

HIMSS Analytics

Continuity of Care Maturity Model

An Introduction



Model Information

<http://himssanalytics.org/CCMM>

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Agenda

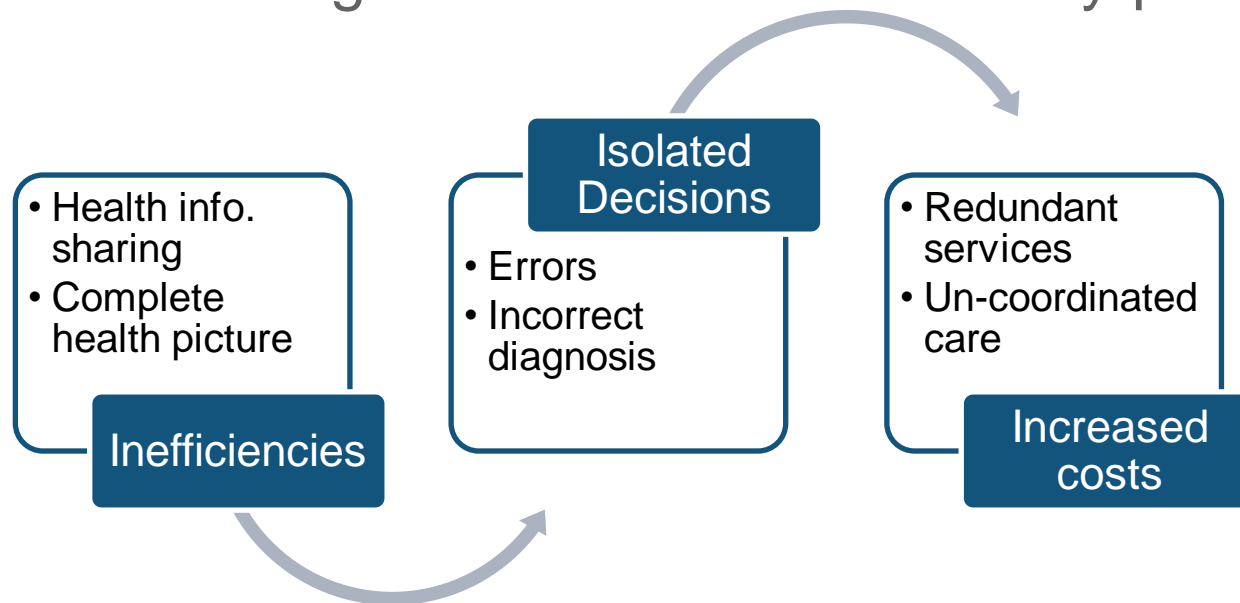
- Target Audiences
- The Industry Challenge
- Introducing the Continuity of Care Maturity Model – CCMM
 - Design
 - Stages
 - Methodology
 - Scoring
- Value Proposition of a CCMM Engagement
- Questions and Next Steps

Continuity of Care Target Audiences

- Those responsible for a community
 - Regional & National Health Authorities/MoH
 - Integrated Delivery Networks (IDN)
 - Regional Health Authorities
 - Other communities of care
- Solution Providers
 - System providers, integrators, consultants...
 - Technology Partners

The Industry Challenge

Providers of care and patients do not have access to ***all*** relevant information required to make the most informed decisions at the right time in the care delivery process...



