

PQRI Survey: The ICLOPS Registry

The American College of Physicians, a medical association representing over 126,000 doctors of internal medicine and medical students is asking all CMS certified PQRI Registries to complete this survey for our members. The responses to this survey will be made accessible to the College's members in order to assist our members in choosing a registry.

For more information on ACP please visit our website at www.acponline.org

PQRI Reporting:

1. *Official (commercial) name of the registry*

The ICLOPS Registry

2. *Contact Information*

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3. *Provide an overview of the product (please limit to 150 words or less).*

The Registry from ICLOPS used by physicians and Physician Organizations to measure and improve quality. Physicians see their entire practice population organized by condition, procedure and risk; they track results for quality measures such as PQRI, Pay for performance, or locally adopted measures. Accountable Care Organizations (such as IPAs) use the ICLOPS Registry for clinical quality and integration efforts to compare trends and performance. The Registry is pre-populated with historical claims data from the physicians' systems collected by ICLOPS, and may be integrated with lab or other data. This avoids all workload of inputting basic patient data, and makes the Registry "ready to go" upon first data collection. The ICLOPS Registry is hosted on the web, with all maintenance, customization, and annual updates handled by ICLOPS. All Registry content is customized by ICLOPS to suit the needs of the client. ICLOPS is a Medicare-certified Registry for PQRI, with physicians reporting to Medicare through ICLOPS.

4. *Describe the focus, e.g., patient or disease - e.g. supported diseases, if disease-focused.*

The Registry from ICLOPS is built on procedure-level data, and aggregates that data in many ways, ranging from individual visits by a single patient to broad disease trends within a large physician network. One component of the ICLOPS Registry is the Patient Viewer which shows the user all of the Conditions, Diseases and Measures that apply to an individual patient based on the information available. Another component is the Registry Viewer which shows the patient populations for various diseases, procedures and conditions. A population can be identified by any criteria for which there is data, predominantly ICD9 and CPT codes and demographic information. If lab data is integrated there is also an ability to develop more risk stratification. Examples include chronic conditions such as Diabetes and Hypertension,

procedures such as surgeries and screenings and demographic groups such as women over a certain age.

5. *One or more of the following conditions covered by the registry:*
 - o *Any (customizable)*

6. *List the key functionality traits of the product (please limit to the top 10 traits or less).*
 1. The ICLOPS Registry is the “data home” for physicians. Physicians can see practice metrics and their patients categorized by quality measure, condition or procedure, or risk level.
 2. ICLOPS collects practice data to pre-populate the Registry with a history of patient information, and integrates data from other sources such as patient surveys and assessments, hospitals, and third parties.
 3. The ICLOPS Registry tracks Pay for Performance and Medicare PQRI, so that physicians can track their performance in each payer program.
 4. The ICLOPS Registry has flexible dashboard reporting to show quality measures and comparisons by physicians and practice within specialties.
 5. Physicians can see performance in each measure down to the patient level to verify results. This transparency enables physicians to challenge payer scores with their own data.
 6. The ICLOPS Registry incorporates several methods of capturing additional quality information, including direct registry reporting and downloaded code sheets. Physicians can choose their way to add data into the Registry.
 7. The ICLOPS Registry is available through the internet, making it portable.
 8. ICLOPS is approved by CMS to submit PQRI quality data outside of the claims process, a procedure known as Registry Reporting.
 9. The ICLOPS Registry incorporates measures to create attribution of care to physicians, such as a Medical Home.

7. *Is your product/registry identified by CMS as “qualified” to submit quality data to CMS on behalf of eligible professionals for 2008 PQRI reporting?*

Yes

Privacy:

8. *Describe the overall security level of the system, e.g., access control strategy, network security measures.*

The top priority of the ICLOPS Registry is to keep the PHI safe from unauthorized access. All information passing in or out of the ICLOPS Registry is protected with 256-bit encryption. ICLOPS programs its servers and applications to be immune to the latest attack vectors. The computers providing the ICLOPS Registry applications are installed in a highly-secure state-of-the-art data center where their operations are continuously monitored. Only dedicated ICLOPS personnel with legitimate need to the data have access to PHI. Each user is confirmed and only has access to the PHI that their practice supplied, unless otherwise given express permission from other data sources. Every data source must name a primary contact and only that person may request additional user accounts or changes to existing accounts. Furthermore, all security measures employed by ICLOPS are routinely audited and tested by a trusted consulting firm.

9. *Describe the controls available to secure protected health information (PHI).*

All security controls regarding the Registry from ICLOPS are built into the system directly so that they cannot be altered or compromised. The processes performed by the ICLOPS Registry are designed to maintain the security of the PHI at all times.

