How SYNCRONYS Participation Supports New Mexico's and CMS National Quality Strategy's Goals

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How SYNCRONYS Participation Supports New Mexico Health Equity and CMS National Quality Strategy's Goals
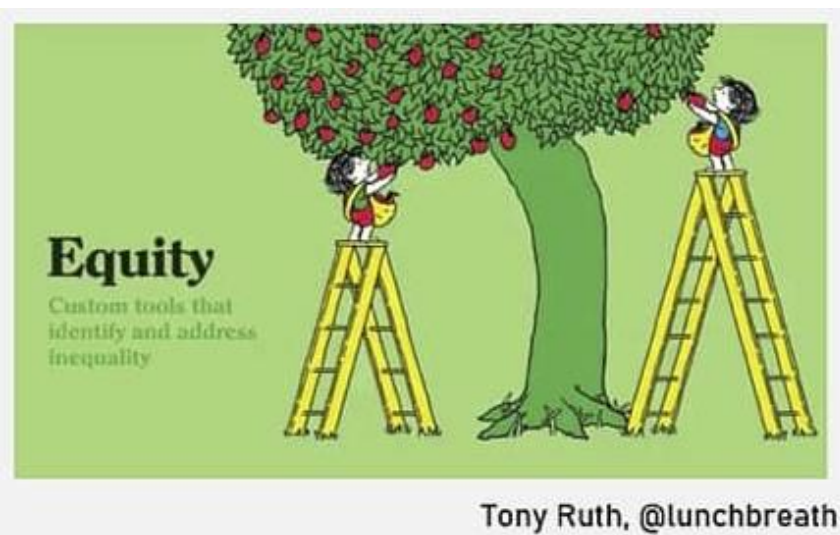
Thomas D. East, Ph.D. , CTO

10:30am 9/22/22

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What kind of tools can SYNCRONYS provide to help identify and address inequality?

Tony Ruth, @lunchbreath

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Broken data systems suffer from & perpetuate structural inequities

- **Lack of race, ethnicity, language (REL) data for racialized groups "effectively erases their existence".**
  - Data invisibility and "erasure is a kind of violence"
  - Pre-pandemic, two-thirds of commercial health plans, half of Medicaid plans, and over one-quarter of Medicare plans reported missing race data for at least half of their membership.

- **Limited connections between public health, healthcare and social service organizations**
  - Disconnected, aggregated, and time-lagged information hindered COVID-19 public health response efforts and compounded structural violence

- **Limited social needs data / lower priority given to social services**
  - Makes it hard for providers & place-based initiatives to address social drivers of health inequities & improve outcomes in marginalized communities

Presentation given at CIVITAS 2022 Annual Meeting by Rishi Manchanda, M.D., M.P.H. https://healthbegins.org/

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Broken data systems suffer from & perpetuate structural inequities

- Lack of race, ethnicity, language (REL) data for racialized groups "effectively erases their existence".

    SYNCRONYS is focusing on improving the quality of demographic and REL data from a variety of sources

- Limited connections between public health, healthcare and social service organizations

    SYNCRONYS is participating with public health to respond to emergencies such as COVID 19 and healthcare

- Limited social needs data / lower priority given to social services

    SYNCRONYS can provide coordination and interoperability for standardized SDOH data and Closed Loop Referral for social services.

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Broken data systems suffer from & perpetuate structural inequities

- Algorithms that do not account for circumstances and concerns of marginalized communities
    → Perpetuates and compounds structural violence
    - For example, a widely-used algorithm recommended less health care to Black patients despite greater health needs. It reached massive scale without anyone catching it—not the makers of the algorithm, not the purchasers, not those affected, and not regulators

- Populations and communities have limited opportunities to inform or access actionable, place-based health data and insights
    → Increases marginalization, fragmentation, and dependence on harmful data systems

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Broken data systems suffer from & perpetuate structural inequities

- Algorithms that do not account for circumstances and concerns of marginalized communities

    SYNCRONYS Advanced Analytics uses machine learning based on the NM population to tune its algorithms to our population. SYNCRONYS can work with its partners to review structural inequities inherent in algorithms.

- Populations and communities have limited opportunities to inform or access actionable, place-based health data and insights

    SYNCRONYS can provide appropriate access to integrated, real time, place based health data and insights to a broader group of stakeholders

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Health Data Utilities: Core Infrastructure for Equity?

- Developed by Civitas Networks for Health
- Health Data Utilities (HDUs) are **statewide** entities that combine, enhance, and exchange electronic health data across care and services settings for treatment, care coordination, quality improvement, and public and community health purposes through specific, defined use cases in accordance with applicable state and federal laws protecting patient privacy

    A HDU is a foundation for democratizing health data

- Emphasize multistakeholder participation, public health and clinical use cases, and data governance

- Use cases include: Access, Social care, Consumer engagement, Care delivery, Public health, Quality:

- Opportunity to promote health equity across use cases
    - SYNCRONYS is designed as a Health Data Utility with multistakeholder participation.
    - SYNCRONYS includes public health and clinical use cases and data governance
    - SYNCRONYS use cases include access, care delivery, public health and quality.
    - SYCRONYS intends to add Social Care and Customer Engagement.

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What is a Health Data Utility (HDU)?

