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#VegasStrong

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SILVER STATE ACO **EARNs SHARED SAVINGS** **for SEVENTH CONSECUTIVE YEAR**

The Centers for Medicare and Medicaid Services (CMS) released results for the 2021 performance year for the Medicare Shared Savings Program (MSSP).

*Silver State ACO is honored and delighted to announce that we have **achieved shared savings for an incredible SEVENTH year in a row!***

For the 2021 performance year, Silver State ACO saved CMS over \$33,782,000 and, cumulatively, more than \$196,500,000 over the last seven years.

In 2021, Silver State ACO earned more than \$24,800,000, ranking 12th out of the 475 ACOs in the Medicare Shared Savings Program, based on earned savings.



There are only nineteen ACOs that have earned shared savings for seven consecutive years. Of these, Silver State ACO ranked second in savings it generated for CMS, as well as in savings it earned, for 2021. And, the \$196,500,000 it saved CMS over the seven years, as well as the total \$111,300,000 it *earned* over that time, are the third highest totals. Of this elite group of ACOs that has earned shared savings for

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But, can't we all learn
something new?

seven consecutive years, Silver State ACO is the only one west of Texas to have done so.

Silver State ACO's continued success proves that it is possible to deliver excellent quality care while also reducing costs. The results are proof that our efforts are effective. The processes, programs and policies we've implemented have kept us in the designation of top ranked ACOs ever. We are, by far, the top ranked ACO in the State of Nevada. In 2021, we earned 32% more per beneficiary than the next highest earning ACO in the state, and nearly four times as much as the lowest earning one.

Earning Shared Savings is a result of cooperation and effort between the Participating practices, Preferred Providers, and the Silver State ACO Board of Directors and management team. Each dedicated and skilled group contributes their expertise, working together to reach their shared goals. We would like to thank all the providers and staff for helping Silver State ACO achieve these outstanding results. Together as a team, along with our corporate partners, the Valley Health System, Northern Nevada Health System and Kindred Healthcare, we hope to continue to succeed and achieve great results for our practices, our providers and, most importantly, the patients.



It's CAHPS Time

Included in CMS's calculation of final quality results for ACOs are CAHPS scores. The CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey is conducted by an independent firm which is approved by CMS, and paid for by the ACO. The survey aims to understand patients' perception of the care they're getting. Included in this is how engaged the patients feel, how much they believe the doctor educates them about their health, and how much they are included in decision making, in addition to how good their care is. The survey asks very specific questions related to the provider as well as to the workings of the clinic.



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It has been documented that when patients believe that their doctor cares about them, and feel comfortable and respected by the clinic, they are more likely to follow instructions, resulting in positive clinical outcomes.

Silver State ACO has engaged a company to conduct the CAHPS survey for performance year 2022. It is particularly important to be sure that your patients know that you care and have a positive perception of their interaction with provider and staff.

QUALITY MEASURES SPOTLIGHT

Tobacco Use Screening and Cessation intervention

The Centers for Medicare and Medicaid Services (CMS) requires Silver State ACO to report several Quality Measures on behalf of its participant practices. This month we are focusing on the “*Tobacco Use Screening and Cessation Intervention*” measure.

CMS requires all patients over the age of 18 to be screened for tobacco use (both smoked and smokeless tobacco) at least once during 2022. CMS does **NOT** consider Marijuana or e-cigarettes to be a form of tobacco use.

The second portion of this measure focuses on patients who are positive for tobacco use. If the patient uses any type of tobacco, CMS requires that the patient receive tobacco cessation intervention. This intervention needs to be completed ***within calendar year 2022***.

This intervention can either be brief counseling (3 minutes or less) and/or prescriptions to assist in tobacco cessation. CMS does not consider E-cigarettes to be a type of smoking cessation. Brochures and pamphlets may be supplied to the patient if they are accompanied by

verbal counseling and it is documented within the patients chart.



When auditing your charts for measure compliance, your assigned Quality Coordinator will first confirm if the patient has had a tobacco screening. If the patient has had multiple screenings during 2022, only the most recent screening will be used.

If it is confirmed that the patient is a tobacco user, the Quality Coordinator will then review the patient’s encounters (starting with the most recent date of service) for a documented cessation intervention during 2022.



SPOTLIGHT

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Screening for tobacco use and cessation intervention may be completed during a telehealth encounter.

Please reach out to your Quality Coordinator if you have any questions or need help meeting this measure.

DON'T STOP NOW...

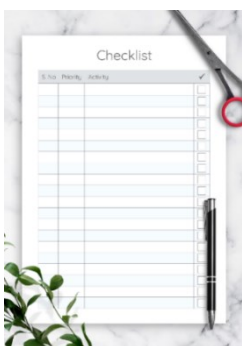
Over the course of the year, Silver State ACO Quality Coordinators meet with each Participant practice on a regular basis. Their mission is to educate the practices about CMS rules and new, or ongoing, programs and policies of SSACO.

