Medical Homes, ACOs, new physician-hospital relationships and new payment methodologies: it is hard to know how to prepare for the uncertainty. Regardless of what specifically happens in your market, improving your practice quality and efficiency is always good business.

ION Solutions and Oncology Management Services (OMS) have partnered to develop a solution that will help you to prepare your practice for whatever the future has in store. The Practical Guide to Building Practice Value is designed to prepare you to obtain NCQA Patient-Centered Specialty Practice (PCSP) recognition, but is flexible enough to fit any quality focused model.

Health care costs are spiraling out of control and approaching 20% of the GDP. An aging Medicare population, narrower provider networks based on cost and quality and government budgets are just some of the issues we face on a daily basis. In order to survive we must embrace change, understand our market, utilize our data, focus on the population and manage risk.

The oncology medical home model is a physician-driven, patient-focused value proposition that can really make a difference for patients, oncologists and the cost of health care. Recent studies show it demonstrates a reduction of the cancer spend by 7-13% with the biggest financial impact coming from utilizing evidence-based, cost effective pathways, reducing emergency room visits and hospital admissions and a thoughtful approach to end of life care. The model facilitates physician accountability, encourages clinical integration, enhances communication for ACO and PCMH and maintains focus on patient and evidence-based care.

The struggle is balancing the current volume based reimbursement while preparing for a shift to value based models without a period of revenue loss. Delaying this process will force you to make the transition on the fly, guaranteeing a struggle to manage the risk and reward of value based contracts. The Practical Guide allows you to choose which modules you want to do when and to focus on the ones that will have an immediate positive impact on your practice.

Content courtesy of: Fox, John V., Sprandio, John D., Barkley, Ronald. “Understanding and Surviving the Transition to Value Based Oncology”.
The Practical Guide includes an introductory overview module and 10 additional content modules to help your practice prepare for the future of health care. These modules can be completed in whatever order makes the most sense for you. Upon completion of this program your practice will be prepared to obtain NCQA Patient-Centered Specialty Practice recognition or work within other value based models. The Practical Guide to Building Practice Value modules are:

- OPCMH™ Introductory Program
- Module 1 – Introduction to Oncology Patient-Centered Medical Home®
- Module 2 – Building the Effective Oncology Electronic Medical Record
- Module 3 – Roles & Responsibilities within the OPCMH™
- Module 4 – Track and Coordinate Referrals (NCQA PCSP Standard 1)
- Module 5 – Provide Access and Communication (NCQA PCSP Standard 2)
- Module 6 – Identify & Coordinate Patient Populations (NCQA PCSP Standard 3)
- Module 7 – Plan and Manage Care (NCQA PCSP Standard 4)
- Module 8 – Track and Coordinate Care (NCQA PCSP Standard 5)
- Module 9 – Measure and Improve Performance (NCQA PCSP Standard 6)
- Module 10 – Implementation & Integration

**ION SOLUTIONS’ PRACTICAL GUIDE OFFERINGS**

We have developed three tiers of product offerings to meet whatever your needs are. They range from a self-guided tutorial method to a hands on consulting option for larger practices. Most practices choose the Tier 1 self-guided solution.

**Tier 1: Practical Guide to Building Practice Value Self-Guided Materials**
- Written material, videos, distance learning components

**Tier 2: Practical Guide to Building Practice Value Workshop-Based Coaching**
- Led by a certified content expert in a group workshop

**Tier 3: Practical Guide to Building Practice Value Consulting Option**
- One on one in-practice consulting with a certified content expert

**FOR MORE INFORMATION OR TO REGISTER**

Contact the ION Solutions Payer Strategy team at IONPayerSolutions@iononline.com.

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**FREQUENTLY ASKED QUESTIONS**

*After I complete the 10 modules will my practice be certified by NCQA PCSP standards?*

This program prepares you to obtain NCQA PCSP recognition, but does not actually get you the certification. To review the certification process and costs visit www.ncqa.org.

*Should I invest in this program without a health plan paying for it?*

Health plan involvement in the medical home process has greatly increased and the opportunity to proactively work with a health plan will increase as well. Often times a prerequisite to participate in these programs is to already have some of them in place or to be able to do so in a short amount of time. These modules will do both.