10. *Identify any affiliated or owned entities who might have access to patient data (identifiable or de-identified)*

Only the practice from where the data originated and ICLOPS typically have access to the secure PHI. In cases when the practice has an relationship with a third-party, for example an IPA in which quality peer review processes are in place and the organization also has an agreement in place with physicians to view data for peer review or validation purposes, ICLOPS forwards specific PHI to that third party on behalf of the source practice. De-identified data is provided to client organizations with whom physicians have an agreement in place to provide such data. ICLOPS' aggregate reports for IPAs and PHOs are provided with de-identified data.

11. *Describe your business model for operating the registry and any current or intended plans for sharing or selling any registry data (identifiable, aggregated, or de-identified)*

The ICLOPS business model is to provide registry services to physicians and IPAs for collective quality measurement efforts, for clinical integration, for Pay for Performance tracking, and for PQRI Services. Clients are generally charged an annual per-practitioner fee, which may be supplemented by hospital funding in the case of joint physician-hospital quality projects. ICLOPS has no plan to resell its data products to any other parties beyond the practices and IPAs with which ICLOPS already has a contractual relationship.

Data and Reporting

12. *Please check off which of the following hosting models is supported by your product.*

- Web-Based

13. *Please check off which of the following is supported by your product.*

- Remote Network

14. *Data Export/Import: List the standards used in data exchange, e.g., HL7 interfaces.*

ICLOPS utilizes its own standards when importing data from source systems. The ICLOPS Registry can export data using the XML standard.

15. *List the software programs from which you can import data into your product and/or export data from your product, e.g., MS Excel, MS Access, other.*

The ICLOPS Registry uses an automatic data retrieval system which automatically populates the data from the practice's claims system. This allows for a complete accounting of a practice's patient population while alleviating the practice of undue burden. We can currently export to MS Excel or to a text file. We can also offer some XML exporting capability.

16. *List the Point-of-Care tools implemented by your system, e.g., clinical alerts, documentation templates.*

The ICLOPS Registry presents a web-based dashboard of Clinical Registries and Measures that can be accessed at the point of care. A component of the Registry called Prompt Generator produces custom checklists for quality data capture at the point of care.

17. *List the patient outreach capabilities implemented by your system, e.g. generated letters, surveys, patient education materials, messaging capabilities.*

The ICLOPS Registry facilitates patient outreach, although it has no such capabilities built-in. In performing services for physician organization clients, however, ICLOPS has used the Registry to determine patients requiring outreach and surveys, and has implemented communications on behalf of physicians with patients based on Registry results.

18. *List the reporting capabilities of the system, including support for any standards.*

The ICLOPS Registry has reporting functionality aimed at both physicians and Accountable Care Organizations / Physician Organizations. The Registry displays the status of all Measures in real time, the results of which may be exported to MS Excel or to an ASCII text file. As data is refreshed by additional data input or integration, or by continuing monthly extracts, the Measure and Clinical Registry dashboards report most recent performance. In addition, organizational dashboards compare physicians and practices in the same specialty. Standards of care underlie the quality measures for which the dashboards measure progress. The Registry also offers a standard set of reports that can be generated in the PDF file format.

PQRI Overview

19. *Describe the relative strengths of the product (please limit to 150 words or less).*

The ICLOPS Registry handles dual functions of managing existing “scored” measures such as PQRI and Pay for Performance, and more complex outcomes registries. This creates higher value for physicians to use the Registry to identify patients who are at higher risk levels because of disease stage, co-morbidities, complications, and lifestyle. Using only the ICLOPS Registry, the physician practice and an Accountable Care Organization such as an IPA can use the Registry to facilitate a comprehensive and uniform quality process for Pay for Performance and internal quality efforts. Because data is collected from claims systems and can be modified or corrected by physicians, the ICLOPS Registry builds transparency into the quality measurement process. The ICLOPS Registry is approved by Medicare to report quality codes independent of the standard claims submission process. The ICLOPS Registry is very user friendly and intuitive web-based application available anywhere there is a high-speed Internet access.

20. *Describe the relative weaknesses of the product (please limit to 150 words or less).*

The Registry from ICLOPS has no known weaknesses. The ICLOPS Registry works best on fully updated web browsers. Users of older browsers will have a less feature-rich experience.

21. *Cost
Priced*

22. *Provide a detailed description of the costing model, including any special pricing for PQRI data submission.*

The ICLOPS Registry is typically purchased by a Independent Practice Association consisting of many private practices; a Physician Hospital Organization; a multi-specialty group; or a single practice. Single practices seek the PQRI Registry Reporting capabilities with the Registry's capability