

# CRACKING THE HCC CODE: SPARROW HEALTH SYSTEM SHARES CODING JOURNEY TO IMPROVING RISK SCORES AND ENGAGING PROVIDERS IN THE EHR WORKFLOW

Deanna Bachman, manager of program development for Sparrow Health System Population Health, talks about their journey towards value-based care, particularly in the field of accurate risk capture. She discusses the challenges they faced in engaging providers in this initiative and how Stanson Health helped them overcome these hurdles by introducing a tool that allows providers to function effectively without needing to become experts in coding.

Bachman also shares lessons learned along the way, the impact of their efforts on overall risk scores and how they navigated objections to change provider mindset towards value-based care.

## KEY POINTS



The webinar focuses on the journey to value-based care specifically in the field of accurate risk capture.



The Stanson Health tool was selected for its ability to detect suspect condition opportunities, being embedded into the electronic health record (EHR) and triggering an alert to guide providers within their normal workflow.



The challenge of shifting the provider's mindset to value-based care in a compensation model that is still largely productivity-based was a significant hurdle in the process.

## 7 STEPS TO HIERARCHICAL CONDITION CATEGORIES (HCC) CODING AT THE POINT OF CARE

1

STANSON HEALTH TOOL IMPLEMENTATION



2

RESULTS AND FEEDBACK



3

OVERCOMING OBJECTIONS AND SUPPORT FOR SUCCESS



4

ENGAGING MEDICAL GROUP LEADERSHIP



5

PATIENT RISK SCORE VISIBILITY



6

USE OF ELECTRONIC MEDICAL RECORDS (EMR)



7

ADDRESSING QUESTIONS AND CLARIFYING POINTS





**Deanna Bachman,**  
Manager of Program Development  
Sparrow Health

*“We do have a system-wide performance improvement structure that involves a daily huddle at each of our practices, including primary and specialty care.”*

*“I love to think about the fact that we now have providers who have asked us if we could make the patient’s risk score visible when they’re in the encounter.”*

*“We had to be very intentional about socializing the benefits to both patients and providers of accurate representation of risk and clinical complexity.”*

*“The biggest hurdle for us has been the provider mindset. So, not just finding the tools, not just finding an implementation strategy that worked for them, but really to continue to shift their mindset to value-based care in a compensation model that frankly is still relatively productivity-based here in our health system.”*

## STATISTICS

**34,000**

SPARROW HEALTH CARES FOR ABOUT **34,000 MEDICARE BENEFICIARIES** AS A WHOLE WITH ABOUT A THIRD OF THOSE BEING OUR ACCOUNTABLE CARE ORGANIZATION (ACO) BENEFICIARIES.

**1,318 DOCUMENTED SUSPECT CODES**   
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SINCE OCTOBER 2022.

**150+ CARE SITES**

SPARROW HEALTH CURRENTLY HAS OVER **150 DIFFERENT SITES OF CARE** AND NEARLY **500 PRIMARY AND SPECIALTY CARE PROVIDERS IN NETWORK.**

**45% FOLLOW RATE**   
SPARROW HEALTH HAS MAINTAINED A **45 PERCENT FOLLOW RATE WITH THE ALERTS** WITH THE STANSON CODINGGUIDE HCC TOOL.

To hear more from Sparrow Health about their journey to improved HCC coding, scan the QR code and watch the video shorts.



[stansonhealth.com](https://stansonhealth.com)

**About the PINC AI™ Platform**  
PINC AI™ is the technology and services platform of Premier Inc. (NASDAQ: PINC). With more than 20 years' worth of cost, quality and operational data gleaned from 45 percent of U.S. hospital discharges, 812 million hospital outpatient and clinic encounters and 131 million physician office visits, the PINC AI™ platform provides actionable intelligence to help advance industry research, support improved financial performance and outcomes, and enable success in new, alternative payment models. PINC AI™ offerings rely on advanced analytics to identify improvement opportunities, consulting services for clinical and operational design, and workflow solutions to hardware sustainable change. The PINC AI™ platform is also the data engine powering Premier's newest brands – Remitra™ and Contigo Health®. With a leading network of provider organizations, the PINC AI™ platform accelerates ingenuity and serves as a large-scale innovation catalyst in healthcare. PINC AI™ offerings and capabilities can be followed on Twitter and LinkedIn.



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