*Do the modules provide operational solutions for each step of the implementation?*

These modules are an educational guide which contains valuable operational insights on how to implement these quality programs within your practice. We understand there are multiple vendors and technology solutions to accomplish the same goal so we do not prescribe just one. We highlight a few of the best options and allow you to choose what is best for your practice.

*Do I have to complete all 10 modules?*

You can purchase and complete which ever modules you feel are most important for your practice at this time. You can also go at your own pace and take as much time in-between modules as you need.
ION SOLUTIONS’ ADVANCE CARE PLANNING PROGRAM REDUCES END OF LIFE COSTS WHILE INCREASING PATIENT SATISFACTION

In alignment with our mission to help keep community oncology viable, we have launched advance care planning (ACP) as a component of the Payer Strategy Oncology Quality Management Program. ION Solutions believes that ACP has a very important place within the quality initiative programs developed for community oncology and that these discussions should be held with nearly every patient, regardless of age or disease stage. Under the guidance of practicing oncologists, ION Solutions has developed an ACP program that appropriately rewards providers, while improving the treatment experience of patients. This program is designed to encourage advance care directives discussions between the patient and physician or physician extenders. Not only does this strengthen the communication between both parties, but it allows for a much easier transition when discussing these choices with the rest of the patient’s care team.

The ION Solutions’ Advance Care Planning Program is designed as an Advance Care program (as opposed to End of Life). We have partnered with a nationally recognized organization, Aging with Dignity, and their Five Wishes program. In addition to being able to bill for these visits, the program brings practices one step closer to demonstrating quality metrics such as reduced hospitalizations and ER visits, decreased chemotherapy administered in the last days of life, and most importantly, increased patient satisfaction by allowing them to have their values and wishes heard and communicated throughout the care team. All of these are fundamental to any quality program, Oncology Medical Home or ACO.

Table 1. What happens when an EOL discussion is held?

<table>
<thead>
<tr>
<th>Category</th>
<th>Had discussion (AOR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difference in mental health or worry</td>
<td>None</td>
</tr>
<tr>
<td>Less likely to want heroic measures</td>
<td>0.52</td>
</tr>
<tr>
<td>Undergo mechanical ventilation</td>
<td>0.04</td>
</tr>
<tr>
<td>To admit being terminally ill</td>
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</tr>
<tr>
<td>Complete DNR form</td>
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<tr>
<td>Use hospice</td>
<td>1.99</td>
</tr>
<tr>
<td>More family, spiritual, life review Opportunities</td>
<td>Better</td>
</tr>
<tr>
<td>Difference in U.S. health care expenditures in last week of life</td>
<td>$1,041 lower in last week of life (-37%)</td>
</tr>
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</table>

Abbreviations: AOR, adjusted odds ratio; DNR, do not resuscitate; EOL, end of life; ICU, intensive care unit.

Source: The Oncologist 2010:15 (suppl 1): 65-72

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Source: The Oncologist 2010:15 (suppl 1): 65-72
ION SOLUTIONS’ ADVANCE CARE PLANNING OFFERINGS

We have developed three tiers of product offerings to meet your needs. They range from a free version utilizing our training videos and resources to a comprehensive solution which can be utilized in a payer quality program.

Tier 1: ION Solutions’ Advance Care Planning Program Resources
- Training video and static PDF version of ION ACP training resources/forms
- Practice uses ACP materials of their choosing
- No reporting from ION Solutions
- No cost

Tier 2: ION Solutions’ Advance Care Planning Program Automated Solution
- Training video and PDF version of ION ACP training resources/forms
- Access to online version of ACP Encounter Form for tracking data
- ION Solutions produces monthly reports/benchmarking in reporting portal
- Web-ex training from ION Solutions Medical Director
- Ability to print Five Wishes advance care planning packets online
- $15/MD/Month for ION LPP/Alliance Members; $25/MD/Month for Non-Members

