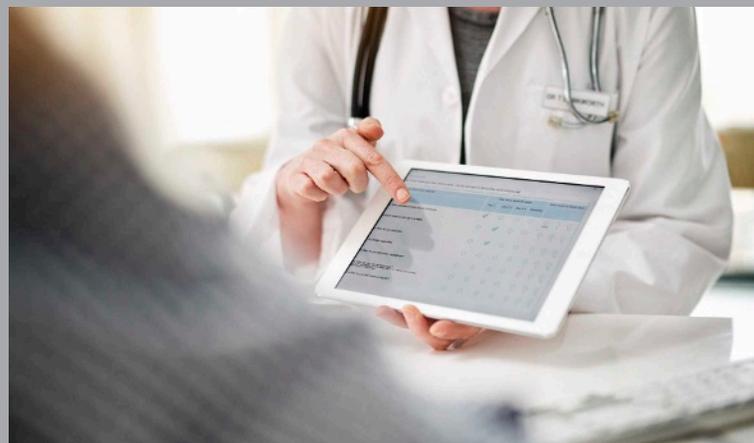




Scripps Community Connect

A fully integrated EHR for Scripps ACO network providers



Introduction



Adopting an electronic health record (EHR) makes sense. In today's interconnected world, going paperless has countless clinical and financial benefits for your practice and patients.

But in reality, implementing an EHR can be daunting. For a small practice, technology investments can be cost-prohibitive. You may be overwhelmed by the thought of converting from paper to digital for the first time. Or, if you were an early adopter, you may be reluctant to replace your current EHR—even if it hasn't lived up to your expectations.

Scripps understands what you're feeling because we've been down this road ourselves. We know selecting or changing EHR vendors can be intimidating. There's a lot of time, money, patients (and patience!) riding on your decision.

However, we also know that when you choose the right product, and implement it the right way, the long-term rewards far outweigh the initial investment. After partnering with Epic, a leading EHR platform, patient care across our system is becoming more efficient than ever before.

Epic was the right solution for Scripps—and now it can be yours, too.

Through a program called Scripps Community Connect, we're making Epic EHR available to physicians who are committed to working within the Scripps network. Eligible practices will receive the full suite of applications designed to enhance care and improve outcomes for our mutual patients, while keeping your office billing separate.

Even better, we'll help you pay for it. Through participation in the Medicare Shared Savings Program (MSSP) and the Scripps Accountable Care Organization (ACO), you may be eligible for a significant subsidy to license and install Epic.

Timing is everything

If your practice is still functioning without an EHR, it's time to decide whether you want to remain viable—or let the market overtake you.

Our health care industry is evolving at a remarkable speed. Payers and purchasers are asking us to demonstrate value by improving quality while controlling costs. And for today's patients, value often means convenience. They want easy access to care, and on-demand access to their own health information.

The best way for us to meet the demands of payers, purchasers and patients is to form an integrated network that takes accountability for improving the patient experience. But true integration is not possible without a shared EHR.

Coming together is imperative, not just to deliver better care but to remain competitive. Linking our ambulatory physicians on a single medical record will also help meet the needs of our patients and purchasers, and will help volume and lives across Scripps ACO's provider network.

Continue reading for more details about Scripps Community Connect, and learn how a fully integrated EHR may be within your reach.

What is Scripps Community Connect?

Epic is a certified and HIPAA-compliant EHR. Scripps chose it over other vendors for several reasons, including:

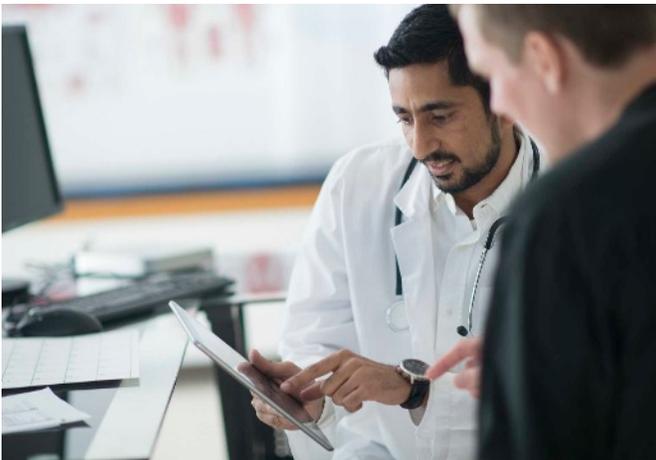
- **Epic is mature.** Unlike many new EHR vendors that jumped into the market to take advantage of Meaningful Use incentives, Epic has been perfecting health care software for nearly 40 years.
- **Epic understands (and leads) our industry.** The company specializes only in health care. They understand the unique challenges physicians face, and develop solutions to address them. They also provide the highest level of patient data integration available today, ensuring a high-quality continuum of care.
- **Epic is scalable.** It's used in organizations of every size, from large multi-state systems to small independent physician offices.

