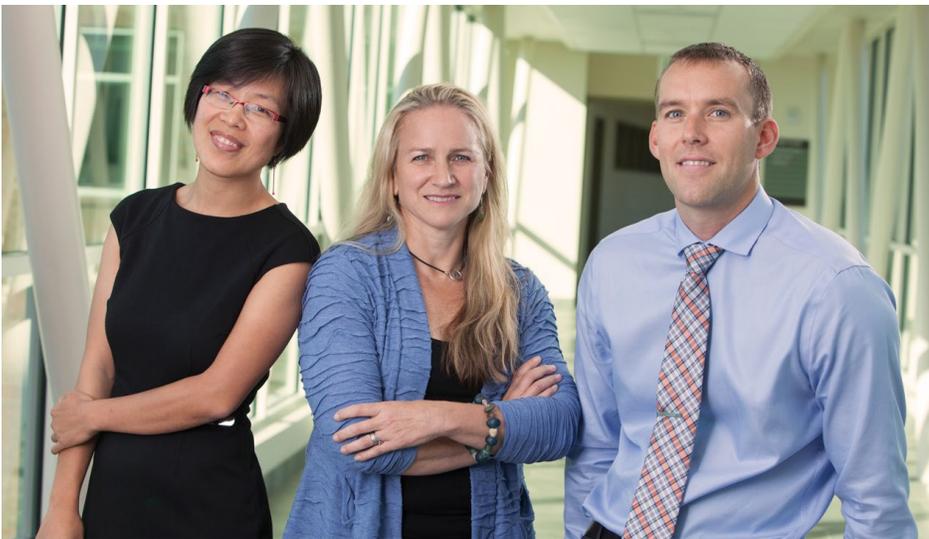


# Oncology practices thrive in the value-based world with support from The US Oncology Network



Over a decade ago, the government started healthcare on the journey from fee-for-service to value-based care. Today, oncologists are participating in two value-based care programs. The Merit-based Incentive Payment System (MIPS) consolidates several programs and uses a composite score to determine if a provider receives an incentive or a penalty on future Medicare payments. The second program is the Oncology Care Model (OCM), launched in 2016 by the Center for Medicare & Medicaid Innovation (CMMI). A voluntary five-year pilot program, the OCM attempts to deliver higher-quality coordinated care at the same or lower cost to Medicare.

Significant resources are needed to perform well in these complex programs. By providing innovative solutions that enable practices to remain strong and viable, The US Oncology Network, supported by McKesson, empowers practices to thrive.



**Willamette Valley Cancer Institute taps into the power and expertise of The Network to master value-based care**

Willamette Valley Cancer Institute and Research Center (WVCI) provides patients access to advanced cancer care services, complementary treatments and cutting-edge clinical trials. With 21 physicians and three locations, the practice is guided by its mission to provide hope and healing through multidisciplinary care built around the patient.

The practice has had great success with value-based care and is among the top performers in the OCM. Much of this success is rooted in the way it approaches the program. “We’ve always had the philosophy of putting the patient first, so we tried to figure out how to use the OCM to actually take better care of people,” explained Anne Gallagher, OCM/quality administrator.

Transitioning to value-based care while keeping patients at the forefront presented a number of challenges. “Everything changed in the practice to accommodate value-based programs,” Anne noted. “Our model of care changed, as well as our workflows, our processes, and how we utilize certain staff. Almost every area of how we operate was altered in some way.”

While revamping the practice, WVCI relied heavily on expert guidance from The Network’s value-based care support team, many of whom are recognized thought leaders in their field. “I would not have known where to begin if I had not had access to the team,” Anne said. “They got us off to a strong start with the OCM, and today they provide the resources and information we need to not only succeed, but also take better care of our patients. Their guidance keeps me on track, so I can focus on workflows and process improvements, rather than trying to read and understand the rules.”

Anne also attributes the practice’s success in the OCM to the ability to converse regularly with other practices in The Network. “It is extremely helpful to connect with other people who are doing my same job to share ideas and best practices. These connections, along with the

relationship I have with the support team, have been invaluable in helping us succeed with the OCM and other value-based programs. I think this shows the power of The Network. We are all stronger and better together,” she concluded.

**“I think this shows the power of The Network. We are all stronger and better together.”**

**- Anne Gallagher,  
WVCI OCM/quality administrator**



**Compass Oncology utilizes innovative technologies from The Network to enable value-based care success**

Compass Oncology is a leading resource for cancer and hematology care in the Portland and Vancouver area. The practice’s 38 cancer specialists and oncologists serve patients from five locations. Compass prides itself in embracing a culture of collaboration, and with a team approach to care critical for program success, the practice has become a leader in value-based care innovation.

The OCM’s complex data reporting and care delivery requirements can be overwhelming to already busy practices. At the heart of Compass’ technology infrastructure is McKesson’s industry-leading oncology-specific electronic health record (EHR), iKnowMed<sup>SM</sup>. The practice routinely pulls data from iKnowMed, efficiently developing reports specifically for the OCM and MIPS.

