

Regional HealthPlus

Better Care. Better Health.

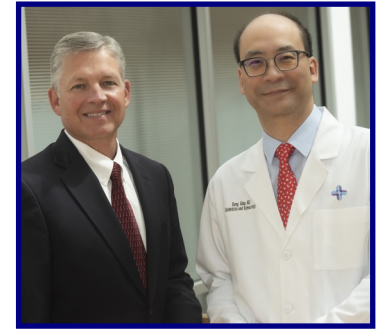
2022 Annual Report

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The Year in Review

- RHP integration into SRHS as a wholly owned subsidiary
- Updated and revised the RHP Operating Agreement - Excerpt: RHP's Purpose
 - ◇ Act as the convener of value-based healthcare for Spartanburg Regional Healthcare system and its affiliated providers;
 - ◇ Facilitate the development of population health strategies and tactics necessary for success in value-based healthcare;
 - ◇ Cultivate a learning, innovative and collaborative culture;
 - ◇ Establish decision making processes that are nimble to meet rapidly changing market threats and demands;
 - ◇ Develop and manage provider engagement, performance improvement, and incentive programs;
 - ◇ Improve patient engagement by engaging, educating, and empowering patients to better manage their healthcare decisions;
 - ◇ Manage payor engagement and collaboration to improve value-based healthcare operations;
 - ◇ Steer analytics development to support data driven healthcare;
 - ◇ Manage financial/clinical integration, adequacy, and performance of the provider network; and
 - ◇ Develop programs to improve network provider efficiency, performance and patient outcomes.
- Completed 47 performance improvement initiatives - highlights below
 - ◇ MIPS submission
 - ◇ Performance Incentive Pool (PIP)
 - ◇ 2023 MGC PCP value-based incentive compensation model
 - ◇ CAHPS/HOS improvement
 - ◇ Get2Goal 2022: BP Control
 - ◇ Four coding and documentation projects
 - ◇ Three medication adherence projects
 - ◇ Two Pediatric ED utilization reduction projects
 - ◇ Two new dashboards plus numerous enhancements to existing dashboards



Chris Skinner
Executive Director

Bang Giep, MD
Chair

CMO Picks...

Get2Goal 2022: Hypertension Management

Clinical Focus

- Primary: Controlling Blood Pressure with target below 140/90
- Secondary: Promote medication adherence, and chronic condition coding and documentation

Target Audience

- Primary Care Physicians, Nurse Practitioners, Physicians Assistants, and Clinical Staff

Provider Participation Results

- 82.3% of providers participated, the highest rate since inception of Get2Goal (2019: 62.3%)
- 9 independent practices participated

Outcomes: All hypertension population BP control

- 68% EOY 2022 (2% better than 2021). Benchmark: 45% control in latest US all hypertensive population (JAMA 2020:324: 1190-1200)
 - 72,000 hypertensive patients in MGC
- 12 providers had BP control rates above *80% for their hypertensive patient population*



Nick Ulmer, MD
Chief Medical Officer

Length of Stay Pilot

Clinical Focus

- Investigate the length of stay for outlier clinical conditions, all campuses
- Assess if outliers had opportunities for (1) discharge, (2) inpatient/observation status adjustment, (3) addressing clinical inertia (active management)

Target Audience

- SRHS Physician Advisor Team and the SRHS Inpatient Medicine Team

Outcomes

- 190 cases over a 5 month period were captured (heart failure, cystitis, syncope, stroke and COPD were top conditions)
- Opportunities identified for medical necessity education/documentation, correct status application and length of stay management

2023 re-launch of 2022 pilot planned due to significant findings

Provider Engagement and Performance

Performance Improvement

Overall Provider Engagement Score (OPES)

The Engagement and Performance Committee approves performance improvement programs for all RHP participating providers. The performance scores are combined to determine the OPES. The OPES includes:

- Physicians
- Hospitals
- Ambulatory Surgery Centers

2022 OPES score = 94.75%

Physician Engagement Scores (PES)

- A tailored performance improvement program by physician specialty
- Focuses on physician education, quality improvement activities, transitional care management, closing the referral loop, coding and documentation, and patient experience

2022 PES Results

HIGH SCORE	AVERAGE SCORE
100%	96.22%

Performance Incentive Pool (PIP)

- The PIP focuses on two Medicare Advantage populations. The objective is to incentivize PCPs to improve their clinical processes to achieve 4 Stars or greater.
- The final results for the 2022 PIP will be available in mid-summer 2023, but it is estimated that 76 physicians will achieve the 4 Star goal.