Tier 3: ION Solutions’ Advance Care Planning Program Payer Quality Program
All of the above plus:
- Enhanced benchmark reporting to include increased hospice use, reduced chemo in last 30/15 days of life, health care expenditure savings, etc.
- Only available in coordination with a payer quality program or if a health plan or other organization agrees to provide a data set for more detailed analysis
- Cost varies by the scope of the project

FREQUENTLY ASKED QUESTIONS

Can we bill for these visits?
Yes! You can bill Medicare under the E&M outpatient visit codes of 99212-99215 for a counseling visit as a medically necessary activity. Proper documentation is needed for what was discussed: start and end time of the visit and that greater than 50% of the time was spent counseling. All this can be easily done with a one page form, ION Solutions ACP Encounter Form. Practices can use this form and scan/store it in the patient’s chart or they can have the information built into their EMR. We also suggest that a copy of the Five Wishes document be available in the chart.

Do you have any additional information or training I can show my physicians and staff?
Visit our website at www.iononline.com/acp to find the following information:
1. Introduction: An overview of the program.
2. The Program Overview: Narrated PowerPoint slides by ION Solutions Medical Director for Quality Programs, Dr. Kurt Neumann, that discuss the goals of the program, steps for a successful consultation, how to appropriately track and bill and how to receive more information about the program and sign up.
3. A Training/Demonstration Video: A sample advance care planning consultation conducted by Dr. Daniel Mendelson, an ACP expert and geriatrician board certified in palliative care, approx. 10 minutes long.
4. A Sample Encounter Form: The appropriate billing form to be completed for every patient and stored in the chart.
5. Five Wishes Packet Example: A copy of the packet for you to review.

Helping Physicians
ION Solutions’ ACP Program is adapted from a nationally recognized program entitled Five Wishes, by Aging with Dignity. The five wishes that should be discussed between the physician and his patient are:

Wish 1: The person I want to make health care decisions for me when I can’t make them for myself.
This wish is vital to the planning process. Patients should choose someone who knows them well and can be trusted to make difficult decisions regarding their treatment.

Wish 2: My wish for the kind of medical treatment I want or don’t want.
The patient should be articulating their desires for treatment options so their oncologist can keep these in mind as the caregiver if the patient is in an end of life scenario.

Wish 3: My wish for how comfortable I want to be.
This includes how aggressively the patient would like to be treated under worsening conditions, as well as any relevant non-medical treatment options.

Wish 4: My wish for how I want people to treat me.

Wish 5: My wish for what I want my loved ones to know.
Wishes 4 and 5 help communicate issues that are non-medical in nature, as well as the patient's desires regarding death.

FOR MORE INFORMATION OR TO REGISTER
Visit www.iononline.com/acp and/or contact the ION Solutions Payer Strategy team at IONPayerSolutions@iononline.com.
ION SOLUTIONS’ SYMPTOM MANAGEMENT PROGRAM PROVIDES EVIDENCE-BASED INTERVENTIONS FOR PATIENT CARE AND DELIVERS HOSPITAL ADMISSION AND ED SAVINGS

In response to community oncology’s growing obligation to demonstrate quality while reducing costs, ION Solutions has developed a program to provide evidence-based interventions for patient care which can be incorporated into telephone triage and other patient interactions within your practice. Adapted from the Oncology Nursing Society Putting Evidence Into Practice guidelines, the ION Solutions Symptom Management program meets the need of nurses to be able to provide care to patients and families that is based on the best available evidence. Although we provide protocols that integrate scientific evidence with clinical expertise, application and outcomes will differ based on patients’ values, concerns, expectations and/or preferences.

Symptom Management is a core component of the ION Solutions Oncology Quality Management Program, but can also be used as a standalone program to improve patient care and increase practice efficiencies. The goal of the program is to promote the documentation and reporting capability of appropriate, evidence-based care for the best clinical outcomes, and we believe that important benefits will include reduced documentation time and enhanced self-care, as well as reducing ultimately unnecessary hospitalizations and emergence room visits for your patients. By properly using these Symptom Management protocols, you will be able to track data that documents proper care and reduced costs which are imperative for any quality program, Oncology Medical Home or ACO. This will provide your practice with an opportunity to have quantifiable support to have discussions with your referring network, health plans and other stakeholders.

