



## ED Disparity Measure Transitions to Flag in the Collective Platform (formerly known as PreManage) in 2020

### Background

In early 2018, the Oregon Health Authority (OHA) partnered with Collective Medical and HIT Commons to create and release a shared group tag to help raise awareness about coordinated care organization (CCO) members who meet the OHA CCO Disparity Metric of mental illness. The goal was to empower CCOs to know, in real time, when members who are pre-determined to fit this denominator population are in the ED. The functionality within the Collective Platform (PreManage) was not intended to serve as a direct indicator of how a CCO is performing under the metric, but rather to inform care management and coordination staff, including contracted providers, with information that enables them to act quickly to address the needs of members with mental illness and ultimately drive outcomes that positively impact CCO metric performance.

The Collective Platform (PreManage) ED Disparity Measure patient tag allows CCOs to:

- Review members' utilization history, care guidelines, etc.,
- Track, in real time, when members with mental illness are seen in the ED
- Support the daily work of CCOs in meeting the CCO ED Disparity Measure that is a part of the [CCO Quality Incentive Program](#).

### Current Shared Tag Functionality

Today, OHA provides a weekly patient file to Collective Medical that provides an updated list of patients with a specific value that attributes them to the ED Disparity population. In order to "share" the ED Disparity Measure tag, Collective must perform custom configurations to the individual portals for CCOs and their contracted clinics (manual process for each portal) who wish to view the ED Disparity population within their portal. Once configured, CCOs and contracted clinics can leverage the shared ED Disparity Measure tag in Cohorts, Notifications, or Scheduled reports. The ED Disparity Measure tag also displays on the "Groups" feature page.

## Future Flag Functionality

Starting January 15, 2020, the ED Disparity Measure will transition to a "Flag." Custom configurations will no longer be needed to enable visibility of the ED Disparity Measure within any of the Collective portals nationwide. This means the flag will have further reach and be present in any portal that has an established relationship with the identified patient. This includes the Emergency Departments in all 60 hospitals connected to the Collective platform in Oregon. The flag will still appear as a color-coded box on the Patient Overview Page, with an informative description when you hover over the value. Flags can still be leveraged into cohorts, notifications, or scheduled reports. Users will have NO CHANGES from their current experience with the features, so if you have the ED Disparity Measure as a Cohort, Notification or Scheduled Report these will remain operational. The only functionality change will be the ED Disparity Measure flag will not be viewable on the "Groups" feature page.

See image below for the future version of the ED Disparity Flag in the Collective Platform.



The screenshot displays a patient profile for "Demo, Patient". The profile includes the following information:

- DOB:** 06/06/1960
- Age:** 59
- Gender:** Male
- ID:** 142111
- Phone:** (971) 843-5555
- Address:** 12300 State St. Beaverton, OR 97005

Below the patient information, there is a "Tags" section. It shows a plus sign icon, a "No Tags" button, and a highlighted yellow tag labeled "Oregon ED Disparity Measure".

OHA, HIT Commons and Collective Medical believe this transition brings benefits for all platform users going into 2020:

- Emergency Departments will now know if a member is part of this population on any notifications they receive from the Collective platform. The ED Disparity flag information will be located just below Insights (Care Guidelines/Care Histories) on the EDie notification to compliment that information.
- Ends additional new facility custom configurations for those onboarding to the platform
- Ensures no contracted clinic has "forgotten" to configure access to the ED Disparity Measure

## When

Beginning **January 15, 2020**, the ED Disparity Measure will move from shared tag to a flag.

## Next Steps

**CCOs do not need to do anything to enable the ED Disparity Measure flag.** If a CCO has cohorts, notifications, or scheduled reports pulling today from the ED Disparity Measure shared tag, Collective Medical will do the work on the background to ensure during transfer to the flag functionality that those features are not interrupted or changed. This means that existing cohorts, notifications, and reports will continue to run (and data will not zero out) as the transition from the tag to a flag occurs.

## Questions

- If you have any questions about this transition, please contact Juliana Landry, Health Plan Relationship Manager, [juliana.landry@collectivemedicaltech.com](mailto:juliana.landry@collectivemedicaltech.com)
- You may also reach out to Collective Support, [support@collectivemedical.com](mailto:support@collectivemedical.com) or 801-285-0770

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