

TUFTS HEALTH PLAN



DEBRA POSKANZER, VICE PRESIDENT, MEDICAL AFFAIRS AND QUALITY MANAGEMENT

Debra oversees medical affairs and quality management functions for Tufts Health Plan. As part of her role, she is responsible for the planning and implementation of quality improvement and quality performance activities as well as corporate quality strategy. This includes oversight of accreditation, state regulatory compliance, clinical quality, physician utilization review, quality measurement and reporting and provider quality functions. Debra has been affiliated with Tufts Health Plan since 1996, initially in the capacity of assistant medical director of the Rehabilitation Managed Care Program. Over the years, she has held various leadership roles within quality management and medical affairs, most recently as vice president of medical management and quality. Debra has 27 years' experience in both clinical and administrative health care.



Tufts Health Plan is nationally recognized for its commitment to providing innovative, high-quality health care coverage. Staying true to our mission of improving the health and wellness of the diverse communities we serve, we touch the lives of more than 1.1 million members in Massachusetts, Rhode Island and New Hampshire through employer-sponsored plans, Medicare, Medicaid and Marketplace plans, offering health insurance coverage across the life span regardless of age or circumstance. We are continually ranked among the top health plans in the country based on quality and member satisfaction. To learn more, visit tuftshealthplan.com.

DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?

Quality Improvement, Quality Measurement and Reporting, optimization of Medical Management, Population Health Strategies, Accreditation and Regulatory compliance, Member Experience, health equity.

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?

80

TOTAL NO. OF MEMBERS

1.2 million

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

Optimization/automation of medical management services, re-design of population health approach and strategies, Medicaid re-design (ACO redesign and risk contracting), alternative payment models. provider-payer collaborations, health equity and SDOH

WHAT NON-BUDGETARY CHALLENGES DO YOU ANTICIPATE?

Provider engagement and adoption, provider collaboration, provider adoption of new technology

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?

Quality reporting (HEDIS) vendor solutions, vendors who address and engage members around health equity and have solutions for sdoh

WHAT IS THE PROJECT TIMELINE?

1-2 years

What technology/services are of strategic importance to you in the next 12 months?

Please indicate level of need/importance:

A=High Priority B=Priority C=Interest D=Low Priority E=Not A Priority

We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.

Improved Risk Adjustment Using Combined EHR And Claims Data	E
Data Driven Decision Making In Healthcare	B
Compliant, Built-For-Purpose: Medicare Enrollment/Billing Technology & Services	E
Next- Generation Core Administration And Care Management Platforms	E
Managing Key Performance Indicators That Identify More Gaps In Care And Help To Close Them Faster	B
Clinical Data Integration Strategy	B
Transforming The Healthcare Payment Experience For Members And Employer Groups To Drive Engagement By 10x With A 90% Approval Rating	C
Improving HEDIS® Quality Metrics And Coding Accuracy In Provider Practices	A
Applying Digital Preventive Medicine To Generate Better Health, Better Care And Lower Medical Costs	C
Care Management And Population Health Software	B
Consumerism: Preparing For The Era Of Personalized Care: Emerging Technology, New Business Models And Core Capabilities	C
Disruptive Healthcare	C
Value-Based And Emerging Reimbursement Models	B
Digital Transformers	D
Physician Engagement: Data Transparency, Competition, And Recognition	A
Revolutionizing Healthcare: Driving A New Era Of The Intelligent Cloud	D
Provider-Payer Collaboration	A
Population Health Success	A
Using Technology To Improve Operational Efficiency And Deliver Excellence	D
Artificial Intelligence, Machine Learning & Advanced Analytics	B
Increased Productivity And Efficiency In Enterprise Analytics And Data Applications	D