



2020

Annual Report



What We Do

A leader in innovative healthcare delivery, Ochsner Health Network (OHN) comprises leading health systems, partner physician groups and affiliated community providers across the greater Gulf South region. OHN is the largest and most advanced clinically integrated network (CIN) in the region and brings select health providers together to improve quality and reduce costs.

The **2,967 primary care and specialty care physicians** participating in OHN are focused on sharing knowledge, resources, processes and technology to:

- Improve healthcare quality and patient outcomes
- Center the care delivery model around the patient
- Develop better coverage solutions for employers and patients
- Improve efficiency, thereby reducing the total cost of care

Our Partner Providers



405,633

OHN Value-based Lives



6

Value-based Agreements



30%

Provider Membership Growth



4

Regional Networks



6

Partner Health Systems



27

Hospitals



277

Physician Practices



580

Locations



2,967

Total Physicians
(not including APPs)



411

Primary Care Physicians



2,385

Specialists



1,486

Advanced Practice Professionals

Message from the President

The year 2020 marked the beginning of an era that would change healthcare forever. Overnight, the COVID-19 global pandemic created unprecedented challenges for patients and providers alike. And yet Ochsner Health Network logged a year of unparalleled accomplishments in network growth and financial savings and rewards:

- Network provider membership grew by 30 percent, approaching 4,500, with 75 percent comprised of physicians and the remainder advanced practice professionals.
- Across the network, total shared savings generated grew 337 percent to \$104.8 million.
- Incentives and rewards distributed to network partners grew 369 percent to \$61.6 million.
- OHN evolved its business structure into a streamlined, single-entity, clinically integrated network, with an all-new governance framework, run predominately with physician leadership.

Big network strides, big clinical impact

As OHN, the largest Louisiana-managed, clinically integrated network, continues making these big strides in its behind-the-scenes business initiatives, providers on the front lines of patient care transformation are achieving meaningful milestones on our journey towards value-based delivery, even amidst the disruptive pressures of COVID-19.

Nationally, healthcare performance scores plummeted, as millions of patients missed wellness checkups and cancer screenings, while too many others failed to adequately monitor and manage chronic medical conditions. Meanwhile, the OHN team tackled the challenges with urgency, creativity and innovation, gathering some of the brightest minds to overcome barriers to care access, and the much-needed provider support and advocacy. Nearly overnight, telehealth was transformed from a promising-but-seldom-used alternative channel to becoming the centerpiece of care delivery's "new normal." OHN's efforts resulted in opening the gateway for patients and providers to continue their relationships with a reliable mechanism for guaranteeing critical access and reimbursement.

In turn, the year 2020's clinical and financial successes underscore the critical staying power of value-based care. OHN's business team provides an incentive-based contracting vehicle whereby providers who deliver value and keep their patient populations healthy, in turn, generate shared savings and subsequent



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See Dr. Carmouche's video here:
ochsner.org/ohncarmouche

financial rewards. OHN's value proposition for its providers includes care management support, nurse-driven call center support, post-acute care coordination, and big data tools for targeting the right care, to the right patients, at the right time.

Our work is not done

Despite the success in 2020, it's clear more work must be done. Disadvantaged populations were disproportionately impacted by the pandemic, and Ochsner Health Network considers it our mission to continuously evolve in order to reverse those disparities in every corner of Louisiana and beyond.

Historically, OHN was established as a "network of networks" with decentralized approaches, communications, and capabilities. Evolving into a single network, physician-led, with one voice, one brand and one purpose provides members with direct access to the tools, autonomy, and support necessary to succeed in an emerging value-driven world. And it's made possible by the trust we've built with our partners who recognize that OHN fuels important work they're proud to be part of.

I'm deeply grateful to OHN's partners and staff who, faced with unimaginable challenges in 2020, rose to the occasion to serve patients and communities in such remarkable ways. More opportunities to serve and grow lie ahead, and I'm confident we have the right partners and strategic approach to deliver for all our stakeholders.

David Carmouche, MD
President, Ochsner Health Network

Doctor Success Stories

How does OHN deliver value to our member providers? A best-in-class EMR platform enhanced by robust data integration capabilities to provide valuable insights. Shared learnings and best practices. And expertise that helps practitioners navigate a changing healthcare landscape more efficiently while improving the health of the populations they serve. These physicians share their perspective.

To see more of our doctor success stories, go to ochsner.org/ohnreport.



See Dr. Daniel's video here:
ochsner.org/ohndaniel

How Ochsner Health Network Creates a Community

“

Ochsner Health Network and what it provides in today's space — it's pretty amazing. OHN enables me to do what I do in my community — act independently as an independent provider. The data integration is huge. It allows us to communicate with other physicians, other payers, one another as providers, and allows us to communicate directly with our patients. So, it's more than a health record, it's an integrated system that allows you to communicate on all levels, with all people in your space.

