



Premier Medical Associates Builds Compliant Provider KPIs and Achieves Y-O-Y Improvement on Quality and Risk Adjustment Metrics

Premier Medical Associates (PMA) is a physician-led and physician-owned value-based primary care group with a broad range of specialists and a focus on the Medicare Advantage and Medicare population in central Florida. PMA's philosophy is to support providers with the tools and resources needed to maximize their time with patients and focus on quality of care and outcomes.

20 Locations Across Central FL

45 Providers

28K Unique Patients Under Risk-Based Relationships

Challenge

Transition from paper-based Medicare Risk-Adjustment (MRA) and HEDIS quality operations to scalable point-of-care deployment.

As a **value-based** primary care group with an existing high standard for MRA and Quality operations, PMA wanted a scalable technology foundation to **deepen and drive its provider quality and risk-adjustment program** and from which to build compliant provider KPIs. Specific challenges included:

- No streamlined way to get data to the point of care.
- Manual, out-of-workflow processes like spreadsheets, scanning and emails with 3+ days of pre-scrubbing and FTE activity and workflows.
- No line of sight into provider activity and lack of real-time data at the leadership level.
- Inability to scale quality and risk adjustment operations/manage a growing organization.
- Disengaged providers and concerns about burnout due to inefficiencies.

Approach and Results

Deploy a point-of-care provider engagement and connectivity platform with in-EHR advanced workflow capabilities for quality score performance and potential condition review across its MA population and for payer contracts.

PMA had the substance right in terms of getting providers the information needed for its value and risk-based operations, but needed a solution that could be leveraged at the point of care to overcome inefficiencies and lack of scalable oversight. Vim's solution allowed PMA to engage more provider users in processes with proven value and increase the impact exponentially with real-time oversight.



Vim's in-EHR platform set the stage for PMA to develop specific compliant KPIs for its providers tied directly to utilization of **Vim's technology and specifically 2 of Vim's Applications**: Vim Quality Gaps that place quality gap data such as HEDIS directly into EHR workflow for improved quality performance with bidirectional (read-write) functionality, and Vim Potential Conditions that flags for missing potential conditions embedded directly into EHRs with automated write-back for accurate capture.

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Vim is the foundation of our future. It is truly innovative and has absolutely unbelievable capabilities like the in-EHR write back, no EHR dependencies and the simplicity of a Chrome [web]-based installation...**it actually gives us something objective to build our provider engagement metrics on**, which has been a reset organizationally.”

Dr. Ravi Swami, Director of Clinical Operations & Population Health, Premier Medical Associates (PMA)

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Since deploying Vim across its practice network, PMA has:

- Activated previously disengaged providers in quality and risk adjustment programs.
- Improved payer relationships with real-time data and proactive reporting capabilities.
- Aligned its providers to PMA's long-term business goals with actionable point-of-care data and marked improvements.
- Achieved differential results for its in-house physicians and Provider Affiliates *at-scale*.

“In the 35+ years I've been in healthcare across all angles, Vim is one of only three true revolutionary technologies I've seen.” **Angel Mongeotti**, Chief Financial Officer, Premier Medical Associates (PMA)

Results by the Numbers

With Vim's Quality and Potential Conditions capabilities embedded within their EHR, PMA has seen meaningful results including:

0.40

increase to STARs rating year-over-year in same quarter.



77%

diagnosis recapture rate achieved for a major payer contract 3 months sooner than previous year without Vim.



97%

provider engagement with Vim Connect achieved within first 3 months of roll-out.