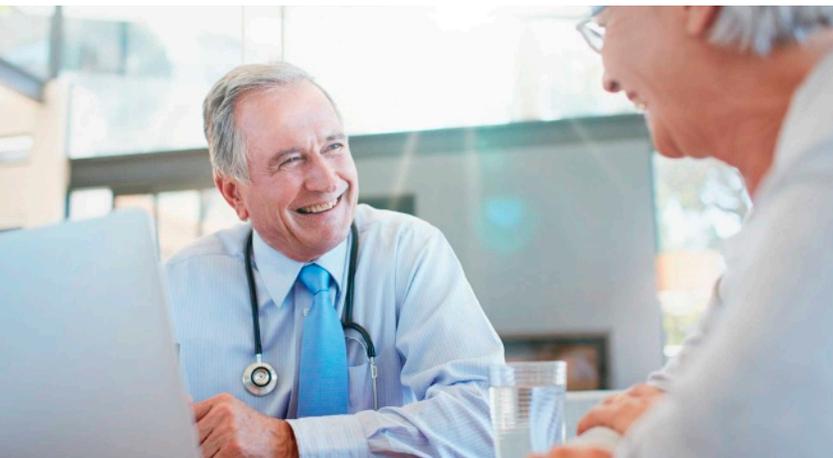
We already share patients. Shouldn't we share their records, too?

Scripps Community Connect extends our Epic license to ACO network providers. When you join, you receive Epic's broad EHR and practice management capabilities. And you achieve full integration among your office, Scripps hospitals and our other physician partners throughout the region.

Full EHR implementation for little to no cost

The MSSP waiver allows Scripps to significantly subsidize an EHR for affiliated physicians who meet certain eligibility requirements and participate in the MSSP through Scripps ACO. This subsidy includes software, services and hardware—but **you must participate in the Scripps ACO to be eligible.**





Why Choose Scripps Community Connect?

Scripps Community Connect offers benefits far beyond eliminating paper records. When you implement and use our integrated EHR, your practice can increase productivity, improve patient safety and qualify for CMS incentive payments.

Additional clinical and financial benefits may include:

- Immediate access to relevant clinical information—staff no longer spend time pulling charts or looking for misplaced records.
- Streamlined monitoring and reporting of quality, cost and patient satisfaction data.
- Shared clinical data, including a single problem list, medication list and allergy list. This improves care coordination, especially during transitions of care.
- Consistent clinical practices, including common workflows and order sets.
- E-prescribing functionality, which helps reduce medication errors.
- Decision support tools.
- Chronic disease management with health deterioration alerts.
- Real-time access to patient encounters across the Scripps integrated network, including ER visits and hospital admissions.
- Faster and more accurate insurance verification.
- Reduced transcription costs.

While we can (and should) share clinical data, Epic “partitions” your practice’s financial data. This means access to pricing contracts, fee schedules, claims and other business information is restricted to your individual office.

Keep your patients happy—and loyal

Our Epic offering comes with the MyScripps patient portal. This secure tool gives your patients convenient online and mobile access to their electronic health record. It lets them manage aspects of their own care on their own time, including:

- Scheduling or canceling appointments.
- Viewing lab or imaging results.
- Requesting prescription refills.
- Emailing their doctor’s office.
- Online check-in for appointments, including answering visit questionnaires ahead of time.

When you choose Scripps Community Connect, you’ll be part of a leading group of physicians that’s strengthening health care delivery in our region. A collaborative, interconnected medical network provides higher value for our entire community.



The Scripps Community Connect Package

If you are a participating provider in the MSSP through Scripps ACO, you may be eligible for a significant subsidy to license and install Epic—including software, services, hardware, installation and support.

To that end, we are offering a comprehensive EHR package* to Scripps ACO network providers. Features include:

Integrated tools

- Ambulatory EHR
- Applications for patient registration and scheduling
- Point-of-care scanning
- E-prescribing
- Lab and imaging interfaces
- MyScripps patient portal
- Limited clinical data conversion
- Dragon voice-recognition dictation

Infrastructure

- Epic server and storage
- Network components, including cabling and circuits
- Hardware including printers, scanners and exam room devices

Specialized Training

- Onsite practice assessment and readiness
- Personalization based on your specialty and the needs of your practice
- Online learning modules
- In-person trainings for specific job functions and “super users”
- Clinical and technical dress rehearsals

Ongoing support

- Two weeks of onsite support following go-live
- Experienced staff who manage future software upgrades for you
- Premier support services available 24/7/365

We acknowledge that it takes time and effort to get an EHR up-and-running. But it's far less challenging when you have an experienced team supporting you through implementation and beyond. We'll assess your readiness, build and test the platform, and help with training and go-live—all with minimal disruption to your clinical practice.

**Any Scripps affiliated physician can use Epic's inpatient record. There are several other connectivity options that may be better tailored to support your practice needs. You can receive training on how to access and use Epic in our hospitals.*

Physician Requirements

Our ACO network providers are an invaluable part of the Scripps Health network. Without you, we couldn't provide best-in-class care to more than 700,000 patients every year.

That's why we're willing to make significant investments to bring our physician partners on board with Epic. An EHR will not only transform your practice, it will improve outcomes for our mutual patients.

