



## Provider Evaluation Methodology Summary

- Carrum Health employs a three-step quality-evaluation process:
  1. Utilize our specialty-specific Clinical Advisory Board to inform the screening metrics
  2. Using mostly publicly available data, screen the market for the highest-quality facilities and surgeons, which become our Center of Excellence (COE) candidates
  3. Conduct a detailed assessment to evaluate COE candidates in depth
- Our Clinical Advisory Board informs the provider evaluation methodology. The Board includes practitioners from relevant specialties. For example, for orthopedics, we work with Drs. Bill Maloney (Chair of Orthopedic Surgery at Stanford University School of Medicine) and Kevin Bozic (Chair of Orthopedic Surgery and Perioperative Care at the Dell Medical School at UT Austin)
- Market Screening: Using publicly available data, we identify high-value hospitals in a given market. This process uses a proprietary weighting of different data elements as well as cut-off points for low performance on individual metrics. Data elements include procedure and surgeon-specific volume, cost, clinical outcomes, and patient experience scores. Data sources for this step include the last 3-5 years of available data from:
  - Hospital Compare provided by the Centers for Medicare and Medicaid Services
  - Regional data sources such as CompareMaine provided by the Maine Health Data Organization and the Maine Quality Forum
  - Claims data for the commercially insured population of current and prospective Carrum Health customers

- Procedure-specific national registries, such as the Adult Cardiac Surgery Database provided by the Society of Thoracic Surgeons
  - Awards and evaluations conducted by third-party entities such as the U.S. News and World Report hospital ranking and ProPublica's Surgeon Scorecard
- In-depth evaluation. The final part of Carrum Health's evaluation includes an assessment of the quality and prices of a COE candidate based on multiple years of information. Data utilized for this final step comprises:
  - Procedure and surgeon-specific clinical outcomes data based on the last three years of data for the commercially insured book of under 65-year-old patients, self-reported by the COE candidate
  - Key process measures derived from site visits, interviews and documentation provided by the COE candidate
  - Procedure-specific actual allowed amounts paid by current and prospective Carrum Health customers
- COE facility and surgeon quality metrics are reviewed on an annual basis
- As we continue to improve healthcare, we encourage providers who are interested in qualifying as a Center of Excellence for Carrum Health to reach out for more information about the evaluation process