

Hawai'i Health Partners News

January 2015

ACO basics: Q & A with HHP Medical Director Dale Glenn, MD

Many aspects of the policies, procedures and operations of an accountable care organization (ACO) can seem complicated and confusing for physicians. Members of Hawai'i Health Partners (HHP) have asked specific questions about how the organization works. To help alleviate some of the confusion and demystify the ACO concept, we will address some of the most frequently asked questions regularly in this newsletter.



This month, HHP Medical Director Dale Glenn, MD, responds to a few of these questions. If you have a question that you would like to submit for a future newsletter, please email him at dale.glenn@hawaiihealthpartners.org.

Q. What is the difference between an HMO and an ACO?

A. The key difference between health maintenance organizations (HMO) and ACOs is HMOs are insurance programs that provide health care to a defined population for a fixed price and ACOs are networks of health care providers and hospitals that share responsibility for providing care to patients.

HMOs were designed back in the 90's to control cost, and that is what they tried to do. Most HMOs controlled choices of network and put a large number of administrative pre-approvals around tests and medications as cost-cutting measures.

The ACO concept encourages insurance companies, physicians and hospitals to work together. We are all partnering to improve the system by sharing data and working together to actively improve quality. It turns out that high quality care is by nature less expensive, so keeping people healthy is the best way to reduce cost. Together, we are implementing evidence-based medical practices across our organization, and all physicians are invited to participate and help build the delivery model, not just employees of large systems.

Q. Do HHP employed physicians get the same "package" as independent physicians?

A. The sources of funding, quality measures, and opportunities to earn points toward bonuses are identical for HHP employed physicians and independent physicians. Compensation for employed physicians is based on these metrics, as well as other components such as customer service. While bonuses are directly paid to independent physicians, employed physicians may receive their bonuses as part of their compensation from their group practice.

Q. How will this organization work for my best interest?

A. HHP's goal is to improve the health of Hawai'i's people by creating an outstanding health care system. HHP provides resources to support members and opportunities for members to collaborate with other physicians and health care providers to ensure patients receive the very best care.

HHP makes it easier for physicians to practice their best medicine by easing their administrative burden, providing access to integrated technology, ensuring financial stability, and rewarding members for positive outcomes. Resources and services available to members include:

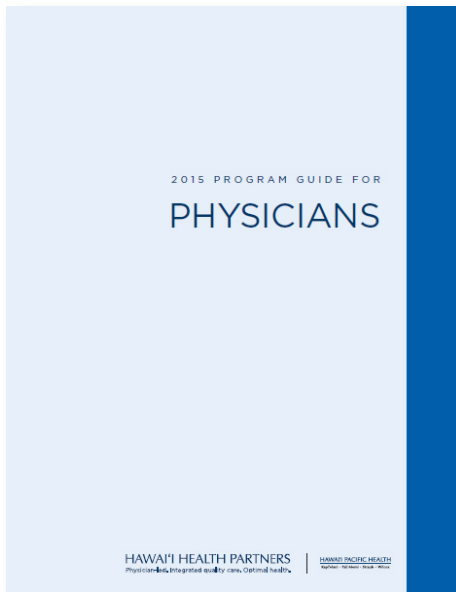
- enhanced Epic support to improve quality
- automatic data transmission to HMSA for some quality measures
- referral relationships with like-minded physicians
- educational resources for patients
- resources to improve preventive health screenings for patients
- financial incentives through HHP's shared savings and quality programs

Ultimately, we want HHP physicians to really enjoy the practice of medicine. With the support and partnership provided by HHP, physicians have more time to focus on what matters most – their patients.

2015 HHP program guide now available

Last month, all physician members received an email update on changes to the HHP program, effective January 1, 2015. These changes are reflected in the [2015 Program Guide for HHP Physicians](#).

Highlights of the changes include core measures updates and revisions to 2014 measures, new measures for 2015, and new opportunities to earn additional points by participating in physician workgroups.



For more information about these changes, email HHP Medical Director Dale Glenn, MD, dale.glenn@hawaiihealthpartners.org.

New online portal available for HHP members

A new online physician portal is now available for HHP physician members. The portal is a secure and central location for members to access important documents, policies and procedures, and other useful information relevant to membership in the organization.

Members may access the portal at hawaiihealthpartners.org, via the "Sign In" link in the top right corner.



Personalized login information, including a username and initial password, will be sent to members soon in a separate email.

Members will have the opportunity to change their password after logging in to the portal for the first time.

Resources available via the portal will continue to be expanded in the coming months.

Members who have questions or need further assistance in accessing the portal after receiving their login information can email info@hawaiihealthpartners.org.

HHP welcomes new members

Hawai'i Health Partners would like to officially welcome the following individuals who were recently appointed by the HHP Board of Managers as new members to the organization:

- **Francis G. Buto, MD**, Internal Medicine, Pearl City Medical Associates
- **Nancy S. Clarke, MD**, Pediatrics, Kapi'olani Medical Specialists
- **Anne E. Dempsey, MD**, Internal Medicine, Kaua'i Medical Clinic
- **Malissa H. Iida-Takashima, MD**, Internal Medicine, Pearl City Medical Associates
- **Bryan M. Matsumoto, MD**, Internal Medicine, Pearl City Medical Associates
- **Michael S. Mihara, MD**, Internal Medicine, Pearl City Medical Associates
- **Mark D. Nishihara, MD**, Internal Medicine, Pearl City Medical Associates
- **Kelly M. Okazaki, MD**, Anesthesiology, Pacific Anesthesia
- **Selena B. Peters, MD**, Anesthesiology, Children's Anesthesia Group
- **Lucie C. Roux, MD**, Anesthesiology, Straub Clinic & Hospital
- **Alyssa A. Schaffer, MD**, Orthopedic Surgery, Kaua'i Medical Clinic
- **Tiffany Wang, MD**, Pediatrics, Kapi'olani Medical Specialists