Silo'ed health information and uncoordinated services

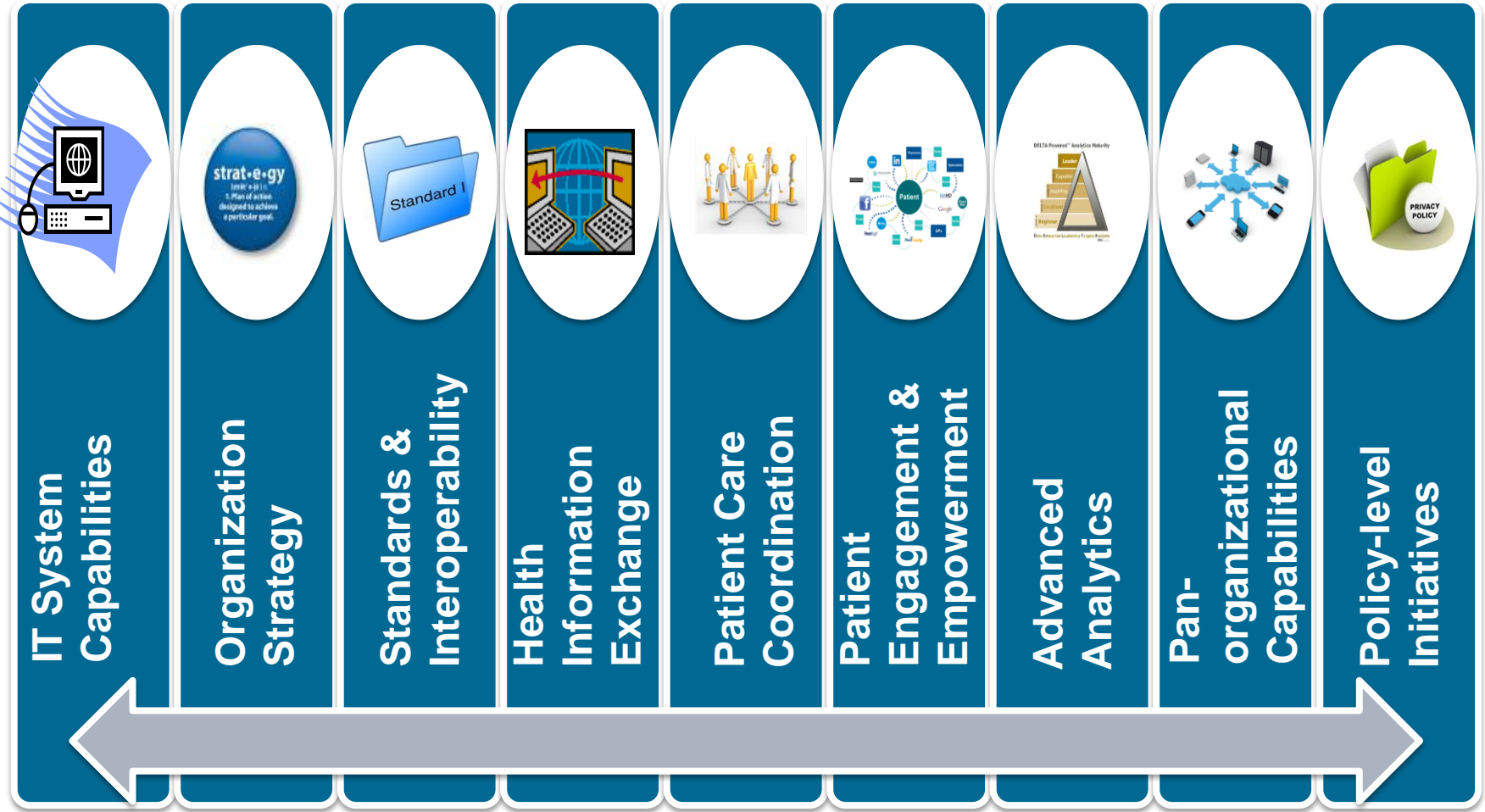
CCMM - Continuity of Care Maturity Model

CCMM measures the degree to which an **organization** or a **regional** or **national health authority** provides an environment and services supporting a ***care community*** with a continuum of information about a patient's history and care...

- Health Information Exchange
- Coordinated patient care
- Patient engagement
- Advanced analytics

A ***Care Community*** is defined as the patient population that is being cared for.

CCMM 9 Key Pillars of Focus




CCMM Stages


HIMSS Analytics[®] Continuity of Care Maturity Model


STAGE 7	Knowledge Driven Engagement for a Dynamic, Multi-vendor, Multi-organizational Interconnected Healthcare Delivery Model
STAGE 6	Closed Loop Care Coordination Across Care Team Members
STAGE 5	Community Wide Patient Record using Applied Information with Patient Engagement Focus
STAGE 4	Care Coordination based on Actionable Data using a Semantic Interoperable Patient Record
STAGE 3	Normalized Patient Record using Structural Interoperability
STAGE 2	Patient Centered Clinical Data using Basic System-to-System Exchange
STAGE 1	Basic Peer-to-Peer Data Exchange
STAGE 0	Limited to No E-communication

CCMM Methodology

Project Kickoff  Define client's objectives, scope of measurement, project team / responsibilities, program deliverables, and timelines

Assessment  Data collection
Interviews

Quality Assurance and Validation  Validate data
Resolve discrepancies

Analysis and Results Generation  Compile and processes data and findings
Produce deliverables ...such as scores, roadmap, GAP analysis, findings summary

