



caravanhealth

SECOND ANNUAL POPULATION HEALTH PIONEER AWARDS

Last week more than 700 clients, industry leaders, prospects, and employees, gathered in Phoenix for the second annual Caravan Health ACO Symposium. It was a great opportunity for people to meet and share best practices. One panelist called it “Comic-Con for quality nerds.” We learned a lot about what is coming and how to succeed in 2018 and 2019.

It was also an opportunity to honor some organizations and individuals for their tremendous success in 2017. On Wednesday night, we presented the second annual Population Health Pioneer Awards. The organizational awards were based on quantifiable values. The individual awards spanned ACO, TCPI, and CPC+ and were based on more than 100 nominations that came from all of you.

Organizational Awards

- **Most Annual Wellness Visits: North Mississippi, 63.4%- The first back-to-back winner!**
- **Highest CCM Rate: Winding River ACO, 14.3%**
- **Highest TCM Rate: North Mississippi 24.4%**
- **Lowest PBPM Spend: Suburban Health, \$8,513**
- **Highest Engagement: Illinois Rural ACO, 98.7%**
- **Greatest Reduction in Readmissions: Mountain West, -29.2%**
- **Greatest Reduction in ED Utilization: Suburban Health, -10.5%**
- **ACO of the Year: Magnolia-Evergreen, \$10,042,228 in savings**

Individual Awards

- **Heather Geary: Most Valuable Care Coordinator - ACO**

Heather has worked diligently to get our patients in for their wellness exams. She has traveled the area seeking out resources available to our patients. She has also worked passionately to get our other team members on board. She loves to tell people what we have going on within our practice and explain how we can help them. She's cried with them, motivated them, and compassionately helped them get the help they need. She's found support for a man who had been contemplating suicide. She's encouraged a patient to receive a AAA screening and coincidentally they found early stages of Lymphoma in the patient. He was able to get the timely care he needed.

- **Melanie Van Winkle: Practice Manager Leader - ACO**

Melanie lives and breathes improving the health of our community. Although she is also our CFO, she has managed to prioritize getting resources to our rural area and keeping our departments focused on patient care. Because she lives out the mission personally, it has been easy to follow her lead in improving the quality of our patient care and keeping their needs as our focus in our daily work.

- **Emily Padula: All Star ACO Champion - ACO**

Emily has been exceptional in bringing together all Hill Country practices and implementing a consistent and routine workflow with the AWW's, TCM and CCM. The numbers for AWW's have exceeded 50% (56.4% as of 8/4/17), while both the TCM (14.5%) and CCM (26.5%) numbers have exceeded the 10% recommended Caravan goals. She is always planning ahead and supports and educates her staff and team to keep them up to date with the latest changes.

- **Dr. Catherine Chua: Outstanding Physician Leadership - ACO**

Dr. Chua is ACO Physician Champion at Davis Medical Center. She sets the standards for all of our providers and strives to exceed those standards herself. She works to improve not only her own practice but to encourage the others to focus on population health so all of our patients obtain the care that they deserve. She is willing to try new practices and procedures to further the cause, is constantly learning more to bring back to our organization and continues to see her patients within her practice. She had also assisted in having our organization bring in a clinical social worker so we can take care of the patients as a whole, even on the behavioral health side. She is a natural leader and her willingness and commitment are just a few of the characteristics she possesses that allows our organization to strive for change and implement new things.

- **Amy McDaniel: ACO Board Chair of the Year - ACO**

As CEO of the Belmond facility (in the Iowa Specialty Hospitals and Clinics Organization) and Iowa ACO board chair, Amy has led with clear vision and efficiency. As evidenced by the actual savings that were recently reported, the Iowa ACO has done well. More importantly, however, Amy has been the catalyst for the necessary engagement to create that success! Amy is a talented administrator who leads with integrity, passion and wisdom. She should easily be the frontrunner for this award. Thank you for your consideration.