”

Dr. Chaillie Daniel / Independent Primary Care Physician /
St. Francisville, LA



See Dr. Robinson's video here: ochsner.org/ohnrobinson

An Array of Clinical Tools and Support for Better Care

“

As a primary care physician, we spend a lot of time focused on population health. OHN gives me the clinical tools that I need, and I'm given support in terms of clinical care coordinators, case managers and behavioral health specialists. It allows us to deliver even better care to our patients in a more cost-effective way. I feel confident that I'm able to give the best care to my patients, and I will also have support and ease of practice.

”

Dr. Wanda Robinson / Family Medicine / Associate Medical Director of Primary Care / Algiers, LA



See Dr. Russo's video here: ochsner.org/ohnrusso

Leveraging Data to Improve Lives and Outcomes

“

Being part of OHN you have the support of so many specialists who are easy to reach through Epic. Getting into a platform like Epic has been game changing. I can pull data from my patients and share instantly the resources we have with other physicians. The number one reason I'm a firm believer in OHN is that aggregating all the data and following standard of care processes really improves the lives of so many people in our state.

”

Dr. Aldo Russo / Gastroenterologist, Regional Medical Director / Baton Rouge, LA

2020 OHN Network-Wide Performance

Overcoming Unprecedented Challenges to Deliver Improved Patient Outcomes

COVID-19, the greatest health crisis in a century, impacted daily life in myriad ways — including creating new barriers to receiving the preventive care and chronic disease management patients require to get and stay healthy. Nationally, one in three U.S. patients did not receive their age-based recommended cancer screenings, while two in five missed their wellness checkups. Yet across our network, OHN providers overcame these unprecedented challenges — maintaining, and in some cases improving — clinical performance across a broad spectrum of measures. Embracing innovation and adopting new delivery models, OHN providers ensured that the needs of tens of thousands of patients were successfully met.



Measure 2020

Blood Pressure Control
76%

Diabetes Control
70%

Diabetic Eye Exam
68%

Colorectal Cancer Screening
74%

Cervical Cancer Screening
75%

Breast Cancer Screening
83%

Percentages reflect OHN's total patient population.

COVID-19: OHN's Impactful Response

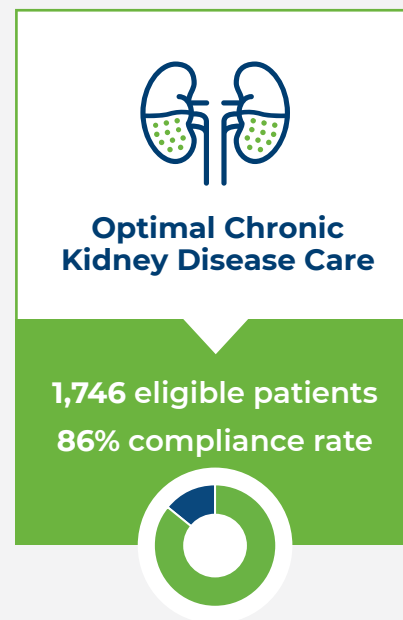
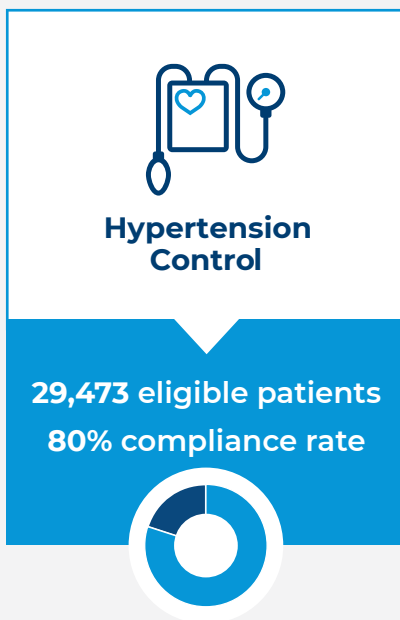


As noted in the metrics above, across multiple categories OHN's 2020 patient care statistics were strong — and dramatically better than the steep, pandemic-related declines seen in national data. OHN's strategy to empower and support providers as they adapted to the pandemic was multi-faceted — and highly effective.

OHN leveraged the robust data capabilities of Epic and Healthy Planet and our expertise in population health to create an apparatus for proactive outreach to close care gaps. Armed with these tools, providers were able to forge stronger connections with patients despite COVID-19. In addition to operational support, OHN worked to help ensure that providers were appropriately reimbursed for delivering care through this channel. The newly adopted virtual capabilities kept patients healthier and allowed clinicians to preserve their practices, successfully supporting the preservation of more than 500 million patient-provider relationships.