Targeted Physician Engagement Initiatives

- 42 engagement meetings with physicians and non-physicians providers
- Improvement initiative for all independent practices
- 107 providers participated in a chronic disease coding and documentation review
- End of year initiative as of November 1 focusing on A1c, blood pressure and statin use measures

2022 End of Year (EOY) Initiative

Measure	Patients not Compliant 11/1/22	Percent Compliant by EOY
A1c Control	5,101	14.60%
BP Control	21,319	23.80%
Statin Use in CVD	8,634	3.13%

Provider Engagement and Performance

RHP INSIGHT— Online Education Platform

- Developed and launched 15 provider education modules
- Developed and launched 4 tobacco cessation modules utilized by 52 patients
- 963 active users
- 2,248 courses completed

RHP INSIGHT COURSES LAUNCHED IN 2022

- | | |
|--|---|
| • Coding for HCC and Risk Capture for PCP | • Pediatric ED Utilization |
| • Coding for HCC, DRG and Risk Capture for Subspecialist | • Preoperative Assessment for PCP |
| • Congestive Heart Failure | • Two Midnight Rule |
| • COPD for Hospital Based | • Understanding CAHPS/HOS Surveys |
| • COPD for Primary Care | • Get2Goal HTN |
| • Heart Failure for Primary Care | • Total Joint: Opioid Reduction and Regional Anesthesia |
| • Medical Necessity Series | • 2021 RHP Annual Report |
| | • Tobacco Cessation Sessions 1,2,3,4 |

RHP CONNECT— Video Blog

- 20 video blogs developed and disseminated to targeted provider specialties

RHP CONNECT HIGHLIGHTS

- | | |
|------------------------|---|
| • HCC Redocumentation | • Vaccination Information |
| • Get2Goal Updates | • Pharmaceutical Updates |
| • Medication Adherence | • Coding and Documentation Clarifications |

Physician Engagement and Performance

Performance Measures

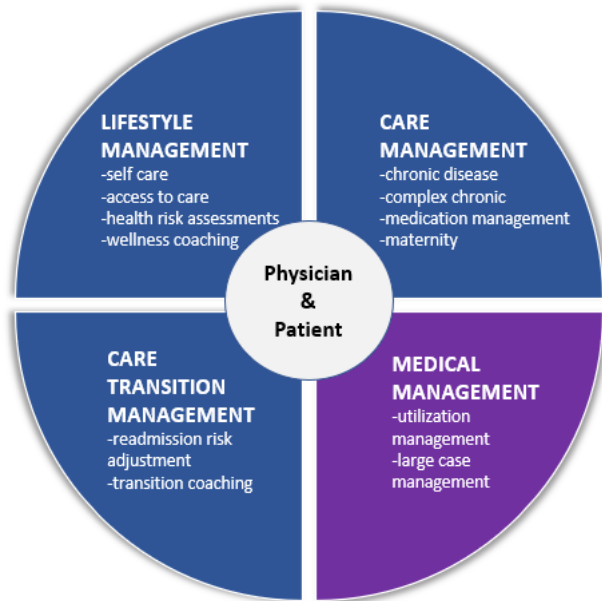
- Physician scorecards based on 16 quality measures
 - Preventative care
 - Chronic care management
 - Medication adherence
- Since 2018, improved on 13 of the 16 measures
- Two new measures for 2022
 - Transitional care management and
 - Follow-up after emergency department
- Largest improvements from 2021 to 2022
 - Breast cancer screening
 - Controlling blood pressure
 - A1c control

