The MSO (Management Services Organization) Concept

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A Management Services Organization is an organization that can provide business, administrative, and/or technical services to its participants, which may include Community Health Centers, Health Plans, Primary Care Associations, Private Practice Physicians, Hospitals, Labs, and various other groups and individuals.
Hawaii MSO Assessment Project

- Nine month project funded by AlohaCare to determine level of interest of the Hawaii CHC’s to participate in a MSO
- Assess and evaluate current CHC technologies and business needs
- Identify collaborative opportunities even without a formal MSO
Performing the Assessment

- Meetings with all Hawaii CHC’s
- Meetings with Hawaii PCA and other professional associations
- Meetings with medical centers and medical groups
- Survey confirming meeting information
- Ongoing education on what others are doing
Assessment Findings

- Most CHC’s show an interest in participation
- Most CHC’s have implemented or are in process of implementing EHR (Electronic Health Record)
- Most CHC’s have limited IT (Information Technology) and other staff resources
- CHC’s can not individually afford needed technologies or resources
With 13 CHC’s responding to survey, 75% are interested in receiving:

- Laboratory and Diagnosis Results
- Electronic Referral Processing and Tracking
- Disease and Chronic Care Management
- Quality Improvement Reporting
- Business and Clinical Decision Support
- Clinical Decision Support
Findings (continued)

- 100% are interested in exchanging electronic enrollment/eligibility information
- 69.2% are interested in exchanging:
  - Laboratory information
  - Rx (Prescription) information
  - Care summaries
  - Episode of care information
  - Inpatient care, admit/discharge information
Findings (continued)

- More than 60% desire the following services:
  - Billing and coding consultation
  - Custom reporting and data repositories
  - Training and education assistance
  - Group purchasing
  - Quality Improvement Consulting
  - Health Information Exchange
MSO History

- Existed in some form for decades
- Last ten years has seen incredible interest and growth in field
- There are new incentives for formation of MSO’s
- Federally funded programs are encouraging investments in HIT (Health Information Technology) and HIE (Health Information Exchange)
Characteristics of a MSO

- Formal governance
- Executive leadership
- Integration model
- Develop collaboration
- Overlap with others (RHIO’s, MSO’s, networks, state and federal entities)
- Establish trust among participants
MSO Goals

- Improve member, patient and community health outcomes
- Provide timely access to quality data
- Increase the use of data to advocate for patient and community health needs
- Improve clinical and business office efficiencies
- Provide data-based decision making
MSO Goals (continued)

- Sharing resources
- Provide MSO resources not available to individual participants
- Knowledge sharing (user groups, training, sharing best practices)
- Vendor selection and group purchasing
- Training and user support
- Centralized administrative functions
MSO Research Findings

- All reported substantial progress in using HIT to meet important financial, administrative and clinical goals
- MSO’s can be successful vehicles for the adoption of IT in the safety net
- MSO’s improve operations at the administrative and clinical levels
- Access to funding outside of section 330 grants
A MSO for Hawaii

- Local ownership and governance
- Supplement existing CHC staff with trained local staff
- Extend collaborative opportunities
- Start small, build momentum through incremental success
- Become a trusted advisor to all the participants
A MSO for Hawaii

- Provide services to meet the prioritized needs of participants
  - Billing and Coding support
  - Custom report design and development
  - Health Information Exchange
  - Human Resources
  - Finance and Accounting
  - Training and education
  - Group purchasing
Next Steps

- Continued education with participants
- Meetings among stakeholders to determine key issues – Governance, Ownership, Corporate Structure, Finance and Funding Strategies, Sustainability - September
- Development of Business Plans – September
- Distribution of Business Plans – October
- Go/No Go acceptance and commitment to MSO concept – October
- Create and begin MSO Services - November
Questions and Answers

Mahalo!

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