



How Scripps Leveraged Data and Patient Experience Improvements for Direct-to-Employer Care Agreements



About Scripps

Scripps Health is a nonprofit integrated healthcare system in San Diego, California, treating 750,000 patients annually through 3,000 affiliated physicians across five hospital campuses and 28 outpatient facilities. Since its founding in 1924, Scripps has been dedicated to advancing care delivery to provide superior, value-based health services to the communities it serves. Ranked #1 best hospital in San Diego and #11 for orthopedics in the country by [US News & World Report](#), Scripps is on a mission to minimize days in the hospital and bring care and recovery back into the home with the support of new medical advances in digital health and virtual care.

Scripps' demonstrated success in providing high quality care at a lower cost to orthopedic patients has not gone unnoticed among the industry's largest employer-purchased care agreements. Recently, Scripps was selected as a national Center of Excellence (COE) by the Employers Centers of Excellence Network (ECEN). Established by the Pacific Business Group on Health (PBGH), a 501(c)(3) nonprofit employer organization, and Health Design Plus (HD+), a third-party administrator, the ECEN works with major employers to incentivize their beneficiaries to utilize carefully selected hospitals and surgeons for knee, hip and spine procedures to reduce variation in quality and cost, and increase the likelihood of optimal patient outcomes.

The Challenge



Differentiating the patient experience in a highly competitive orthopedics market

To truly stand out in the marketplace, it was essential for Scripps to demonstrate how they delivered superior patient-centric health services for traveling employees while meeting COE standards for cost and efficiency. This required standardizing best practices so the “Scripps Experience” could scale to all patients across the orthopedics service line and subspecialties — a daunting task for a large health system with multiple locations utilizing predominantly paper-based processes for workflow and communication.



Limited resources to fulfill reporting requirements

The ECEN provider selection process for direct contracts includes a comprehensive RFP, assessment call, site visit and extensive data reporting criteria (see details below). Scripps administrators recognized that fulfilling this criteria would require a full-time employee, taking valuable time away from existing day-to-day patient care priorities.



Additional strain on staff to satisfy AJRR registry submission

Similar to The Joint Commission’s Advanced Certification for THKR requirements, ECEN COEs are expected to submit quality outcomes data to the American Joint Replacement Registry (AJRR). Submission requires a monthly feed of Level III PROs data per AJRR specifications, a traditionally manual process for which Scripps did not have existing systems in place to satisfy.

Criteria for ECEN Provider Selection Process

- Center & surgeon quality data assessment
- Routinely reported patient outcomes (PROMs)
- Procedure-specific surgeon approval
- Quality-driven bundled payments
- Demonstrated patient safety practices
- National best practice leaders
- Shared decision-making inherent in MD culture



7+

hrs/week saved in
manual tasks by
using Force

86%

automated PROMs
collection rate
(pre- & post-op)

4

custom protocols for
3 unique Fortune 500
DTE programs

The Solution

In 2018, Scripps was selected as a preferred orthopedics provider for one of ECEN's largest direct agreements with a top Fortune 10 company, among others. With the support of Force's episodic care platform and consultative services, Scripps was able to successfully meet or exceed standards of excellence for this care agreement, without additional staffing. Here's how:



Scalable patient engagement technology to support the Scripps Experience

- A key strategy for bringing Scripps' superior patient experience vision to life was partnering with a technology leader that could intelligently prescribe video-based clinical content and streamline communication to extend reach to diverse patient populations — including out-of-state and rural-based patients.
- After a successful initial period, Scripps rolled out Force's technology system-wide for joint, spine and sports subspecialties, becoming the region's first health system to implement a comprehensive, standardized virtual care experience across multiple service lines.



Automated support for more streamlined PROMs collection and submission

- Force's patient-friendly virtual rehab program drove strong adoption rates across all age demographics, leading to powerful PROMs collection. The Force team collated the PROMs data from the platform into monthly reports for Scripps so they could easily merge and ship data for direct contract reporting, while decreasing staff burden.



Actionable analytics to support evidence-based best practices across care teams

- Providers and care teams leveraged Force patient engagement and outcomes data to gain transparency into the home, with the goal of reducing variation across the patient population.
- Via customized Force enterprise dashboards, administrators were able to glean valuable business insights by comparing surgeons and care teams across the entire system.



"The large purchasers of healthcare are demanding improvements in efficiency and experience. Scripps Health has responded by adopting products like Force that are curated in a way that helps support the needs of our patients across their healthcare journey."

– Matt Cantonis, AVP, Scripps Health