In return for this investment, physicians must meet two key requirements:

- 1) You must be a participant in Scripps ACO.** Federal law will allow Scripps to pay a significant subsidy for you to implement an EHR, but only if you are a participating provider in the Medicare Shared Savings Program (which you must access through Scripps ACO) or another qualifying Scripps ACO product.
- 2) You must meet certain performance requirements.** The Scripps ACO Board has established performance standards for participating providers. These standards help ensure Scripps ACO meets the annual cost and quality metrics required by the MSSP and other purchasers contracted with the ACO. They also ensure that physicians who take advantage of our subsidized offering use the EHR to its full capability.

Physician Performance Requirements

- Agree to fully use the EHR at all times, when clinically appropriate, which includes:
 - Review In-basket daily and act on in-basket items in accordance with performance standards established by Scripps ACO Board:
 - High priority messages should be managed on the same day.
 - All other messages should be managed within two business days.
 - Enter all orders electronically (mandatory for hospital and hospital services orders), CPOE requirement.
 - Keep Problem List, Medications, Allergies, and Patient History updated. Reconcile at every visit.
 - Use Best Practice Advisories (BPA) and Clinical Decision Support Alerts (CDS) to improve safe medical care.
 - All documentation in electronic format using Epic or Dragon Medical One tools.
- Accept Scripps and Epic standardized workflows and disease-specific content as implemented through Scripps.
- Use Open Access Scheduling.
- Encourage patient use of MyScripps patient portal and respond to patient messages within two business days.
- Participate in OpenNote initiative, which includes patient access to office visit notes and results on MyScripps (unless you elect not to release information).
- Never share passwords or login. Every person in office must have his or her own login/password information with proper security level.

Chances are, you're already trying to meet various access, quality and technology expectations because of other regulatory or payer requirements. Let us augment your efforts. An EHR makes it easier to participate in various incentive programs—such as Meaningful Use of Certified EHR Technology—and it can help make your practice more efficient and competitive.

What is Scripps ACO?

Scripps ACO is a physician-led, integrated network of providers. Participants include Scripps affiliated physicians and Scripps Medical Foundation physicians.

Together, we agree to meet certain obligations that will improve care, lower costs and increase patient satisfaction for defined populations.

These populations may include Medicare beneficiaries (through the MSSP) and commercial and employer plan members.

When we meet these obligations, we all share the savings achieved by keeping costs below established thresholds and meeting or exceeding quality targets.

Make the Right Decision: Benefits of Scripps ACO

One obvious benefit of choosing Scripps ACO is that we can offer to subsidize a significant portion of the costs for you to license and install Epic EHR. But your practice can also benefit in several other ways. These may include:



- **Potential for greater performance savings.** Within the MSSP, Scripps ACO is a Track 3 program. This means there are higher shared savings opportunities because the ACO takes greater downside risk. However, you and your practice will not be exposed to any downside risk through December 31, 2019—and potentially beyond.



- **You'll be exempt from MIPS.** If Scripps ACO earns Advanced Alternative Payment Model status for the MSSP, as projected, participating providers would be exempt from MACRA's Merit-Based Incentive Payment System (MIPS). You would also be eligible for the 5-percent bonus on professional Medicare billings.



- **We'll provide programs that support you in caring for your patients.** For instance, Scripps ACO providers are able to leverage programs such as Alana, a program to which you can refer complex COPD patients for in-home check-ins and monitoring. Scripps ACO providers will also benefit from the concierge patient navigation center that will help patients access the right care with the right provider.



- **We'll ease the burden of quality reporting.** Even though your office will need to ensure precise medical claims coding and record documentation to successfully report quality metrics, we'll collect the necessary data from your office and report to CMS on your behalf.



- **You'll have access to new ACO contracts.** Scripps ACO has already been awarded the Qualcomm Premier ACO contract, a first-of-its-kind alliance in San Diego. Because employers like Qualcomm are looking to include more direct partnerships with health care providers, we anticipate securing more value-based contracts.

Scripps ACO was designed to be preferred by purchasers because it's a fee-for-value model that provides an optimal network, care management functions and robust analytics capabilities.

If you want to join Scripps ACO as a participating provider, but you are already contracted with another ACO in San Diego, you may be able to change networks. Our team can answer your questions and help you make the switch.

Next Steps

For more information about Scripps Community Connect and our subsidized EHR offering, or to learn more about Scripps ACO, call or e-mail our practice outreach managers:

- **Physician practices north of State Route 52** should contact **Stacy Pevney** at pevney.stacy@scrippshealth.org or **858-537-7910**.
- **Physician practices south of State Route 52** should contact **Eydie Strouse** at strouse.eydie@scrippshealth.org or **619-279-9868**.

Our practice outreach managers can help you schedule a demo of Epic EHR, or formally request to participate in our subsidized EHR offering. And if you are not already a participating provider in Scripps ACO, they can help you join.

Thank you for your affiliation with Scripps Health, and for considering your readiness to become one of our fully integrated providers. We look forward to continuing our partnership with you.



Scripps Accountable Care Organization

ScrippsACO@scrippshealth.org

858-678-7478