Measure Trends	2018	2019	2020	2021	2022 (YTD)	Change *
Breast Cancer Screening	77.4%	77.0%	75.4%	78.1%	80.3%	2.9%
Care for Older Adults - Medication Review	86.5%	86.0%	92.1%	92.8%	91.2%	4.7%
Care for Older Adults - Pain Assessment	98.1%	98.0%	97.0%	96.4%	96.8%	-1.3%
Colorectal Cancer Screening	77.1%	79.0%	81.7%	80.8%	80.3%	3.2%
Controlling Blood Pressure	60.0%	63.0%	67.8%	68.8%	71.2%	11.2%
Diabetes Care - Blood Sugar Controlled	79.9%	74.0%	78.6%	81.6%	83.0%	3.1%
Diabetes Care - Eye Exam	72.8%	75.0%	75.1%	78.7%	78.5%	5.7%
Diabetes Care - Kidney Disease Monitoring	96.4%	95.0%	95.3%	96.2%	95.7%	-0.7%
Medication Adherence for Cholesterol (Statins)	81.0%	84.0%	84.9%	86.2%	86.1%	5.1%
Medication Adherence for Diabetes	82.0%	85.0%	85.2%	85.9%	85.7%	3.7%
Medication Adherence for Hypertension (RAS)	82.6%	84.0%	86.7%	87.2%	87.7%	5.1%
Medication Reconciliation Post-Discharge	49.0%	48.0%	66.0%	75.0%	72.9%	23.9%
Osteoporosis Management in Women w/ Fracture	55.2%	45.0%	51.9%	53.4%	43.6%	-11.6%
Plan All-Cause Readmissions (<i>lower is better</i>)	8.4%	7.0%	9.3%	9.3%	8.8%	0.4%
Statin Therapy for Cardiovascular Disease	82.4%	81.0%	84.4%	87.0%	86.2%	3.8%
Statin Use in Persons with Diabetes	79.6%	82.0%	84.6%	87.1%	87.2%	7.6%

*Calculated using 2018 as compared to 2022 (YTD)

Patient Engagement and Care Coordination

CarePlus Model of Care



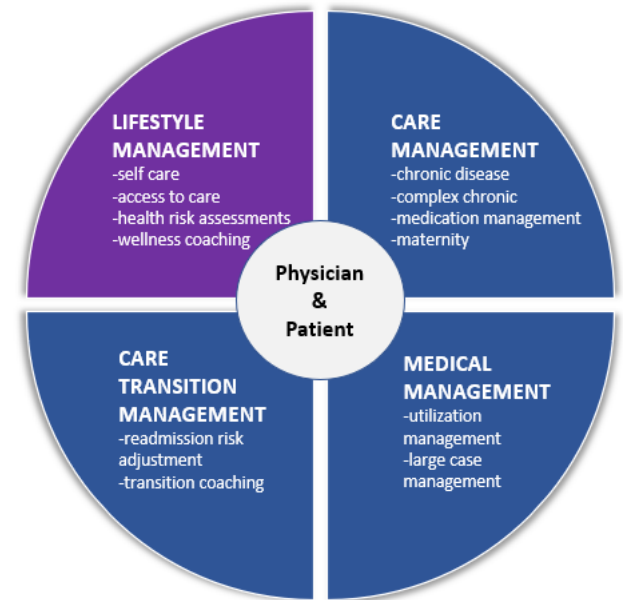
- ◇ **2,939** utilization review authorizations
- ◇ **424** medical director reviews
- ◇ **722** inpatient reviews
- ◇ **22** complex, large claims cases coordinated

