



2019 Impact Summary

Delivering value and improving health

Your individual contributions as well as our collective achievements as a network led to significant development and growth for LHP in 2019. We have made steady progress towards the goals of our network. Thank you for your continued partnership, collaboration and innovation as we work together to provide high quality care at an exceptional value.

DEMONSTRATE IMPROVED HEALTH

Outperformed targets for **25 of 34** network measures

Improved performance rates for **20** measures since 2018

Demonstrated efficient **use of health care resources** by improving performance on **all seven** category measures since 2018

Managed **hospital admissions** and prevented 30-day **readmissions** for nearly **2,000** cases

Delivered outstanding patient care by meeting **all four patient safety** measures for the third year in a row

Surpassed HEDIS 90th percentile benchmarks for **5** measures and HEDIS 75th percentile benchmarks for **5** measures



ACTIVITIES

LHP Quality Awards recognized **five** practices for **seven** quality improvement projects

33 primary care practices submitted **3,500** supplemental data entries from their EHRs that contributed to performance for lookback periods

1,300 LHP patients were reached by three direct **outreach campaigns**:

- **12%** of women in their sixties and seventies who were overdue completed a **mammogram** after receiving a handout in the mail
- **35%** of patients who were overdue and part of a Pilot completed a **FIT** or other **colorectal cancer screening**
- More than **1,000** patients received **Diabetic Eye Exam reminders**



CARE SUPPORT RESOURCES

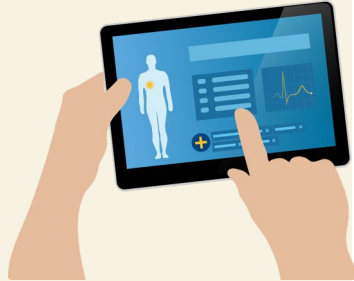
252 LHP lives managed by **Care Support Resources (CSR)**

176 LHP lives graduated from the CSR program

ENHANCE MEMBERSHIP VALUE

2,582 providers represent **186** practices in our network and **delivered care** for our populations

Eight clinical collaboration guides supported primary care and specialty providers to **reduce clinical variation and improve efficiencies**



Over 100 PCPs, specialists and administrators attended **three clinical collaboration** events focused on decreasing variation, controlling costs and improving clinical quality

16 practices received support from Legacy Partner Solutions for **MACRA and medical home** requirements

Providers **demonstrated engagement** in LHP's shared goals — **96%** of eligible providers completed Clinical Integration Education and **92%** completed a learning module

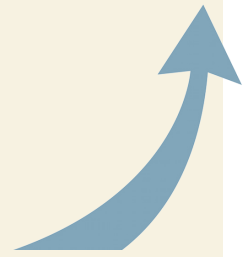


The new **LHP Reporting Suite** enhanced dashboards for **performance monitoring** and provided **actionable data** to LHP members

SecureChat offered providers the ability to **coordinate communication about patient care** while complying with HIPAA

GROW COVERED LIVES

Steadily increased to nearly **95,000 LHP covered lives** — **40% growth** since 2018



Added **commercial products** with Cigna and **Medicare Advantage products** with PacificSource and Humana

MAXIMIZE FINANCIAL PERFORMANCE



\$917,802 Clinical Integration Program **incentive funds earned** by LHP providers

\$1,177,580 care coordination payments paid to primary care practices

100 letters sent to prescribing providers to notify them of potential **generic medication cost savings**, resulting in **\$50,000** in savings



Gastroenterologists and orthopedists reviewed data and identified ways to reduce clinical variability

WHAT THEY ARE SAYING

"It often takes many different tactics to get through to patients, so we appreciated [LHP's] help to reach out to our patients about the importance of colorectal cancer screening."
—LHP practice administrator

"My care manager was wonderful in all aspects of her care and went out of her way to get the help I needed. She was truly amazing and caring!"
— Care Support Resources member