- A Health Data Utility (HDU) is an emerging concept

- An HDU is an organization that serves the health data / analysis needs of its state – both the private-sector (healthcare providers, payers, employers) and State government

    o Therefore… HDUs must have cooperative relationships with State government… and any other sector they serve

- HDUs are not-for-profit organizations (or possibly state-government run)

- There are many organizations that exist across the country

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How is it different from an HIE?

HIE

HDU

- Everyone here knows what an HIE is and does… secure exchange, curation, analysis of health data (etc.)

- But in each state, there are many programs, functions, and needs requiring the secure exchange, curation, and/or analysis of health data not typically performed by the HIE.

- Increasingly, these functions are being aggregated into a single statewide not-for-profit organization…
a statewide health data utility (HDU)

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CMS National Quality Strategy goals

1. **Embed Quality into the Care Journey**: Incorporate quality as a foundational component to delivering value as a part of the overall care journey.
2. **Advance Health Equity:** Address the disparities that underlie our health system, both within and across settings, to ensure equitable access and care for all.
3. **Promote Safety:** Prevent harm or death from health care errors.
4. **Foster Engagement:** Increase engagement between individuals and their care teams to improve quality, establish trusting relationships, and bring the voices of people and caregivers to the forefront.
5. **Strengthen Resilience:** Ensure resilience in the health care system to prepare for, and adapt to, future challenges and emergencies.
6. **Embrace the Digital Age:** Ensure timely, secure, seamless communication and care coordination between providers, plans, payers, community organizations, and individuals through interoperable, shared, and standardized digital data across the care continuum.
7. **Incentivize Innovation & Technology:** Accelerate innovation in care delivery and incorporate technology enhancements (e.g. telehealth, machine learning, advanced analytics, new care advances) to transform the quality of care and advance value.
8. **Increase Alignment:** Develop a coordinated approach to align performance metrics, programs, policy, and payment across CMS, federal partners, and external stakeholders to improve value.

https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Value-Based-Programs/CMS-Quality-Strategy

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CMS National Quality Strategy goals

1. **Embed Quality into the Care Journey**: Incorporate quality as a foundational component to delivering value as a part of the overall care journey.

- SYNCRONYS supports quality initiatives by providing community centric real time data. Real time data enables interventions that will have the highest likelihood of making an impact
- SYNCRONYS has clinical decision support tools such as the Hepatitis C management use case that helps providers to deliver optimal quality care
- SYNCRONYS offers HBI Analytics with NCQA certified quality measures for HEDIS and MIPS and validated risk models
- SYNCRONYS is also working on NCQA Data Aggregator Validation what will produce high quality, pre validated data for use in quality measures.

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CMS National Quality Strategy goals

2. Advance Health Equity: Address the disparities that underlie our health system, both within and across settings, to ensure equitable access and care for all.

Addressed in previous slides

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CMS National Quality Strategy goals

3. Promote Safety: Prevent harm or death from health care errors.

SYNCRONYS provides:
- A longitudinal medical record across different health care systems, clinics and other locations of care
- This record is updated in real time
- Provides information on allergies, medical history, procedures, diagnostic testing and imaging which can all be used to minimize harm or death
- Emergency department optimization module which delivers targeted patient insights regarding substance abuse, security issues, ED overutilization and others.
- Substance use disorder module increasing awareness and supporting workflows to patients suffering from SUD.
- Image sharing to reduce the duplication or imaging studies and reduce radiation exposure.

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CMS National Quality Strategy goals

6. Embrace the Digital Age: Ensure timely, secure, seamless communication and care coordination between providers, plans, payers, community organizations, and individuals through interoperable, shared, and standardized digital data across the care continuum.

- SYNCRONYS provides a state-of-the-art population health platform as a foundation for a Health Data Utility for New Mexico
- The SYNCRONYS Health Data Utility
    - Participants include providers, plans, payers, community organizations, State Government
    - Provides a foundation to support high value uses cases
    - Includes FHIR APIs to enable applications to have appropriate and secure access to health data
    - Utilizes HL7, IHE, ICD10, CPT, LOINC, SNOMED and other standards

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CMS National Quality Strategy goals

7. Incentivize Innovation & Technology: Accelerate innovation in care delivery and incorporate technology enhancements (e.g. telehealth, machine learning, advanced analytics, new care advances) to transform the quality of care and advance value.

HIMSS Analytics AMAM
Adoption Model for Analytics Maturity Cumulative Capabilities

STAGE	
7	Personalized medicine & prescriptive analytics
6	Clinical risk intervention & predictive analytics
5	Enhancing quality of care, population health, and understanding the economics of care
4	Measuring and managing evidence based care, care variability, and waste reduction
3	Efficient, consistent internal and external report production and agility
2	Core data warehouse workout: centralized database with an analytics competency center
1	Foundation building: data aggregation and initial data governance
0	Fragmented point solutions

SYNCRONYS Health Data Utility

HBI solutions
Advanced Analytics
Machine Learning
Predictive Models

RHODES GROUP
Clinical Risk Intervention
Prescriptive Analytics

RS21 HEALTH LAB
Data Visualization
Including SDOH

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CMS National Quality Strategy goals

8. Increase Alignment: Develop a coordinated approach to align performance metrics, programs, policy, and payment across CMS, federal partners, and external stakeholders to improve value.

SYNCRONYS is working with a number of departments within HSD, DOH and Corrections to provide health data utility services

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