Care Coordinators

- ◇ **47,160** Annual Wellness Visit Health Risk Assessments completed

Certified Wellness Coach

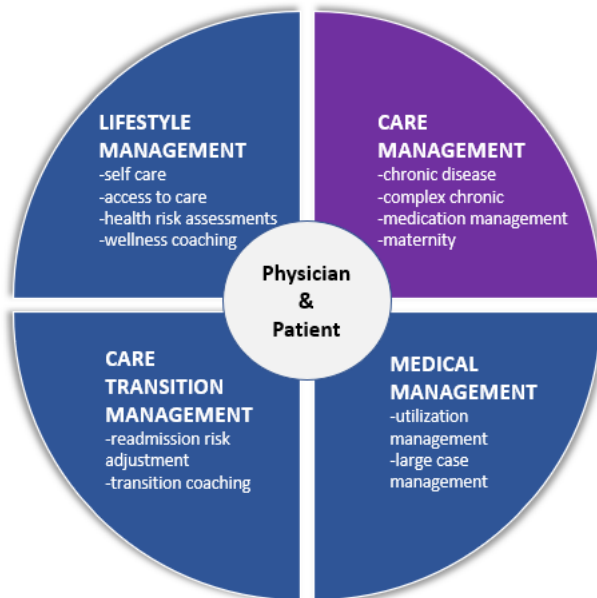
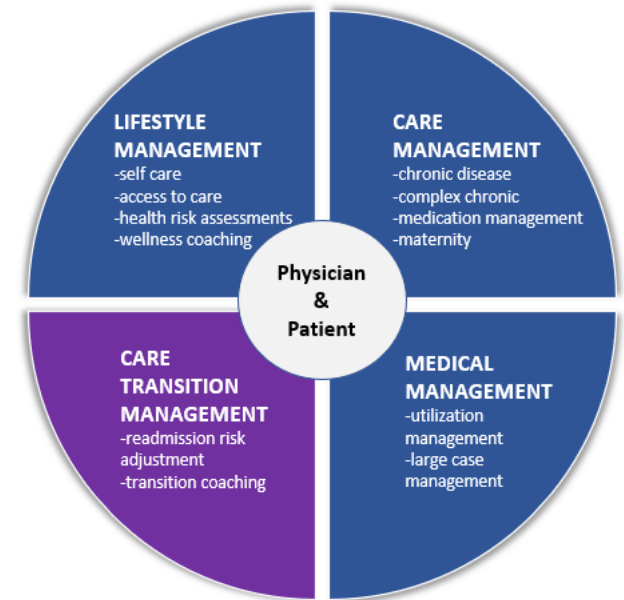
- ◇ **164** lifestyle coaching sessions
- ◇ **356** maternity coaching sessions
- ◇ **137** chronic disease management coaching sessions



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Patient Engagement and Care Coordination

CarePlus Model of Care



- ◇ **1,504** Patients enrolled in Care Management
- ◇ **2,148** Care Management patient visits in home or in physician's office
- ◇ **11,992** Contacts made via telephone, email, or patient portal
- ◇ **\$1.8 million** Estimated savings from avoided inpatient stays and emergency room visits

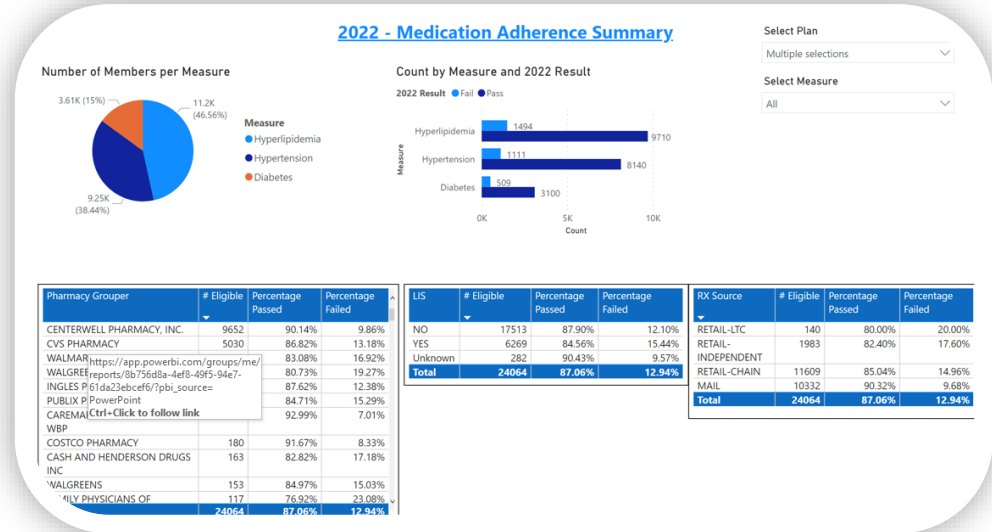
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Data Driven Healthcare