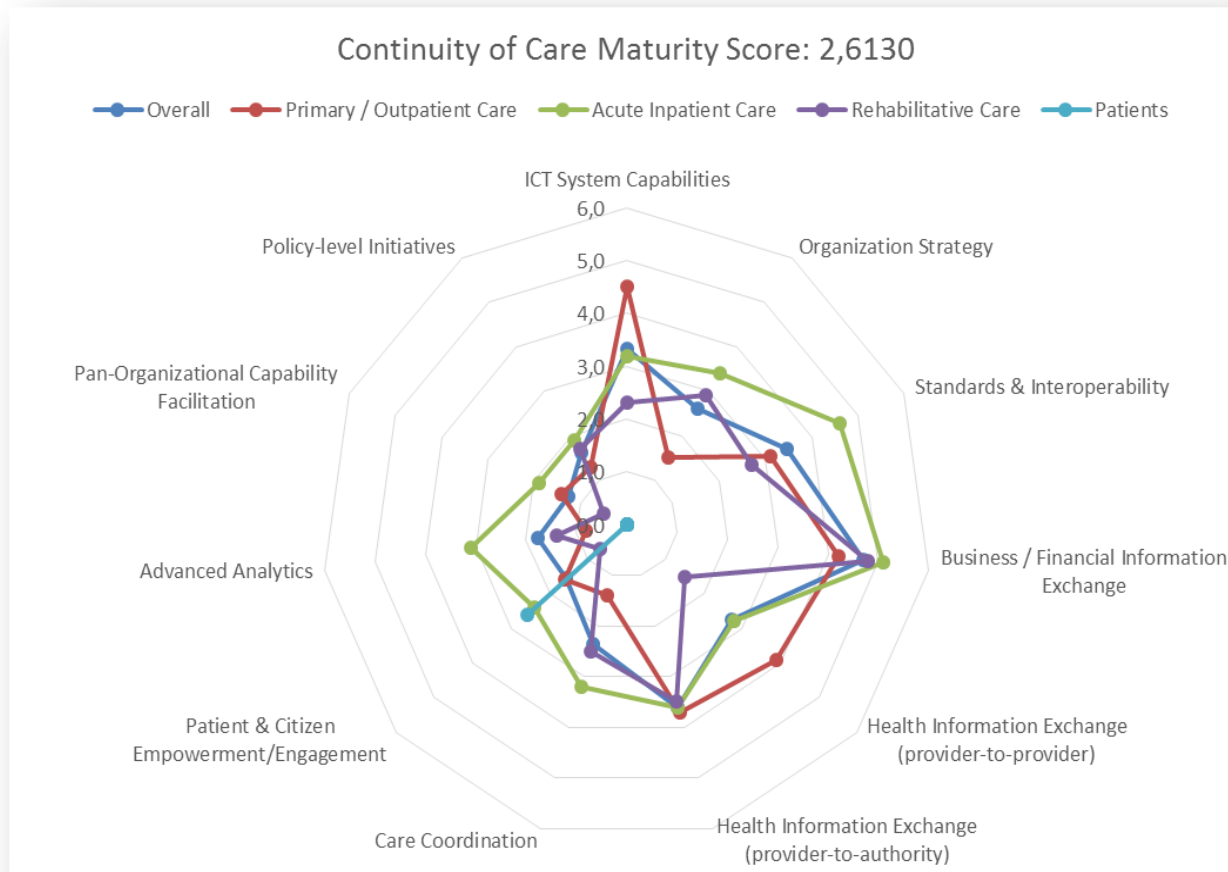
Presentation Delivery  Expert interpretation of results is shared with project sponsors and leadership.
Deliverables are presented and reviewed
Actionable items are identified and discussed

CCMM Assessment and Scoring

	Primary/ Outpatient	Acute Inpatient	Rehabilitative Care	Patient	Average
Stage Achieved	1	4	4	2	2.6
Overall % of Stage Achievement	10%	46%	58%	19%	32%
ICT System Capabilities	11%	76%	59%	24%	42%
Organization Strategy	33%	90%	100%	32%	66%
Standards & Interoperability	12%	57%		55%	46%
HIE - provider-to-provider	28%	65%	58%	52%	54%
HIE - provider-to-authority	0%	27%	0%	0%	5%
Care Coordination	3%	40%	53%	22%	27%
Patient & Citizen Empowerment/Engagement	3%	28%	35%	24%	19%
Advanced Analytics	4%	31%	72%	0%	21%
Pan-Organizational Capability Facilitation	7%	48%	60%	0%	26%
Policy-level Initiatives	50%	63%	56%	0%	40%

CCMM Results

- Multi-dimensional across care settings and pillars
- Opportunity identification



CCMM Value Proposition

- Baseline education about continuity of care
 - Common language, terminology, and a starting point for capability discussion
 - Well thought out maturity model and scoring system
- Gap analysis demonstrates strengths and opportunities
 - Identification of baseline and target opportunities
 - Understand your strengths and opportunities
 - Maximize value from resources (ROI)
- A staged and paced roadmap for future progress
 - Improved patient engagement, population health, and overall care coordination



Thank you

- Questions
- Next Steps



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