Technology & Navigation Services

Far beyond a traditional Call Center

- EHR
- HIE
- Contact Management Software
- Dashboards (Real-time)

traditional Call Center

- EHR
- HIE
- Contact Management Software
- Dashboards (Real-time)

GOAL: Provide patient-centered, responsive, proactive care focusing on improving quality and reducing costs.
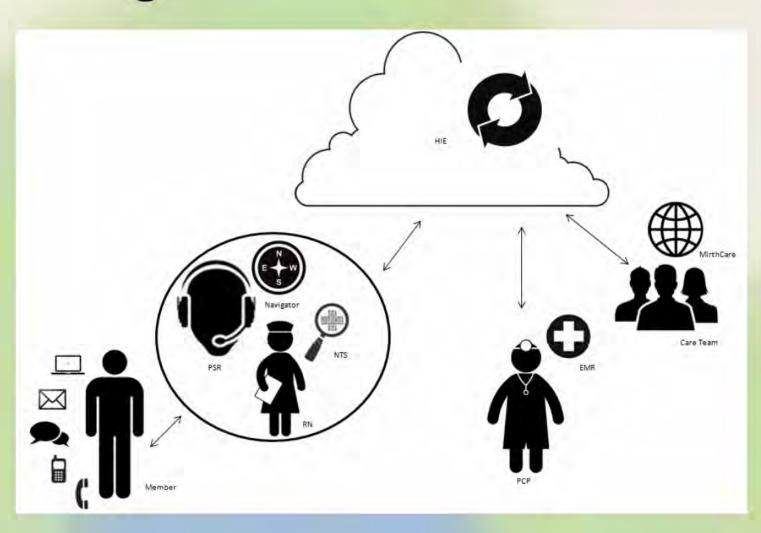
Patient <1% of our lifespan