Dashboards and Reports Developed and Maintained

Category	# Dash-boards	# Reports	Total
Provider Performance	12	68	80
Patient Outcomes/CarePlus	11	22	33
Financial & Utilization	14	2	16
Disease Management	7	3	10
Pharmacy	5	3	8
Other	6	2	8
Grand Total	55	100	155

Sample Images



Medication Adherence Summary



Provider Performance

Network Snapshot

2022 Participating Providers

- Physician Providers
 - ◊ PCPs = 187
 - ◊ Specialists = 315
 - ◊ Hospital Based = 277
 - ◊ Sub-total = 779
- Non-physician Providers
 - ◊ Nurse Practitioners = 257
 - ◊ Physician Assistants = 120
 - ◊ Other = 160
 - ◊ Sub-total = 537
- Total Providers = 1,316

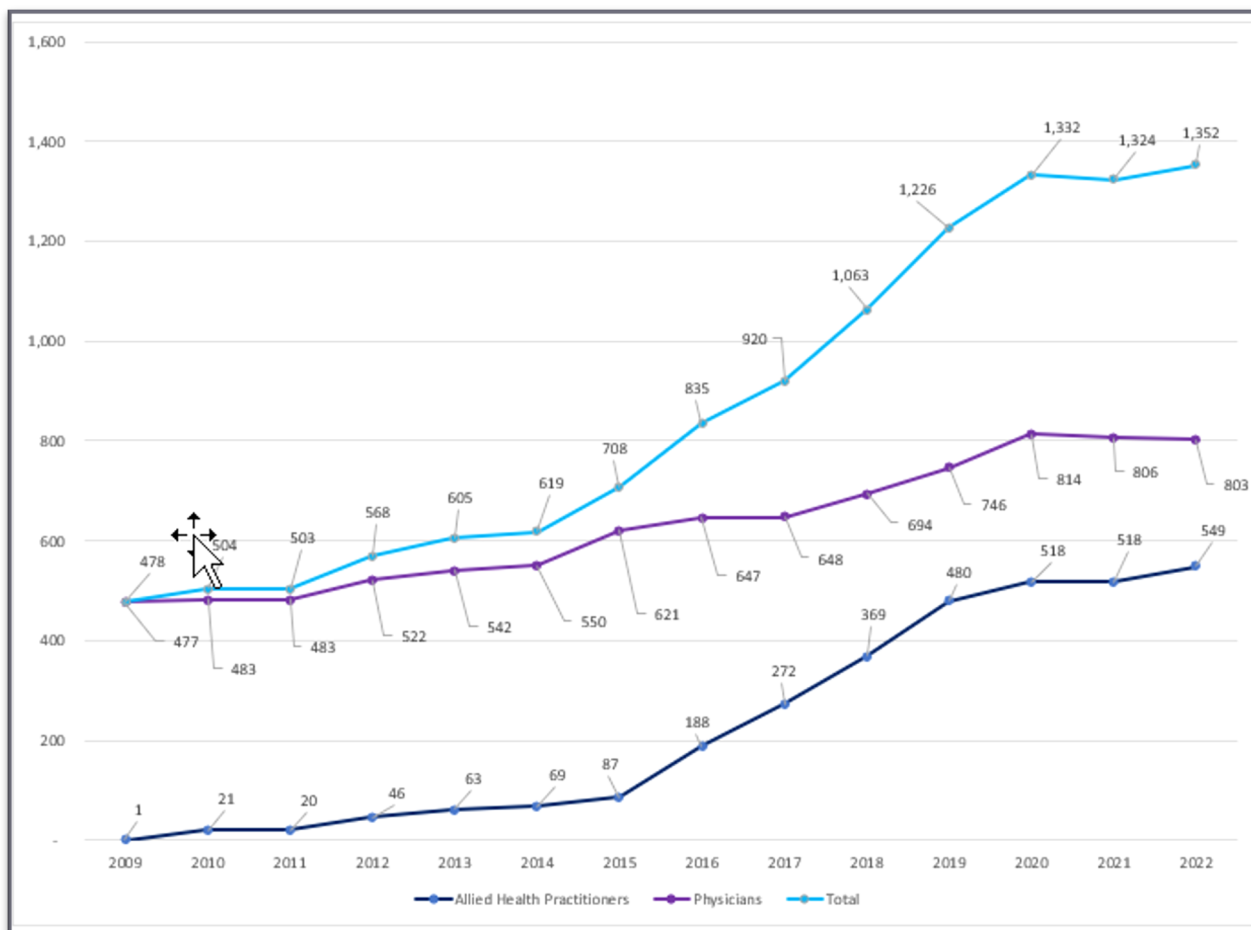
Hospitals

- Acute Care Hospitals = 4
 - ◊ Campuses = 5
- Long Term Acute Care Hosp. = 1

Ambulatory Surgery Centers = 4

Skilled Nursing Facilities = 3

Participating Provider Growth



Note: Totals include locum tenens, as of December 31 of the applicable year