Quality Blue Primary Care (QBPC) Disease Care Management

Launched in 2014, QBPC is a Blue Cross and Blue Shield of Louisiana population health and quality improvement program designed to improve the overall health of the population. Despite the many formidable challenges faced by patients and providers in 2020, compliance rates for both Hypertension and Optimal Chronic Kidney Disease Care improved from the prior year.



UnitedHealthcare ACO

This program's population consisted of more than 35,000 patients across an Accountable Care Organization that serves patients in both Mississippi and Louisiana. OHN's Population Health initiative had a continued strong focus on preventive and early detection cancer screenings in 2020.

Even amid a global pandemic, OHN was able to safely complete cancer screenings on one-third of its UnitedHealthcare ACO population. Breast cancer screening compliance rates grew from 84 percent to 86 percent, while colorectal cancer screenings and cervical cancer screenings remained steady year-over-year — a significant accomplishment during a time when cancer screenings saw a dramatic decline, upwards of 80 percent across the country.

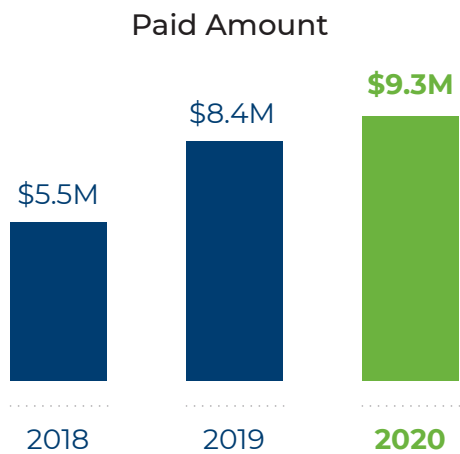


2020 Performance

Financial Savings and Incentives

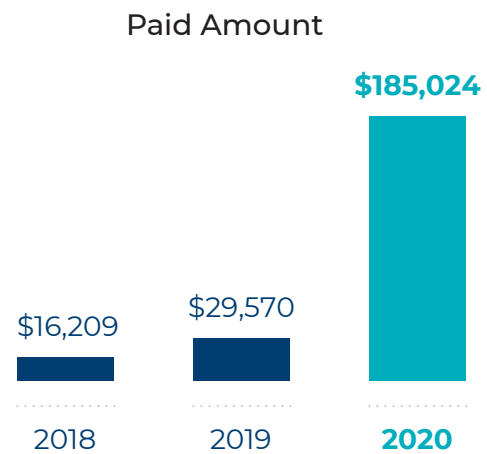
The financial and clinical results achieved in 2020 are a testament to the continued maturation of Ochsner Health Network. The value of our care coordination activities continues to be the key to success in our value-based contracts. From care management and 24/7 nurse on-call intake and outreach, to our care coordinators visiting with OHN providers to close care gaps, we believe when we coordinate care we arrive at a cost-effective solution.

Blue Cross Blue Shield - Quality Blue Primary Care



Paid amount has increased **67%** in just two years

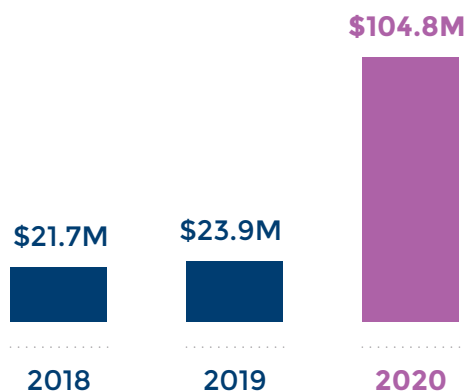
Blue Advantage Quality



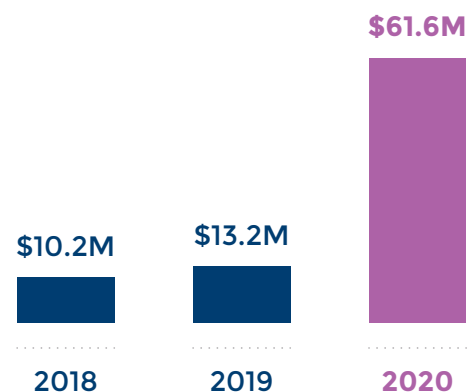
Paid amount has increased **526%** in just one year

Shared Savings*

Total Savings Generated



Shared Savings Distributed to Network Partners



*Numbers reflect UnitedHealthcare ACO, OACN and QBVP.

Governance



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