Bangor Beacon Community

2012 Annual Report for the Bangor Beacon Community
December 31, 2012

Letter from Catherine J. Bruno, FACHE, Executive Sponsor of the Bangor Beacon Community

For the past three years, the Bangor Beacon Community has worked to improve the health of chronically ill people in the Bangor region through sustainable care coordination facilitated by health information technology.

This project has become a profoundly transformative partnership with more than a dozen collaborators working to ensure that the improved outcomes, learning, and advantages of the health information exchange, are extended throughout the state of Maine.

The Bangor Beacon Community has shown that measuring matters. Measuring performance has led to improvements in the health of chronically ill patients and the way care is delivered. It has become the basis of consistent, and persistent, dialogues about best practices, new practices, and how to deliver the best care in the best way.

This project has also shown that collaboration matters. It has shown that a trust relationship can be built which in the end serves all interests, most importantly the patient's. With this three-year "experiment," the Bangor Beacon Community has become the foundation for the region's transition to an Accountable Care Organization (ACO), and the pursuit of a workable business model which will continue Beacon's achievements in improving the health of our population. And the achievements have been remarkable.

Last, this project has also demonstrated that rurality and distance do not have to be a barrier to health. The roll-out of technologies to support communications from patient to providers have meant better, more informed, more timely care, and a better quality of life. The expansion of this network is the visible sign of the relationships that have been built between different systems and partners.

We come to the close of the Beacon project, but it has left an important legacy for our community. Through Beacon, we have developed a *regional* concept of quality of care. We have demonstrated that coordinated care works, and in doing so we have broken down the silos that so often fragment healthcare delivery and quality.

The commitment of so many people to find ways to improve, innovate, transform our healthcare delivery, and work together will continue to be the most important contribution to the evolution of care in our region. It has truly been my honor to work with them.

Catherine Bruno

Executive Sponsor of the Bangor Beacon Community
Vice President and Chief Information Officer, Eastern Maine Healthcare Systems

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Executive Summary

In 2012, this final full year of the Beacon project, the Bangor Beacon Community focused on advancing a multitude of initiatives centered on improvements in clinical outcomes of patient care, expansion of the health information exchange, enhancing compatibility of systems, extending communications within and beyond the community, and sustainability.

The entire 2012 Annual Report contains detailed accounts from each area and is available on our website at www.bangorbeaconcommunity.org.

From Leadership and Governance:
At the start of 2012, a Final Year Cabinet was formed to oversee the smooth, effective, but inevitable conclusion of activities under the project. Leaders made an analysis of this final year's goals and discussed how each activity would "wind down." Importantly, they affirmed their commitment to managing projects at the same level of intensity, with an eye toward final products.

When interviewed in December, project leaders talked about their deep satisfaction that activities started under Beacon would be continued under the new Accountable Care Organization, which will include most of the project's providers and some new ones. Making collaboration sustainable is regarded by the leaders as an important outcome of this project.

The Bangor Beacon Community attracted attention within the state and beyond. In 2012, it received awards from Maine Quality Counts and special recognition from the Office of the National Coordinator for acceleration of Meaningful Use. Executive Sponsor, Catherine J. Bruno, FACHE, received the prestigious MIT Sloan CIO Award for Innovative Leadership.

From Communications and Outreach:
While Bangor Beacon Community continued to receive significant attention in traditional media, it was strongly proactive in its outreach through its website, e-newsletter, and especially social media. Using Facebook and Twitter, Bangor Beacon Community had lively interactions with patients, care providers, Beacons in other communities, and the media. In December 2011, it was named as a Top HITSM (Health Information Technology Social Media) Contributor, and in July 2012 it was listed as #31 on the HIT (Health Information Technology) Top 100 List.

This year, program-related communications included a community-wide campaign to increase influenza vaccinations and to remind patients to tell their primary care offices, so the information could be added to their Electronic Medical Records.

From Health Information Technology/Meaningful Use:
As of October, more than 1 million people – 76 percent of the Maine population – have a record in the statewide health information exchange. Only 1 percent of people have "opted out." Twenty-eight out of 39 Maine hospitals are connected and all are scheduled for connection by the end of 2013.

More than 250 physician practices located across the state are connected to and exchanging clinical data through the exchange. By the end of 2012, three home health organizations and two long term care facilities will be able to view information included in the exchange. Work in 2012 focused on integrating five Federally Qualified Health Centers (FQHC) and including the documentation of psychiatric records. Despite changes to Maine's mental health HIT privacy laws, we have not yet loaded

mental health information from the Bangor Beacon Community into HealthInfoNet. This is complicated by the federal substance abuse privacy laws, and it is difficult to segregate the mental health from the substance abuse health information.

Work has proceeded on advancing secure messaging and achieving Stage 2 of Meaningful Use.

From Clinical Transformation and Performance Data:
Data from the Performance Improvement group working with high risk/high cost patients with diabetes, congestive heart failure, chronic obstructive pulmonary disease (COPD) and/or asthma has impressively shown that care management works - reducing cost, improving quality of life, and increasing patient engagement. For these patients, in 12 months, care coordination decreased hospital admissions by 42 percent, decreased emergency room visits by 43 percent, and decreased walk-in care visits by 75 percent.

The clinical achievements of this project are significant, with Bangor Beacon often reaching goals that exceed National Committee for Quality Assurance (NCQA) standards in 78 percent of all metrics. Among all patients in the region, control of blood pressure was at 79 percent for diabetic patients and 80 percent for cardiovascular disease, while national standards are at 55-64 percent.

In the past year, for Bangor Beacon patients with diabetes, we estimate we have saved $3 million, 19,000 years of life, 22,000 years free of kidney disease, and 30,000 years of eyesight.

When interviewed in December, providers said the most important accomplishments of this project were that it established a regional concept of quality care, that it broke down silos in care, and it provided the data to make this model of collaborative care sustainable. Said one, “This project has been transformative. It’s not just a project; it’s how people work now.”

From Sustainability:
The robust transition from the Bangor Beacon Community project to the region’s Accountable Care Organization is the most significant development of 2012. The data provided by the Beacon project have formed a base for the analytics and business intelligence at the heart of this transformation to a population health management model.

Financial and Jobs:
As of November 30, 2012, the Bangor Beacon Community has spent 83.4 percent of its funding, $10,636,452.18 and has created 33.6 jobs.

From Patient Stories:
Always at the forefront of the Bangor Beacon Community’s efforts, the patients have continued to share their stories to support and advocate for this new model of care.