Dr. John Sprandio, consulting medical director for ION Solutions’ medical home initiatives and the first oncology practice to earn Level III recognition from NCQA as a Patient Centered Medical Home, has had success with his practice’s version of symptom management which is similar to the ION Solutions’ program. He says it has emerged as an essential factor in their success as a medical home. They link the approach to a 65% decrease in ED referrals across a five year period and a 43% decrease in overall hospital admissions per chemotherapy patient per year. Notably they achieved these gains during a simultaneous 30% increase in patient volumes.

Average ED Evaluations per Chemotherapy Patient per Year

<table>
<thead>
<tr>
<th>Year</th>
<th>National Average</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2007</td>
<td>1.604</td>
<td></td>
<td></td>
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<td></td>
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<td>2008</td>
<td>1.273</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2009</td>
<td>1.119</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2010</td>
<td>0.910</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>2011</td>
<td>0.818</td>
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</table>

Lindsay Conway, “Good call: Oncology practice’s phone triage curbs ED visits”, The Advisory Board Company Oncology Roundtable, 3/15/12.
BENCHMARK REPORTING

We have put each of the 11 most common oncology phone triage symptoms into a single page format that can be easily reportable. The Management section of each form has 3 categories with recommendations of Seek Emergency Care, Seek Care Within 24 Hours and Follow Home Care Instructions. This allows your practice to benchmark within the practice, across the state and the country. These reports include the number of nurse triage calls received, average calls per patient, which symptoms are most prevalent and for which cancer types and ultimately percentages of calls directed to the hospital, came in for an appointment (avoiding a hospital visit) and self-management of symptoms at home (potentially avoiding a hospital visit). Over time this will provide a practice with very valuable data. Ideally, the number of calls per patient should increase because the practice is encouraging patients to call first before going to the hospital and when that data is combined with payer data, we can show how hospital admissions and ED evaluations decrease over time.

ION SOLUTIONS’ SYMPTOM MANAGEMENT OFFERINGS

We have developed three tiers of product offerings to meet your needs. They range from a free version utilizing our static forms to a comprehensive solution which can be utilized in a payer quality program. Most practices choose the Tier 2 automated solution.

Tier 1: ION Solutions’ Symptom Management Protocols
- Static PDF version of ION Solutions Symptom Management Protocols
- Practice builds into their own EMR or uses paper version
- No reporting from ION Solutions
- Ability to participate on Clinical Steering Committee
- Updated Symptom Management Protocols after Steering Committee
- No cost

Tier 2: ION Solutions’ Symptom Management Automated Solution
- Adobe Professional PDF version of ION Solutions Symptom Management Protocols
- ION Solutions produces monthly reports/benchmarking in reporting portal
- Web-ex training from ION Solutions Medical Director
- Ability to participate on Clinical Steering Committee
- Updated Symptom Management Protocols after Steering Committee
- Cost varies by practice size:
  - ION LPP/Alliance Members:
    - 1-5 MDs: $50/Month
    - 6-10 MDs: $100/Month
    - 11+ MDs: $150/Month
  - Non-ION LPP/Alliance Members:
    - 1-5 MDs: $75/Month
    - 6-10 MDs: $150/Month
    - 11+ MDs: $225/Month

Tier 3: ION Solutions’ Symptom Management Program Payer Quality Program
All of the above plus:
- Enhanced benchmark reporting to include # of hospital admissions and # ED evaluations per patient, reduced inpatient and ED costs, etc.
- Only available in coordination with a payer quality program or if a health plan or other organization agrees to provide a data set for more detailed analysis
- Cost varies by the scope of the project

FOR MORE INFORMATION OR TO REGISTER

Contact the ION Solutions Payer Strategy team at IONPayerSolutions@iononline.com.
Clinical Standardization

