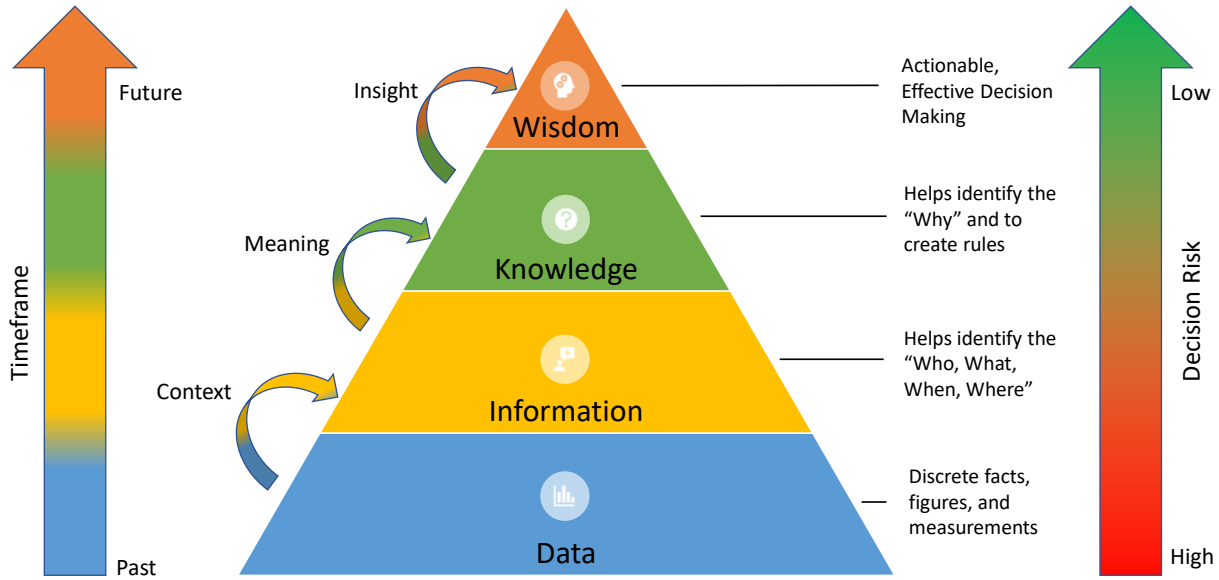

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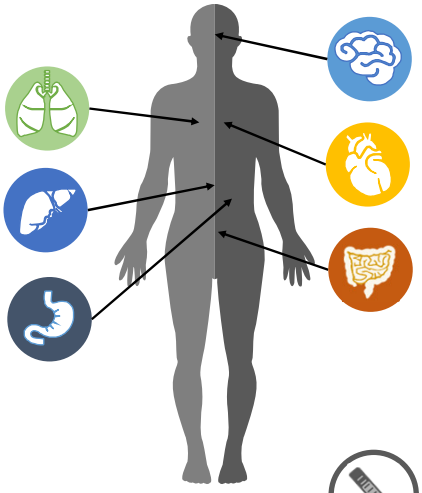

Without clinical benchmarks, physicians would not know what is normal for certain vitals like temperature, blood pressure, and blood chemistry to diagnose health and vitality.

Similarly, without proper financial and operational benchmarking, hospitals don't know what their denials, claim processing, and reimbursement should be.

What is good and what is better?

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How do you know?

- What is your biggest problem?
- How do you know it is your biggest problem?
- How do you compare your hospital against the industry? Against each other?
- What is the cost of working on the wrong problem? Opportunity Cost