RHP Network Operations

MANAGED CARE CONTRACTS

Commercial	11	Behavioral Health	5
Medicare Advantage	10	Worker's Compensation	1
Medicaid Managed Care	3	Governmental	1
Health Insurance Exchange Marketplace	2		

2022 CONTRACTING

New Contract

Preferred Administrators

Renegotiated Contracts

Aetna	Humana
Absolute Total Care/WellCare	Molina
BlueChoice Health Plan	Select Health
Cigna Medicare	

PROVIDER RELATIONS

Office Visits: 113

Staff professional education classes: 6

- Billing for Advanced Practice Providers
- How to Effectively Manage Burnout
- ICD-CM-10 Coding Update
- Medical Practice Front Desk Success
- Medicare and Compliance Changes
- CPT Code Update

Attendees: 192

Escalated billing issues resolved: 5,200

MEMBERSHIP AND CREDENTIALING

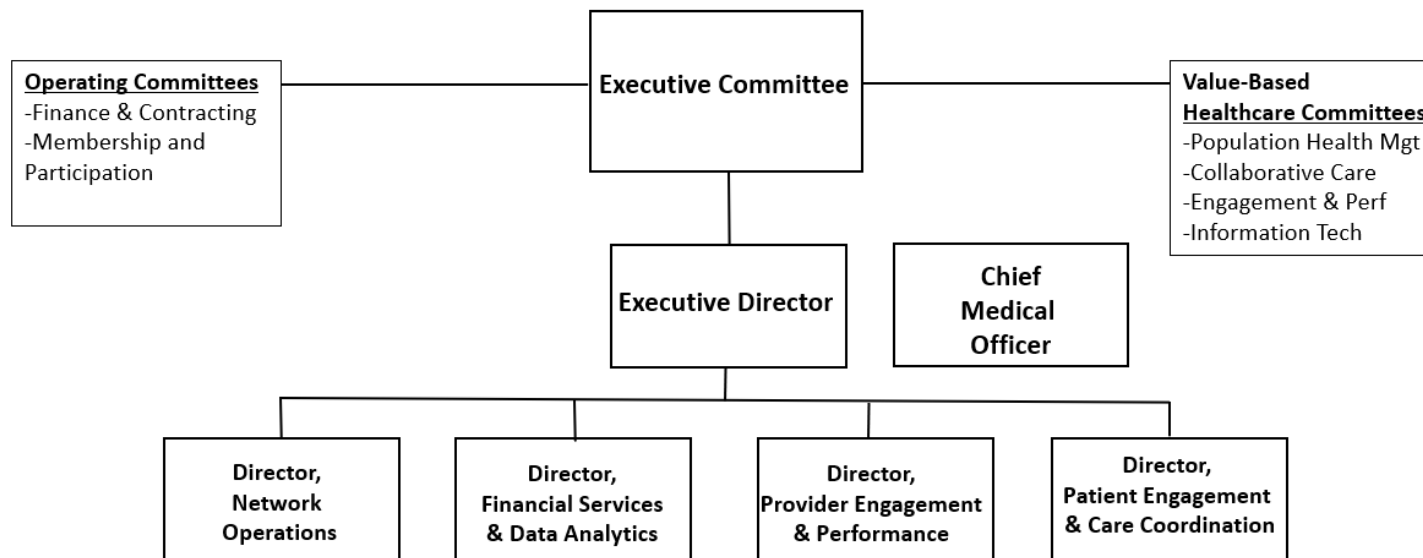
New Physician Members	107
New Affiliates Credentialed	112
Physician Reappointments	159
Credentialing Audits	12
Average Score	99.6%

