

**Healthcare Organizations**

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Population Health Management

# **Business Advisor Services for McKesson Care Manager™**

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**BUSINESS  
CARE  
CONNECTIVITY**

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## Experience faster time to value with customized rollout and adoption plan

When your healthcare organization takes on the responsibilities of managing the health of an entire patient population, you and your providers need new competencies — advanced insight, actionable data and new skills — to deliver better health outcomes at a lower cost. Getting the right information at the right time to providers and care managers can help you succeed with new value-based payment models.

We recognize the challenges of managing the health of a population and taking on financial risk. In order to mitigate appropriate utilization for your high- and medium-risk patients and produce optimal clinical outcomes at the lowest cost, you need a provider-oriented [care management](#) workflow and documentation solution to support holistic patient care.

Our Business Advisor Services can help you quickly realize value from McKesson Care Manager™ for faster return on your investment. Our business advisors will help establish a solid foundation for your care management program by providing experienced oversight, program design skills, execution experience, rollout services and adoption support — so your care managers can begin impacting patient behavior immediately.

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# Develop a solid outcomes achievement plan

Before embarking on your care management program, you need a solid understanding of your patient population. Our business advisors will help you assess your population and identify prime opportunities for impactful care management. We'll work with your executive champion to develop a comprehensive care management program using our proprietary Outcomes Achievement Framework™ methodology, which will help to ease care manager adoption and support. Your plan is based on evidence-based best practices and is aligned with your organizational goals and strategies. The plan includes high-level recommendations to promote greater satisfaction and adoption among physicians and other stakeholders.

We will involve individuals and teams such as your care management leaders, care managers, quality/performance improvement leaders, ambulatory network manager, accountable care organization (ACO) and/or clinical

integration network (CIN) leaders, chief medical officer (CMO), and chief medical informatics officer (CMIO). Our experience has demonstrated that the most successful projects require the participation and sponsorship of your C-suite executives.

## **Align your care management strategy with your population health goals**

Your Outcomes Achievement Framework will include a high-level action plan to achieve value-based milestones, aligning your population health program with your customized care management goals. Using prescription claims, lab data and additional data sources, our business advisors will conduct an initial population assessment to determine the targeted populations who would most benefit from care management programs to improve patient and business outcomes. The team will provide recommendations around McKesson Care Manager case load, resource allocation and the outcome metrics best suited to manage these populations.

## Benefits

### **Business Advisor Services for McKesson Care Manager™ can help your organization:**

- Develop an initial care management strategy and continuous adoption plan
- Improve patient outreach and engagement
- Drive better health outcomes within your managed populations
- Realize rapid return on investment
- Link your goals to achievable outcomes
- Review and analyze results

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After reviewing your current care management workflow and evaluating your resources, our business advisors will work with you to implement best practices, eliminate logjams and design an efficient care management workflow. The business advisors will work with your care management leadership team to support your rollout and adoption strategy and develop effective care management metrics.

In concert with your implementation team, our business advisors will synchronize your operational needs with the technical build specifications, optimizing the core functionality of McKesson Care Manager to deliver actionable care management opportunities sooner. After your solution is deployed, our business advisors will continue to work intensively with your stakeholders to ensure that your metrics are operational and that your care management program is achieving the desired outcomes.

## Specialized services

In addition to your custom Outcomes Achievement Framework plan, you can take advantage of our specialized services for McKesson Care Manager to build on your success:

- **Population health program development:** With population health management, knowing what to tackle next is often the biggest challenge. Regardless of whether you have a particular population, risk or care management system in place, our business advisors can help you determine key goals and objectives — and take the necessary steps to meet them.

We will use our expertise to help you design your clinical program to impact your cost or utilization drivers. Based on your current financial imperatives, our business advisors can help you leverage care management to curtail those costs — whatever they may be. We can help you design a wide variety of care management programs to address your financial and patient care goals, from less complex initiatives, such as readmission assessment, to more complex care management programs.

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# Features

## Business Advisor Services for McKesson Care Manager™ include:

- Engagement throughout implementation process and up to six months post go-live
- Experienced oversight via dedicated business advisors team
- Outcomes Achievement Framework methodology to guide implementation process
- Identification of key champions, executive sponsor and project team
- Design skills and execution experience
- Rollout services and adoption support
- Stakeholder education and executive coaching
- Quarterly on-site visits

• **Care management workflow and operations redesign:** Whether you deploy an enterprise-wide, embedded clinic-based or hybrid model care management program, developing a cohesive care management strategy requires considerable planning. We can support your growth and offer best practices for any model. Our business advisors review your current care management projects, practices and workflow before offering an assessment of how your overall strategy can be improved. Working with your care management staff, we help you redesign your workflow to streamline cumbersome processes and ensure that workload is balanced and actionable to provide the clarity and confidence your care managers need to improve patient and business outcomes.

• **Annual optimization assessment:** After reviewing your care management program and assessing your achievements and roadblocks, our team will work with you to understand gaps in the system and identify potential areas for redesign. Our business advisors will revisit your overall care management strategy as necessary to help you refine the most valuable engagement opportunities, target new populations and drive better health outcomes for your population.

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Phase	Task
Kickoff & Gap Analysis	Develop the Outcomes Achievement Framework plan <ul style="list-style-type: none"> <li>Identify your team, leading champions and executive sponsor</li> <li>Identify key value milestones for population management to support successful program deployment</li> <li>Identify clinical rules to support population identification for McKesson Care Manager</li> </ul>
Build	Develop recommendations around workflow optimization Translate operational goals into quantifiable care management metrics
Post Go-Live & Review	Review and analyze results <ul style="list-style-type: none"> <li>Work with the executive team to review progress and provide coaching where needed</li> </ul>



**Figure 1:** *This timeline represents a high-level project plan for Business Advisor Services in a typical McKesson Care Manager implementation.*

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## Contact us

To learn more about Business Advisor Services for McKesson Care Manager, please contact your account manager.

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