

Case study

Inspira Health achieves consistent results with ACO partnership



After years of inconsistent results, Inspira Health's strategic collaboration with CVS Accountable Care leads to increased shared savings, better data management, and improved population health outcomes.

Inspira Health (Inspira) is a leading network in Southern New Jersey comprised of four medical centers, two comprehensive cancer centers, eight multi-specialty health centers, and a variety of ambulatory locations delivering care through a 1,200-member medical staff, 266 medical residents and fellows in 15 nationally accredited programs, and more than 7,000 employees.

Challenge

Inspira operated its own ACO from 2015-2020 with inconsistent results — savings in some years and losses in others. According to April Venable, Inspira's SVP, Operations, Strategy, and Transformation, "the savings never amounted to enough to share because it didn't reach the minimum threshold. That was discouraging for our providers who had been working to adopt care management strategies."

Given its variable results, Inspira was hesitant to participate in new requirements that mandated ACOs take on downside risk. "It was a reality check for the organization," said Venable. Drawn to CVS Accountable Care's success with leading ACOs of all sizes and backgrounds into downside risk, Inspira made the decision to join a CVS ACO in 2021.

Opportunity

Within the first year of partnering with CVS Accountable Care, Inspira earned shared savings. "CVS ACO's technology and analytics made the onboarding process easy. Our

designated regional support team was always available to answer questions and make suggestions on next steps," explained Venable. With more resources and support, Inspira staff worked with their CVS ACO team to identify areas where additional care emphasis should be placed and to bridge gaps in care.

Results

Financial results and confidence to move into risk

After joining CVS ACO, Inspira achieved shared savings, totaling \$1.7 million in 2021 and \$1.9 million in 2022. Furthermore, in the second year, Inspira was prepared to transition from the MSSP's Basic Track to the Enhanced Track, aiming to maximize financial benefits and assume greater risk.

Managing data and accurate clinical documentation

Before joining CVS ACO, Inspira found claims data difficult to navigate, especially on the multi-dimensional practice level. "We weren't great on our own at managing data and the claims that are received from Medicare. [With] CVS ACO's Analytic Platform, you don't have to be a data analyst to navigate and understand where you should be placing your focus," stated Venable.

Increase in annual wellness visits

Since joining CVS ACO, Inspira has focused on improving their rates of annual wellness visits (AWVs). For example, one practice was not performing AWVs unless the patient requested one (2021 preliminary data had them at 12.8% for AWVs). After instituting a new AWV workflow, that particular practice increased its annual AWV rate from 12.8% to 86.5% as of Q2 2022. Overall, Inspira Health has increased rates of AWVs from ~42% in 2021 to ~65% currently.

Better alignment of advance care planning

Inspira has experienced a 9% increase in advance care planning (ACP) rates since partnering with CVS ACO. ACP is a critical initiative to Inspira's patient care and overall outcomes.

New nurse-led virtual wellness

Inspira has launched a nurse-led virtual AWP program which has led to hiring three nurses. The program is centralized offsite, led virtually by their registered nurses, and culminating with the patient's provider.

"Especially for newcomers to an ACO, consider a partner willing to take a portion of the risk on your behalf. That is one of many things that made CVS Accountable Care extremely attractive to us. We found the systems and discipline the CVS Accountable Care model introduced to us greatly accelerated our provider performance and shared savings."

April Venable
SVP, Operations, Strategy, and Transformation
Inspira Health