**TOTAL NUMBER
OF CREDENTIALLED
PROVIDERS
1,352**

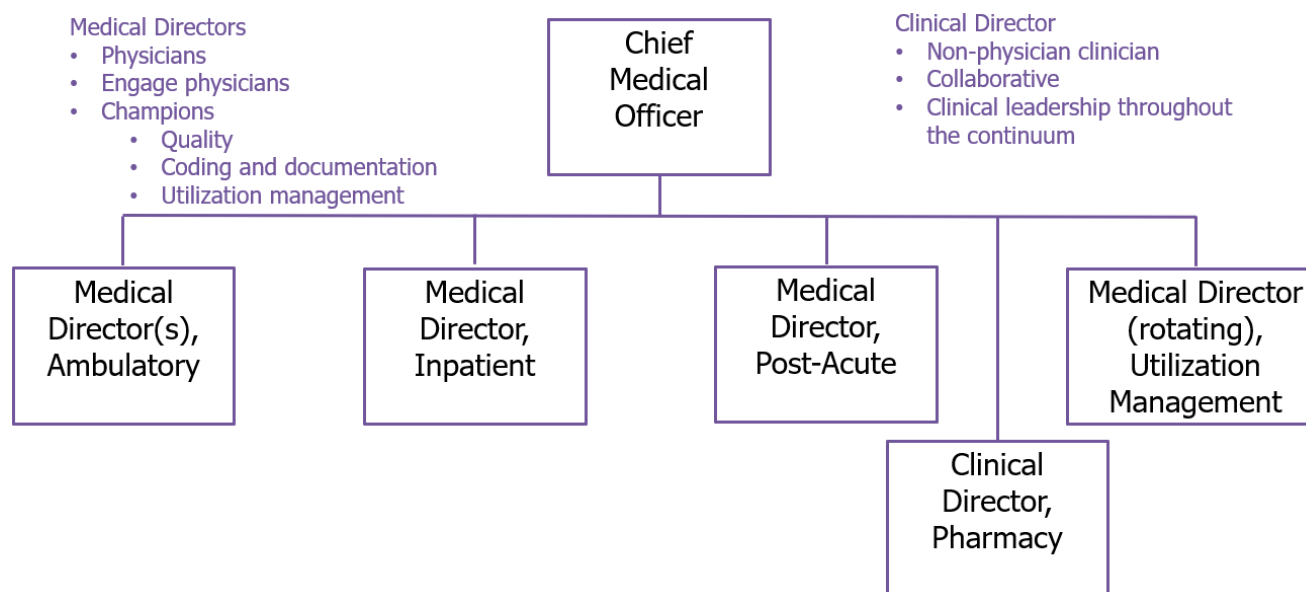
SITE SURVEYS

Primary Practices
67
Satellite Sites
13
Total
80

RHP Organization



Clinical Leadership



RHP Committees

Executive Committee

Bang Giep, MD - Chair
Marc Bingham, MD
Amy Curtis, MD
Christopher Cutshall, MD
Dean Davis, MD
Samuel Gacha, MD
Robin Go, MD
James Harber, MD
Joseph Mobley, MD
Pranay Patel, MD
J. Paul Ross III, MD
Donna Smith, MD
Mark Aycock
Paul Butler
Bruce Davis
Nick Ulmer, MD
Chris Skinner