ION SOLUTIONS’ CLINICAL STANDARDIZATION PROGRAM PROVIDES A SIMPLE SOLUTION FOR BENCHMARKING PATHWAYS

Value Proposition:
- Ensures Adherence to Evidence-Based Guidelines
  > Evidence-based with citations available
- Accounts for Cost
  > Peer reviewed with eval of efficacy, toxicity, cost
- Reduces Care Variation
  > Target compliance rate of 80% or higher
- Enables Comparative Outcomes Assessment
  > Benchmark reporting across practice/country

As the first step towards preparing for or participating in any quality program, ION Solutions has developed a versatile clinical standardization program that can be integrated into your current practice process flow to track compliance to national guidelines or pathways. According to a 2012 study from Xcenda, nearly 70% of payers indicate high-priced new products as an extremely high priority. In response, clinical standardization is evolving as a primary means by which payers intend to control drug utilization. Recent research shows that 79% of payers have already implemented or intend to implement pathways within 2-3 years. The next step is to begin tracking compliance to pathways.

While there are many pathways tools in the market (we have one of our own), they are not completely necessary for implementing, monitoring and benchmarking compliance to pathways. Our Tier 2 Clinical Standardization EMR Solution takes data from almost any EMR, evaluates compliance to the ION Solutions’ National Physician Network Pathways and produces monthly benchmark reports among the physicians within your practice, across the region/state and throughout the country. Initially, you will need to work with your EMR vendor to create a monthly report with the necessary data elements and we do the rest of the work. We have already collaborated with some of the major oncology EMRs and can provide you with a step by step process. If you have a different EMR we will work with you and your vendor to develop a solution. Our Tier 3 tool, Nucleus Pathways Powered by NovoLogix, provides enhanced reporting to include program value and average costs per cancer type, pathway and regimen.
ION Solutions pathways are developed and approved by a National Clinical Steering Committee. All of the regimens on the pathways meet the following criteria:

1. Evidence based with citations of the literature available
2. Peer reviewed and judged appropriate by criteria of efficacy, toxicity and cost
3. Include only compendia approved drugs
4. Include only drugs specifically included in other nationally published listed regimens
5. Do not include high cost drugs beyond FDA labeled indications
6. Reviewed on a regular basis

One physician per practice may participate in the National Clinical Steering Committee which meets every 6 months or ad hoc with any changes in literature. The committee meets via conference call and typically takes about an hour. All requests are considered and must meet above criteria and receive a majority vote from participating physicians to be added or deleted. Requests for additions can be submitted in advance and a list will be sent out to the committee for review prior to the call. An updated document with changes highlighted will be sent after each meeting. The participating physician or practice administrator should communicate all changes to the pathways to the rest of the care team.

ION SOLUTIONS’ CLINICAL STANDARDIZATION OFFERINGS

We have developed three tiers of product offerings to meet whatever your needs are. They range from a free version utilizing our static forms to a comprehensive solution which can be utilized in a payer quality program. Most practices choose the Tier 2 EMR solution.

**Tier 1: ION Solutions’ Clinical Standardization Pathways**
- Static PDF version of ION Solutions’ National Physician Network Pathways
- Practice builds pathways into their own EMR or uses as they see fit
- No reporting from ION Solutions
- Ability to participate on Clinical Steering Committee and updated pathways after meeting
- No cost

**Tier 2: ION Solutions’ Clinical Standardization EMR Solution**
- Static PDF version of ION Solutions’ National Physician Network Pathways
- Practice builds pathways into their own EMR
- Practice, with help from ION, works with EMR vendor to produce monthly data report
- ION Solutions judges compliance and produces monthly reports/benchmarking
- Ability to participate on Clinical Steering Committee and updated pathways after meeting
- Pricing upon request

**Tier 3: ION Solutions’ Nucleus Pathways Powered by NovoLogix**
- Web-based pathways tool with clinical decision support and enhanced reporting
- Ability for patient demographic integration with current practice management system
- Typically, only available in coordination with a payer quality program
- Ability to participate on Clinical Steering Committee and updated pathways after meeting
- Cost varies by the scope of the project

FOR MORE INFORMATION OR TO REGISTER

Contact the ION Solutions Payer Strategy team at IONPayerSolutions@iononline.com.