



## 2011 Ambulatory Davies Award Executive Summaries: Reliant Medical Group (Formerly Fallon Clinic)

Reliant Medical Group, formerly known as Fallon Clinic, is a 357-provider not-for-profit multispecialty group practice representing 30 specialties located in 23 sites throughout central Massachusetts. Since its inception in 1929, Reliant Medical Group has been run and owned by physicians who are dedicated to the mission of “maximizing the health of our patients and the community through expert medical care, compassion, innovative delivery models, medical research and education, and the appropriate use of health care resources.” Reliant Medical Group has embodied and cultivated every aspect of this mission throughout all levels of the organization. Reliant Medical Group’s goal is to provide the highest quality, safest, most efficient and most effective care and service to the patients of central Massachusetts. Recognizing that this was a public service mission, in 2005 the clinic transitioned to a not-for-profit, tax-exempt organization under Section 501(c)(3) of the IRS Code. Subsequently, funds that would have been used to pay state and federal income taxes were freed up for investing in everything from capital improvements to the Epic Electronic Health Record (EHR) project.

In October 2011, Fallon Clinic, as it was known at the time, became a member of Atrius Health, an alliance of 5 other medical groups in Massachusetts. Reliant Medical Group provides direct care for a population of approximately 200,000 active patients, including 20,000 Medicare Advantage patients and 15,000 Medicaid patients.

### **Improved Quality and Patient Safety:**

Using an EHR developed by Epic, Reliant Medical Group was able to achieve exceptional levels of healthcare quality performance, exceeding 90 percent of healthcare organizations in the nation in diabetes treatment, childhood immunizations, women’s health care, monitoring of high risk medications, and colon cancer screening. Similarly, Reliant Medical Group was able to decrease by more than 50 percent the incidence of patient safety problems over the past seven years. Examples include:

- HbA1c Screening rates have risen from 91% in 2003 to 97.5% in 2010 (6% higher than the National 90<sup>th</sup> percentile).
- Diabetic LDL Control rates have improved from 40% in 2004 to 75% in 2010 (higher than the National 90<sup>th</sup> percentile.)
- Diabetic Nephropathy Screening rates improved from 65% in 2004 to 95% in 2010 (higher than the National 90<sup>th</sup> percentile.)
- Breast Cancer Screening rates have increased from 80% in 2004 to 90% in 2010 (5% about the National 90<sup>th</sup> percentile.)

Through use of the EHR, Reliant Medical Group was able to improve quality of care and better patient outcomes. The EHR enables patients to be more engaged in their health through improved communication with the provider team. The EHR triggers alerts to maintain consistent testing, education and follow up with the providers and patients to improve care and outcomes.

### **Financial Return on Investment:**

- 96% of Reliant providers achieved Meaningful Use during the 1/1=3/31/2011 measurement period. CMS EHR Incentive Program incentive payments will shorten time to yield ROI. Award is anticipated to be \$2 million. The CMS EHR Incentive Program has shortened the timeline for achieving overall ROI following an initial investment of \$24 million.
- After an anticipated drop in productivity, within 2 weeks providers achieved above baseline productivity.
- Since the implementation of the EHR in 2005, Reliant has saved almost \$20 million in administrative, staffing, and IT support costs.