- **Dr. Michael Hurt: ACO Medical Director Champion - ACO**

Dr. Hurt has willingly taken on the role as the ACO Medical Director not only for our two organizations but for our Iowa cohort as well. He is highly engaged in changing the lives of the patients we serve and is motivated to share that knowledge across our ACO. He understands the guiding principles behind the ACO and can convey that information to the other medical directors to affect change.

- **Genevieve Larimar: Most Valuable Care Coordinator - TCPI**

Genevieve understands the importance of patient care and the use of data to improve that care. She has gone and beyond the call of duty. She has made suggestions to the clinical workflow, the electronic health record vendor, the administration team, and to her peers on how to prepare everyone for value based care. She has a clear understanding of the importance in clear communication and in protecting the clinician/patient relationship. We never would have achieved our significant accomplishments without her help.

- **Susan Welter: Practice Manager Leader - TCPI**

Susan is dedicated to ensuring Sound Health Care Center provides the highest quality of compassionate care to each individual patient! She regularly attends the quality improvement workshops and is constantly implementing new practice measures to improve the patient experience. She encourages our team to increase the number of patient satisfaction surveys. Additionally, Susan is passionate about our team's chronic care management program; in less than one year of enrollment, she has lead the program development to include 32 patients and counting.

- **Dr. Renee Diamond: Outstanding Physician Leadership - TCPI**

Dr. Diamond has been a valuable leader in the clinic. Whether discussing diagnosis, quality measures, population health or the care of one of her many patients; she takes the time to lead the care discussion and works well with other family practice providers and nursing staff. Her patients are well cared for and documentation is impeccable. Though Iowa Specialty has not been on this path for a very long time, as of yet, I have no doubt we will continue to proceed with the leadership of Dr. Diamond.

- **Julie Stahl: Most Valuable Care Coordinator – CPC+**

Julie has implemented an extensive undertaking in 12 practices creating an excellent care coordination program, transitional care management program, and emergency room follow up all on her own. She is a very caring and compassionate nurse who treats her patients kindly and respectfully. The patients have been very responsive to her and many look forward to her phone calls.

- **Trevor Collins: Practice Manager Leader - CPC+**

Trevor joined our practice about a year ago when we started to discuss the move to a preventative health focus and apply for CPC plus. He has become our leader in navigating quality measures and educating staff and physicians. He is results driven and keeps us all aware of our progress and offers support and ideas to keep improving. We have implemented programs and work flows to address preventative health into an extremely busy practice. We live in a rural town of about 2500 people and we see approximately 1500 patients a month. I feel like he is deserving of this award as a pioneer as he came with limited healthcare background and has dedicated himself to learning and led this team to a great CPC plus future

in preventative health. We consider ourselves pioneers in this rural county of preventative health!!!

- **Dr. Randall Suzuka: Outstanding Physician Leadership - CPC+**

Dr. Suzuka is also deserving of the outstanding physician leadership award. He leads every single person in our clinic. All of our other 6 doctors look up to Dr. Suzuka, so many other doctors consult him for his knowledge. As a RN that works under Dr. Suzuka, I am able to bear witness of the experience he has. Like I said above, he goes to conferences about every month or so to bring back new equipment/ideas/practices to improve our patient outcome. He has a great personality and a contagious laugh. He is a stickler for evidence based practice; always weighing the pros and cons of each rx or care plan for every person. He doesn't see patients as just patients. He views them as family member, truly sharing the aloha through medicine. He works with you, rather than telling you what you should do. If it was possible, I would have Dr. Suzuka be the PCP of all of my family and friends. This man holds knowledge and experience that specialists even lack sometimes! I am confident that he is one of the best PCP in the entire USA. I mean he only got 1 question wrong on his boards exam and then took it again to get 100 percent. Dr. Suzuka is constantly refreshing his mind with the latest in health care. He is always taking in medical students to share his experience. It would be a great honor if he was awarded both the outstanding physician leadership award and practice manager leader award. I hope this isn't by the number of applicants that have submitted his name; but rated by the explanations of the reasoning of the award. Like I said we are a small clinic from Hawaii, so our numbers may be small but Dr. Suzuka is vast and knowledgeable and experienced. We look forward to expanding and sharing our experiences with everyone in Arizona! ALOHA!