

Client Profile

Lysander Borrero Sánchez, M.D. General Practitioner

- Location Guayama, Puerto Rico
- In practice since 2007
- SecureValue customer since 2017
- 328 of Medicare Advantage patients



Challenges

- The logistics associated with addressing gaps in care including appointment scheduling, transportation, and reconciling prescription renewals resulting in a Stars Rating of 3.5.
- Lack of resources required to coordinate care for high cost high need patients.
- No tools available to engage patients and to communication with them.
- Poor medical loss ratio (MLR1)* associated with the patients on the physician's panel.



Results

- Stars rating improved to 4.5.
- Improved profitability of the MLR* associated with Medicare Advantage Plans.
- Improved communication, engagement, and coordination of care leveraging the care team at Inmediata.

*MLR is the proportion of premium revenues spent on clinical services and quality improvement.

★ **The engagement with the patient and the coordination of care resulted in a Stars Rating of 4.5**

The Centers for Medicare and Medicaid Services (CMS) created a five-star program designed to promote improvement in quality and recognize primary care providers for demonstrating an increase in quality performance measures over a defined period of time. Regulations and payment incentives are being put in place to promote adoption of value-based healthcare services. As payment structures and care delivery models are changing, healthcare providers need to focus on IT strategies and providing clinical services to coordinate patient care to remain competitive. Investments in Care Coordination services and the right technology will enable the stability of the organization and allow healthcare providers to focus on their core competency of improving care delivery.

With the implementation of the Inmediata's SecureValue services, Dr. Borrero's practice has been able to offer care coordination services to his patients. This has allowed him to comply with quality measures tracked for each patient, and has had a positive impact to both the cost and the care provided to each patient.

HOW HAS SECUREVALUE HELPED WITH CLOSING GAPS IN CARE?

“

In the area of compliance with the gaps in care, SecureValue has improved our results and has allowed us to keep up with all the visits and documentation required to close gaps in care. At the point of care, we know what needs to be done during the visit and are provided with a simple dashboard for each patient. I can now spend more time of taking care of my patients vs. analyzing paper work and calling the patient.

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HOW HAS SECUREVALUE SERVICE ADDED VALUE TO YOUR ORGANIZATION?

“Improved data and help with patient outreach has vastly improved our ability to provide care coordination; we can now keep up with all the patient phone calls and scheduling and may now have room to expand our panel.”

WHY INMEDIATA CARE COORDINATION SERVICES?

“
The Care Coordinators at Inmediata have shown excellent critical-thinking, communication skills, and a passion for serving our patients. They are there with us every step of the way, we are very pleased with how they work with our patient and the proactiveness of the service, they've become an extension of our office.
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THE SOLUTION! INMEDIATA'S SECUREVALUE CARE COORDINATION SERVICES.

Primary care physicians like Dr. Borrero can now weather the storm of all the changes associated to payment reform resulting in improved financial gains and better patient care. His care team is now more proactive and can focus on patient care vs. paper work and phone calls. Dr. Borrero trusts in SecureValue to provide the right information at the point of care to facilitate closing gaps in care and tracking the success of the service.

Want to learn more? Visit our website or call us to request a presentation of SecureValue and how we can help your practice today.