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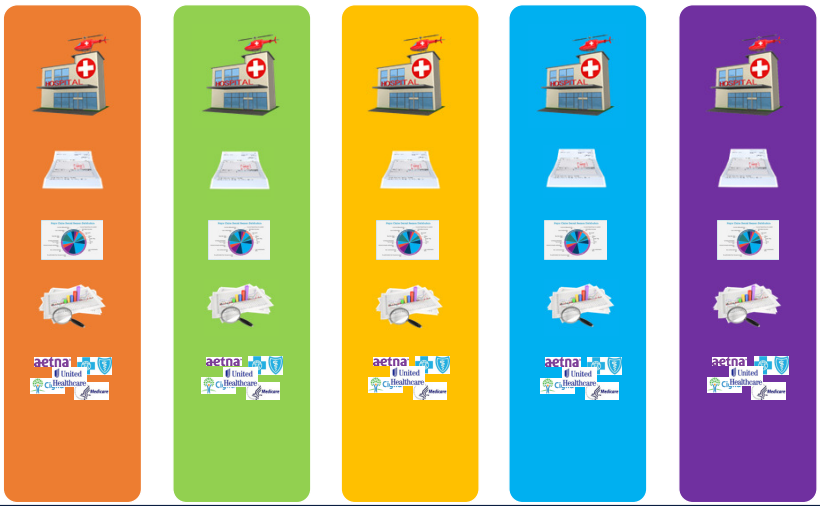
Healthcare data is inherently siloed



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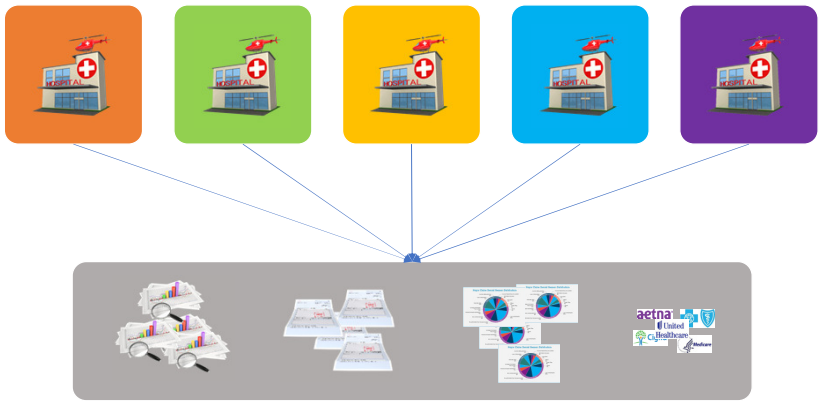
We need to break the data silos



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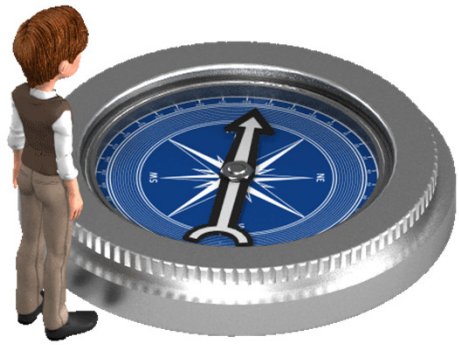
We need to define True North



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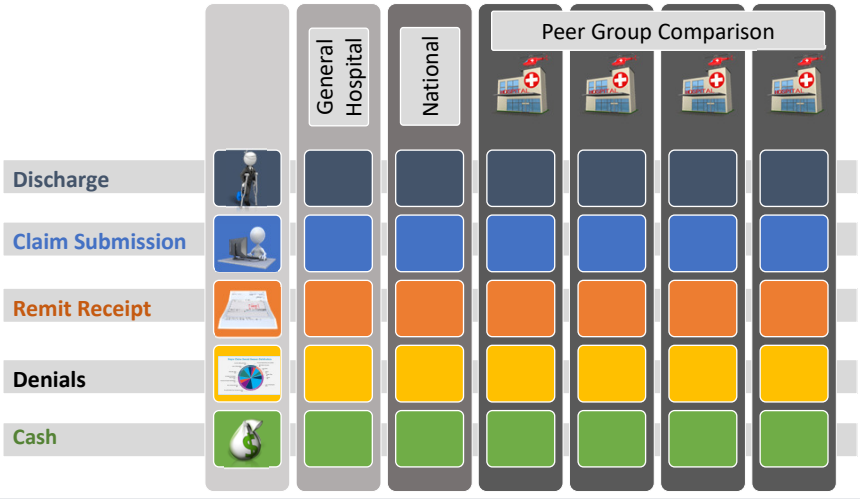
Need a vision for what we can do