Always seeking to improve patient care and productivity, Compass was one of the first practices in The Network to utilize iKnowMed's eligibility and enrollment tool. "The tool has streamlined our whole enrollment process," said Lauren Rosemeyer, quality programs manager. "It identifies patients who are eligible for the OCM and who qualify for an episode. Once identified, we can efficiently enroll the patient and do monthly billings, all within the tool. A time analysis demonstrated it greatly shortened time spent on this complex process, freeing staff for other tasks."

Compass also uses Practice Insights<sup>SM</sup>, McKesson's powerful analytics tool, to produce reports for OCM and MIPS documentation. Practice Insights also provides

valuable data that enables Compass to track day-to-day performance, allowing them to quickly modify processes if necessary.

From the beginning of the OCM, the Compass care team knew minimizing emergency department (ED) visits would be critical to success, so they implemented The Network's risk criteria to stratify patients. Through weekly care team huddles to flag high-risk patients, they can better coordinate care to keep those patients out of the ED. They've started a pilot to proactively follow up with patients with recent ED visits to check in on symptoms and encourage them to reach out to their care team at Compass before seeking potentially unnecessary and high-cost care.

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**"Support from The Network is key in sharing of broader data, assessing best practices and highlighting pitfalls within certain aspects of value-based care. The engagement of The Network leadership, and the buy-in at the other practices, gives additional impetus to persevere and succeed. We are happy to be early adopters of value-based care principles and very happy to see real data coming through to allow us to design additional tests of change."**

— David Cosgrove, MD, Compass Oncology

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**Blue Ridge Cancer Care successfully navigates the changing landscape with education and insight from The Network**

For more than 40 years, Blue Ridge Cancer Care has treated thousands of patients with cancer and blood disorders throughout Southwest Virginia, providing comprehensive cutting-edge care in local communities where patients live and work. Today the practice is a

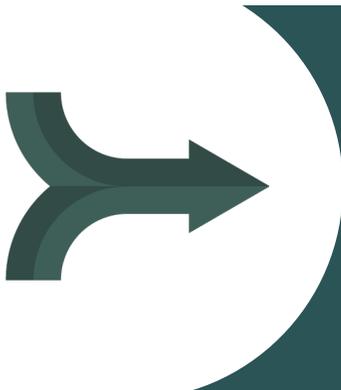
top-tier performer in the OCM — no small achievement considering the program must be uniformly implemented across 10 locations where 22 physicians and teams of staff provide care.

Blue Ridge Cancer Care counts on The Network support team to translate the complicated and constantly changing OCM rules. Trish Tarpley, director of clinical services, cites the ongoing education and support provided by The Network team as playing a key part in the practice's success. "There is always someone available with deep knowledge to answer our questions. The support team provides education about program requirements and helps us understand all the changes that come down from CMMI," explained Trish. "The direction we receive from The Network, from hiring a navigation team to defining job duty roles, has definitely helped."

As Blue Ridge Cancer Care discovered, to be successful with the OCM, practices must constantly plan for the future while efficiently managing the present. Through one-on-one support from their dedicated value-based care transformation lead, as well as customer-exclusive training and education, the practice has gained valuable

insight to prepare for the road ahead. "The team provides timelines outlining what needs to be done now and what we should be planning for in the future and action plans to keep us organized and our tasks prioritized," Trish said. "The information on these programs is difficult to understand at times, so we have definitely looked to The Network to keep us updated."

If challenges are encountered, Blue Ridge Cancer Care relies on The Network support team to offer solutions that drive optimal results. "They help us leverage learnings from across The Network, connect us to other practices that are facing the same challenges, and help us find solutions," noted Trish. "The team also advocates for our practice directly with CMMI to ensure our interests are represented as these programs evolve. It's such a big project and I can't imagine trying to accomplish value-based care without the support of The Network."



### **Empowering practices to create their future**

Practices taking part in the OCM, MIPS and other value-based programs are leaders rather than passive participants in today's evolving healthcare landscape, playing a vital role in shaping the future of cancer care. McKesson and The US Oncology Network are proud of these value-based care innovators and are committed to continuing to work closely together, offering the guidance, expertise and technology they need to succeed.

### **The US Oncology Network OCM participation and results**

- 900+ physicians at 15+ practices
- More than 68K unique patients enrolled since program inception (through December 2018)
- Practices supported by McKesson's specialty business represent approximately 30% of all OCM participation
- 100% of practices in The Network achieved  $\geq 75\%$  Performance Multiplier based on their Aggregate Quality Scores during the first two performance periods

### **The US Oncology Network MIPS participation and results**

- 100% of providers in The Network avoided a -4% Medicare payment penalty in 2019 based on 2017 performance
- 99% of clinicians in The Network achieved top tier performance (>70% composite score) in 2017
- Practices in The Network achieved an average +1.76% Medicare payment adjustment in 2019 based on 2017 performance (maximum of +1.88%)
- Practice Insights Qualified Clinical Data Registry (QCDR) supported 361 submissions (14 group and 347 individual) on behalf of Network practices for 2017 data

### **Comprehensive value-based care support from The US Oncology Network**

- One-on-one support from our team of expert advisors
- Monthly MIPS and OCM customer-exclusive webinars and Q&A sessions
- Technology that enables value-based care participation and bonus point eligibility, including MIPS and OCM dashboards; OCM navigation; and custom, oncology-specific QCDR measures identified by physician leaders in The Network
- Online access to tools and resources in the Customer Center