

# MetaPhy Health

## Tackling Chronic Disease with Digital Care Coordination



### About MetaPhy Health

MetaPhy Health started as a diagnostic services company in 2017. It would later transition its business to provide Chronic Care Management on behalf of gastroenterologist (GI) practices.

Rick Jacques, the company's CEO, said it was apparent that chronic disease was a developing challenge for GI physicians. He estimates now that a third of the population has some stage of fatty liver disease. Patients with this condition need continuous care to mitigate health risks.

Today, MetaPhy Health is headquartered in Brentwood, Tennessee. It is focused on providing an integrated set of services, systems, and support to physician practices. The company works with 42 groups nationwide, serving more than 20,000 patients. MetaPhy Health employs nearly 150 people.

### MetaPhy Health's Objectives

At the beginning, MetaPhy Health's primary objectives were to:

- Establish a digital infrastructure for care coordination
- Use evidence-based assessments and care planning tools to educate patients
- Collaborate more closely with physician partners to solve problems

Chris Oubre, President and Chief Operating Officer, and his team considered a variety of technology platforms to partner with. The company wanted a solution that could enable growth and support seamless clinical workflow applications.

MetaPhy Health wanted a partner that could align with the company's roadmap.



# MetaPhy Health Uses ThoroughCare to Enhance Chronic Care Management

## The Solution

In 2017, early in the company's development, MetaPhy Health began using ThoroughCare to manage its Chronic Care Management (CCM) program. Since then, it has expanded its use of the platform to implement a Remote Patient Monitoring (RPM) program.

This has enabled MetaPhy Health to enhance the chronic care services it provides for patients.

## The Value

Using ThoroughCare, MetaPhy Health has developed a comprehensive approach to care management for GI practices. ThoroughCare has delivered value to the company through:

**Clinical Expertise, Evidence-based Assessments:** MetaPhy Health's clinician team uses interactive assessments and guided interviews to develop comprehensive and personalized patient care plans. ThoroughCare enables staff care coordinators to leverage evidence-based content to drive suggested care interventions for chronic disease.

**Data Analytics and Insights:** ThoroughCare Analytics gives MetaPhy Health the ability to analyze data from patients and the company's own operations. Visual dashboards and performance indicators help MetaPhy Health track and report progress toward patient outcomes or financial targets.

**Digital Care Coordination:** Simplified workflow and extensive documentation help MetaPhy Health's care coordinators deliver services while remaining compliant. ThoroughCare facilitates all instances of care management to provide an audit-proof record within a central software source.

**Patient Engagement and Education Tools:** MetaPhy Health uses ThoroughCare's interactive assessments and clinical content to educate and empower patients. Care coordinators are enabled to better serve their patients and advocate for their needs between office visits.



## MetaPhy Health uses ThoroughCare to Improve Performance and Quality

Todd Shafer, Senior Vice President of Operations and Administration, sees ThoroughCare as key to driving efficiency across the care management company. He said the platform has helped MetaPhy Health's care team make the most of patient interactions, as well as navigate service requirements key to compliance.

ThoroughCare provides MetaPhy Health with the tools to measure patient engagement. This includes the amount of time spent with patients, goal progress and achievement, and identifying health risks and barriers to progress.

Lisa Harris, Vice President of Program Operations, sees the benefits in being able to provide KPIs to physicians. With this data, MetaPhy Health can more effectively communicate how the program is succeeding, or identify risks and respond to challenges.

## MetaPhy Health uses ThoroughCare to Tackle Value-Based Care

MetaPhy Health has taken Chronic Care Management beyond its 20-minute service minimum for reimbursement. The company uses the program to engage patients and promote behaviors that can help them achieve their own healthcare goals and life aspirations.

By using ThoroughCare's evidence-based assessments, guided interviews, and comprehensive care plan, MetaPhy Health's care team can proactively work with patients to manage conditions. It then tracks and reports the data it collects to show how the program is improving care quality.

MetaPhy Health has found approaches to CCM and RPM that help the company, and its physician clients, meet value-based care objectives.

"It's definitely the direction value-based care will go," Shafer said. "What we really want to do is improve their quality of life."

“Analytics within ThoroughCare has revolutionized the way that we're able to use the system. We analyze on a monthly, weekly and daily basis to determine, are we giving the most optimal care to our patients? Are we meeting goals with our patients and with our company? And, how should we move forward in our decision making?”

- Todd Shafer  
Senior Vice President Operations  
MetaPhy Health