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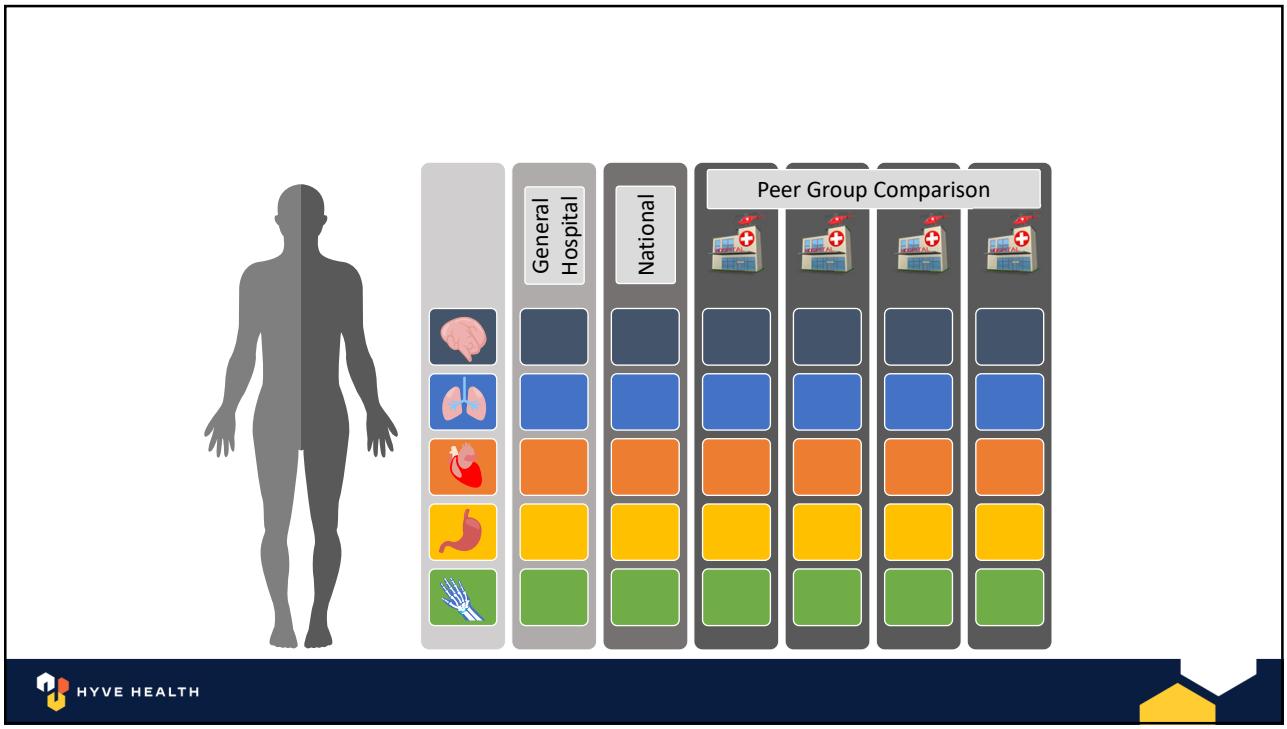

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Payer Scorecard

Vision for a National and State Payer Scorecard

- As an industry, we don't have the capability of being able to see how payers are performing across the country let alone in our own state
- At best, we have anecdotal stories that we can tell at association meetings and conferences
- We need to transform the conversation from anecdotal stories to empirical evidence
- There is only one way…