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Preston Bishop, MD
Christopher Cutshall, MD
Dean Davis, MD
Bang Giep, MD
Joseph Mobley, MD
Pranay Patel, MD
Jamie Booth
Bruce Davis
Brian Earnest
Jill Greene
Anthony Kouskolekas
Purnatoya Nayak
Travis Crocker
Chris Skinner

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Robin Go, MD - Chair
Robert Britanisky, MD
Eric Cole, MD
Rowena DesAilly-Chanson, MD
Robert Goodlett, MD
Donna Smith, MD
Leslie Kennedy, NP
Anthony Raynor, PA
Becky Williams, NP
Tammie Culbreth
Angela Foster
Alison Rosenberger
Chris Skinner

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Bang Giep, MD
Christopher Lombardozzi, MD
Pranay Patel, MD
Vincent Slater, DO
Jamie Booth
Paul Butler
Bruce Davis
Sara Beth Hammond
Phillip Humphrey, PharmD
Anthony Kouskolekas
Karla Lamb, RN
Purnatoya Nayak
Paul Newhouse
Nick Ulmer, MD
Holly Becker

Travis Crocker
Katherine Moore, PharmD
Kim Walker
Chris Skinner

Collaborative Care Committee

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Howard Bean, MD
Kelan Brown, MD
Alfred Campbell, MD
Jack Cleland, MD
Dean Davis, MD
Samuel Gacha, MD
Bang Giep, MD
Robert MacDonald, MD
Deana McReynolds, MD
J. Paul Ross III, MD
Mayte Sandrin, MD
Scott Schmeissing, MD
Vincent Slater, DO
Amber Wallace, MD
Karla Lamb, RN
Katherine Moore, PharmD
Holly Becker
Leigh Ann Thompson, LBSW, ACM
Chris Skinner

Engagement and Performance Committee

Amy Curtis, MD - Chair
Kelan Brown, MD
Dean Davis, MD
Samuel Gacha, MD
Bang Giep, MD
Geevan George, MD
James Harber, MD
J. Paul Ross III, MD
Donna Smith, MD
James Wallace, MD
Nick Ulmer, MD
Gina Louis
Kellyn Provance
Stephanie Wall
Kim Walker
Chris Skinner

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Henry Cupstid, MD
Vincent Slater, DO
Jamie Booth
Scott Broome
Steve Hester
Harold Moore
Robert Steed
Nick Ulmer, MD
Holly Becker
Travis Crocker
Kim Walker
Chris Skinner

Southeastern Health Partners

Committees and Workgroups

RHP Representatives

Board of Managers

Dean Davis, MD
Nick Ulmer, MD
Paul Butler
Bruce Davis

BCBS Care Coordination Subcommittee

Holly Becker
Nick Ulmer, MD
Chris Skinner

IT Committee

Marc Bingham, MD
Vincent Slater, DO
Scott Broome
Steve Hester
Harold Moore
Travis Crocker
Chris Skinner

Quality Committee

James Harber, MD
Nick Ulmer, MD
Hope Turner, DNP
Kim Walker
Chris Skinner

Care Coordination & Utilization Committee

James Harber, MD
Nick Ulmer, MD
Holly Becker
Chris Skinner

Care Coordination Best Practice Workgroup

Nick Ulmer, MD
Holly Becker
Chris Skinner

Clinical Leader Workgroup

Dean Davis, MD
Nick Ulmer, MD
Chris Skinner

Finance & Contracting Committee

Paul Butler
Bang Giep, MD
Bruce Davis
Jamie Booth
Chris Skinner

Contract Review Workgroup

Paul Butler
Purnatoya Nayak
Chris Skinner

Payer Clinical/Operational Meetings

Nick Ulmer, MD
Holly Becker
Katherine Moore, PharmD
Kim Walker
Chris Skinner

Payor JOCs

Paul Butler
Nick Ulmer, MD
Chris Skinner