Their main objective, however, is to review patient records. They serve as an additional set of eyes for the practice, examining whether the data which will be needed for reporting to CMS is available, up to date and complete.



Quality scores UP; Costs DOWN

As all healthcare has moved to a more value-based foundation, the success of many practices is tied to patient results. CMS has certainly moved in that direction in evaluating the cost and quality of care which will determine if a Medicare Shared Savings Program Accountable Care Organization (MSSP ACO) is successful. As an MSSP ACO, Silver State ACO is focused on improving care and increasing quality scores even while reducing costs.



In January, 2023, Silver State ACO will be required to prepare and submit quality reporting to CMS for the 2022 performance year. The Quality Coordinators will gather the information from patient's records. However, at that time it will be too late to do anything about it. For the 2022 performance year, all reporting has to be taken from data recorded prior to December 31st.

Each month, the Quality Coordinators deliver a report of missing information and "gaps". Some may be fairly easy to correct (such as including a missing date for a screening), some more difficult to track down. Some may require only a phone call (such as to a radiology clinic for results of a screening), others may require that the patient come into the office for follow up. Regardless, please give your full attention to your SSACO



Quality Coordinator and act on the data delivered. Each closed gap takes us closer to achieving our goal to succeed. If an ACO does not hit

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a particular predetermined score set by CMS, it will not be eligible to earn Shared Savings *regardless of how much it reduced costs*.

So, don't stop now. On the contrary, now is the time to double our efforts to close gaps.

If you need clarification or help with understanding or closing gaps, please reach out to your Quality Coordinator.

(And, if you'd like to be entered to win a prize at the November practice meeting, reply to the email to which this newsletter was attached, with the words "We will go round and round an extra lap in an effort to close every gap" in the subject line.)

Security, Security, Security – It's All in the People, People!

According to the FBI, they received nearly 850,000 cybersecurity complaints in 2021. These events represented about \$7 Billion (yes B) in business losses. And that's just an estimate. When considering the actual cost in time, effort and money to companies and individuals, the impact is even greater.

The more impressive statistic is how fast the problem has grown. Just four years earlier, in 2017, the FBI received only about 300,000 claims representing about \$1.4B in losses. As technology has become more prevalent and invasive in our everyday lives, so has internet crime. As the Internet of Things - from connected phones and cars to ordering dinner online - has become more widespread, criminals have found more weaknesses and avenues through which to penetrate security defenses. As the technology becomes more sophisticated, cybercriminals continue to find new ways to challenge or sabotage the safeguards built.

Companies are paying attention, and spending bigger percentages of their budgets to protect data. In fact, one giant Silicon Valley company spent \$2 Billion last year to address cybersecurity issues.

So, if companies are spending so much money to protect data and so much new technology is being developed to keep up with the threat, why are so many businesses still falling prey to phishing, ransomware and other challenges? Some of the issue lies with corporate structure, some with IT departments. They understand the risks and how to mitigate them. However, IT departments often don't convey the message to staff in a way that resonates with them or engages their cooperation.



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In fact, the cybercriminals don't need to be as IT savvy as the scientists building the defenses. They are more focused on people. Why? Because people are the easiest way for them to hack into systems. They just need to trick one person to let them in.

The unfortunate truth is that data breaches are not going away.



And, therefore, companies must create a strong security culture, company-wide, to combat the barrage of threats. Policies and educational programs need to be introduced, reinforced, reviewed and revised constantly. The methods may vary, but the response must always be, "CAUTION ... Do not proceed until every effort has been made to ascertain validity of requests." Employees must be reminded, "If you see/think/notice something, say something."

We are all busy and often too overloaded by important deadlines to pay much attention... or, more accurately, to take the time to act if we do notice something. However, it is most important to reiterate and reinforce that *it is the obligation of every single employee* of the company, from the CEO down, to pay attention to the hazards and dangerous landscape looming on our computers; to evaluate processes; to suggest ways to improve security; to train others; and to remain vigilant in the battle against security threats.

PREFERRED PROVIDERS – REMINDER

Preferred Providers are *not* Participants of an ACO. They are facilities and providers who the ACO has identified as expert in their fields and whose goals and services align with the ACO's mission. A current list of SSACO Preferred Providers, including a pdf for easy printing, can always be found under the Affiliates tab on our website, www.silverstateaco.com. Please consult the list whenever referring patients for specialty services.



Listed below are a few of our Preferred Providers, specifically those involved in services that are often the most cost intensive.

Valley Health at Home by BAYADA

Valley Health at Home by BAYADA leverages the combined resources and expertise of The Valley Health System and BAYADA to meet the increasing demand for in-home services, particularly among the aging population. And, because of Silver State ACO's long history and special

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relationship with the Valley Health System, it helps ensure and strengthen the continuum of care.



The Valley Health System™
Centennial Hills Hospital • Desert Springs Hospital • Henderson Hospital (2016)
Spring Valley Hospital • Summerlin Hospital • Valley Hospital

The joint venture between Bayada and the Valley Health System, has helped patients manage chronic conditions or recover from recent surgery, illness, or injury in the comfort and safety of their own homes.