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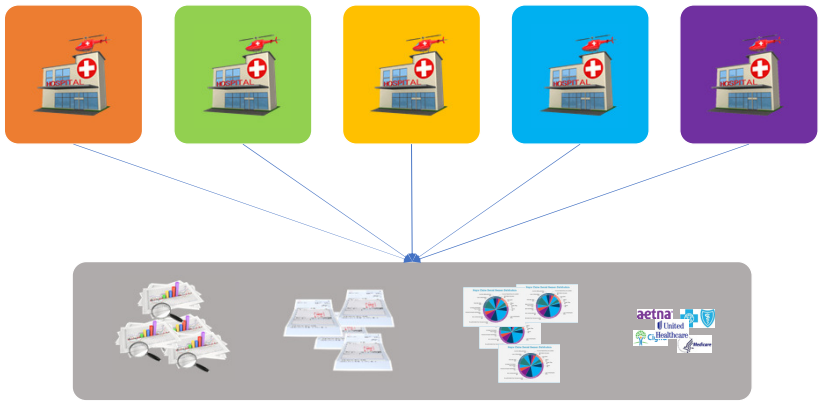
We need to break the data silos (Remember?)



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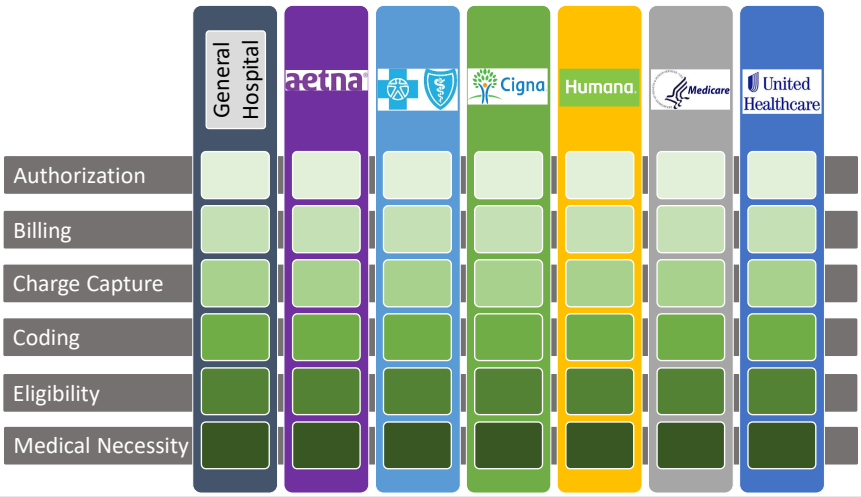
What if we could see the big picture?



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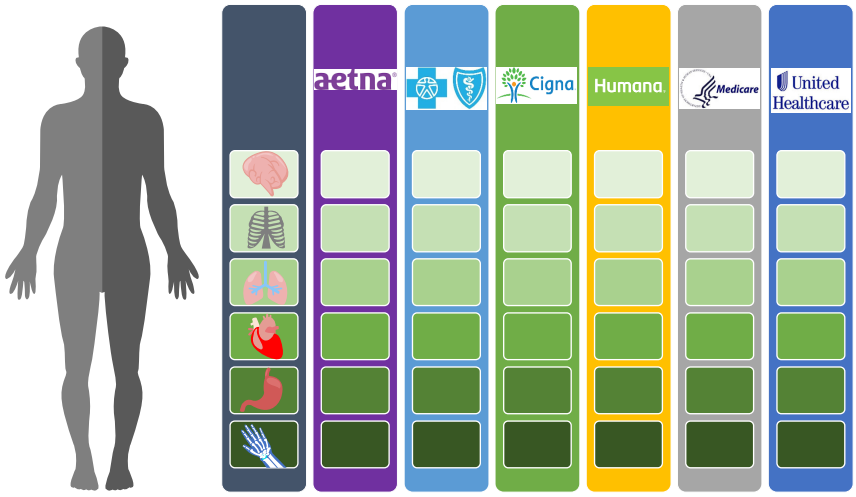
By Payer, by specialty, patient type, etc.



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This is our “Braveheart” moment

Yeah, I know it did not work out so well for William Wallace

Sorry if that was a movie spoiler

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What did we learn?

- Travis is a nerd, not a geek, not a dork, NOT A STALKER!
- Don McMillan is funny
- The next generation of estimates are GFEs and AEOBs
- There is information to be mined from Payer MRFs
- We need to be willing to share and learn from each other’s data

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