

# 2023 insights from physician leaders in ambulatory care



In July 2023, WellSky surveyed physicians from practices across the country who are **not** utilizing the WellSky Next Generation Provider Solution & Services Suite. We asked them how they are currently managing value-based care programs, what challenges they are facing, and what their visions are for the future.



WellSky solutions connect thousands of providers across the U.S. The end-to-end solution set bridges acute and post-acute data, providing visibility into the entire patient journey for providers, physicians, payers, and ACOs. With WellSky solutions, healthcare professionals can efficiently and effectively coordinate patient care to better manage patients, and influence their care, as they move through the continuum.

**Here's what we found out.**

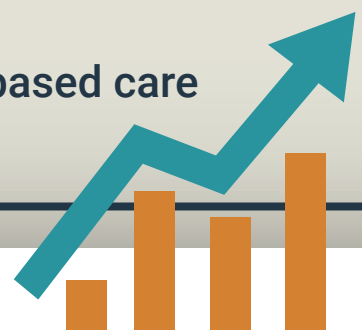
## Respondents included physician leaders in:



- Value-based services & finance
- Population health
- Performance improvement
- Physician strategy
- Clinical transformation
- Practice transformation
- Quality
- Care coordination
- Post-acute care & services
- Operations
- Utilization management

**59%** of respondents are currently in value-based care programs

**75%** of respondents see their participation in value-based care programs increasing over the next few years



## 78% of respondents are concerned with their post-acute spending

When asked about strategies implemented today to help control their post-acute spend, responses were varied, such as:

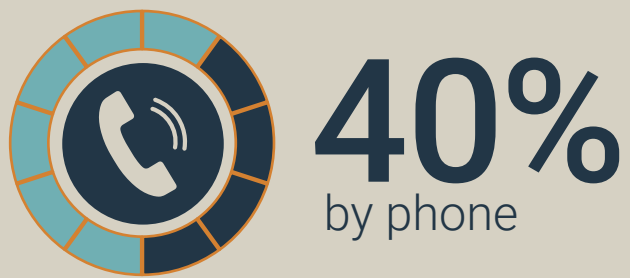
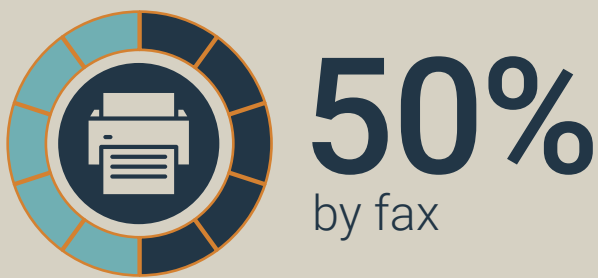
- None
- Maintaining relationships with providers at all levels of care
- Having a tier of high-performing network facilities
- Having case managers on staff
- Engaging patients on a timely basis and following up (TOC services)
- Educating of staff



## 1/3 of home health episodes are referred by physicians in the community

\*(2.1 M Medicare episodes in 2018)

The percentage of respondents still using these manual methods today to send patient referrals to community and home-based organizations:



And are having to manage referrals from a large variety of different settings of care, like:

- 73%** Home care
- 43%** DME
- 57%** Hospice
- 31%** Infusion
- 40%** SNF
- 52%** Rehab
- 57%** Community programs



Respondents have experienced the following challenges when sending post-acute referrals:



78%

## delayed responses

52%

manual inefficiencies

28%

uncertainty about post-acute organization's quality of care

45%

lack of availability

21%

inability or difficulty sharing patient medical records

# Quality matters.

75%

of respondents do not have a post-acute collaborative; for the 25% that do, this collaboration occurs primarily over the phone.

Monitoring post-acute quality is important but difficult to do, with respondents mentioning they use these methods



- Rely on payers
- Self-report
- Manually ask patients
- Utilize delayed CMS quality ratings
- Don't monitor it at all

## Patient visibility



Real-time notifications and collaboration with hospital teams is a key driver of success in value-based care, but respondents report inconsistencies.



86% of physicians surveyed receive an alert when their patients are admitted or discharged from the hospital but only 63% are notified when one of their patients is sent home from a post-acute facility.



Even with real-time alerts, only 65% communicate with discharge planners when their patients receive care at the hospital.



Why? This could be due to the fact that 84% of respondents are still relying on manual processes like phone calls.



This highlights the value of a technology-driven approach for tracking patients across the continuum. To scale population health and improve quality of care, ambulatory providers need to incorporate collaborative communication – without added manual, time consuming workflows.

Efficient **Transitional Care Management (TCM)** can bring in extra revenue, but 57% say they are not participating due to challenges such as:



- Staffing constraints
- Lack of timely data
- Confusion on CMS requirements
- Inability to prioritize implementing a TCM program
- Lack of technology

Physician leaders in ambulatory care need a better way to collaborate across the care continuum to achieve value-based care success.



## WellSky can help.

As more physicians are responsible for managing the total cost of care for their patients, they want more influence over all aspects of care. **WellSky empowers physicians with the visibility and intelligence they need to influence their patient's care journey.** Contact WellSky to learn more.



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