For more information or to make a referral, please contact:

Valley Health at Home By BAYADA

5888 W. Sunset Rd, Suite 103, Las Vegas, NV 89118

Phone 702-382-3030 Fax 702-382-9394

DispatchHealth

DispatchHealth provides same day, in home medical care. The practice – or the patient him/herself – can make a referral when in-home care is preferable or when medical care is warranted but an ED visit can be avoided.

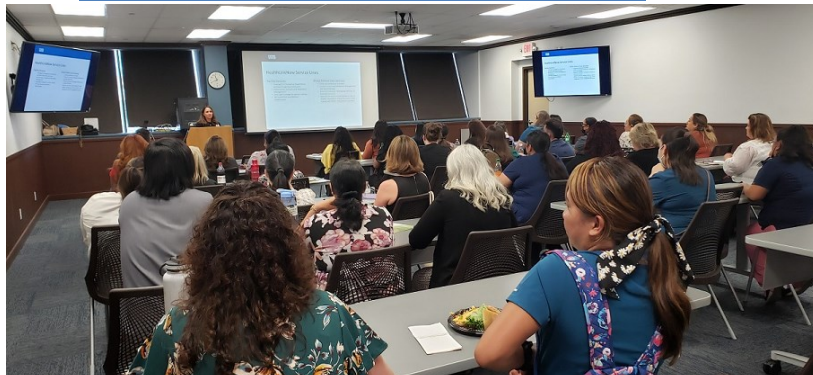
Can't get a patient in before the weekend but you know that it's important that he/she be seen? Do you hesitate to suggest that the patient go to the emergency room because of the patient's frailty or discomfort at having to leave his/her home? Dispatch Health may be the perfect solution. AND, they will send the PCP practice a detailed report of what transpired at the visit.



Please use the dedicated SSACO phone number, 725-246-1973, which will identify the patient as a Silver State ACO beneficiary, possibly reducing the amount of time needed to schedule an appointment and to allow easier sharing of clinical results with the patient's PCP after the visit.

GREAT TURNOUT at AUGUST PACTICE MEETINGS...

And, oh, how much we learned!



Presentation by HealthLinkNow at the Southern Nevada practice meeting on August 3rd.

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Practice meetings for both Northern Nevada and Southern Nevada were very well attended. Attendees were introduced to Silver State ACO Preferred Provider HealthLinkNow, a network of psychiatrists and licensed clinicians who care for patients via telehealth. Additional information about the 2020 Advanced APM Bonus payment, which many practices have received, was examined. There was also an overview of Promoting Interoperability, which each practice is required to file. Additional explanations and clarification were provided for attributed assignments; various reports available to practices in Clinigence; and an update on the Illumicare ribbon and the major impact it has had in helping various groups increase their scores dramatically. In addition, requirements for Direct Secure Messaging were reviewed, as was the importance of protecting patient data.

It was an excellent opportunity for practice staff to meet each other. Being in the room with the presenters gave attendees the opportunity to ask questions as well as to learn from the questions posed by others.



Northern Nevada practice meeting held on August 4th.

Be sure to join us for the last practice meeting of 2022 on November 2nd in Southern Nevada / November 3rd in Northern Nevada.

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Final Practice Meetings for 2022:

Watch emails for changes to schedule or venue (in person/ virtual)

SOUTHERN NEVADA

Meetings are scheduled to be held at 11:30 a.m.

Wednesday, November 2, 2022 - at Summerlin Hospital

NORTHERN NEVADA

Meet and greet begins at 5 p.m., program begins at 5:30.

at NNMCM Sparks Medical Building, Suite 201:

Thursday, November 3, 2022



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Additional Pictures from the Practice Meetings Southern Nevada



Pictured left Presentation by Jessica Aquino, Quality Coordinator for Silver State ACO



Presentation by Jessica Shepard, Director of Quality for Silver State ACO



Presentation by Lindsay Lopez, CEO of HealthLinkNow



Pictured left, Rena Kantor, Director of Operations, Silver State ACO, presenting gift to Newsletter Winner Joy Ruvalcaba, with Betty Yao, M.D.

Pictured right, Rena Kantor presenting gift to raffle winner Clarissa Agoncillo with Diagnostic Center of Medicine.



Northern Nevada



Presentation by Jessica Wright, Quality Coordinator for Silver State ACO



Presentation by Dineen Caseday, Quality Coordinator for Silver State ACO



Presentation by Savannah Rittenhouse, Quality Coordinator for Silver State ACO



Presentation by Yanel Jiménez, HealthLinkNow



Pictured left, Jacquie Cheun, Director of Analytics for Silver State ACO and raffle winner Crystal Smith, Tumbleweed Medical Group



Savannah Rittenhouse, and Newsletter winner, Luis Moya Flores with Northern Nevada Medical Group