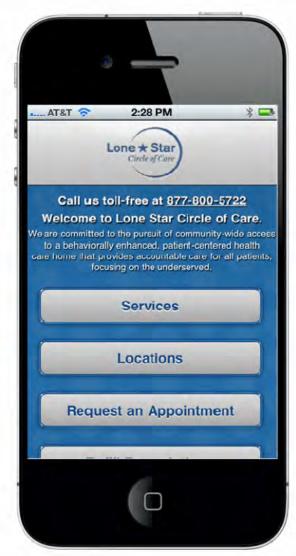# PATIENT vs. MEMBER

Member >99% of our lifespan

OPTIMIZED Member Contacts
Through Non-Traditional Methods

LSCC's Mobile Application
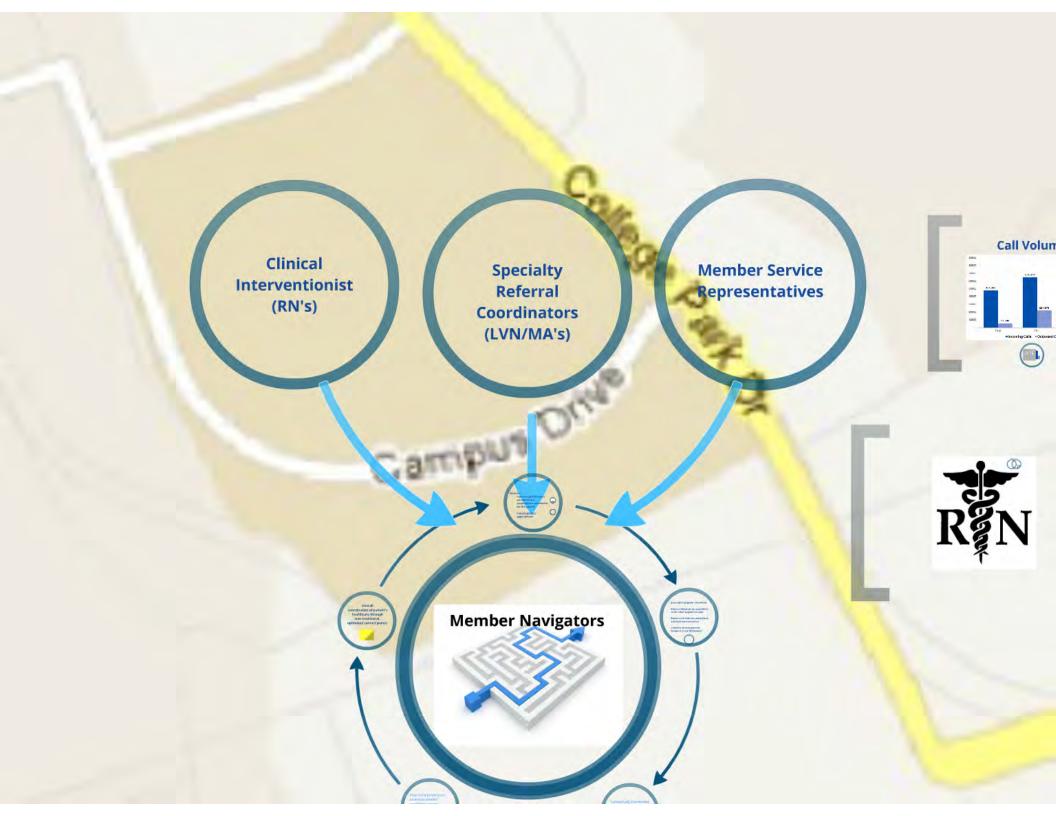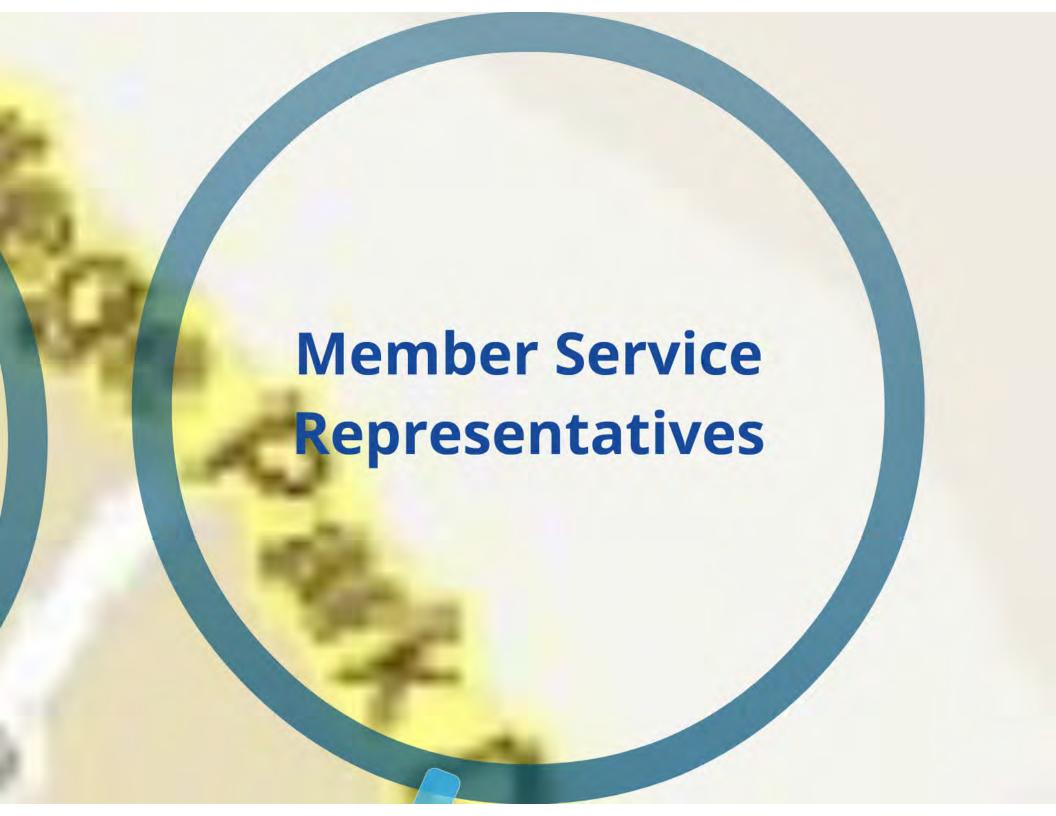
LSCC's Interactive Website

Clinical Interventionist (RN's)

Specialty Referral Coordinators (LVN/MA's)

Member Service Representatives

Call Volum

Member Navigators

Clinical Interventionist (RN's)

Specialty Referral Coordinators (LVN/MA's)

Member Service Representatives
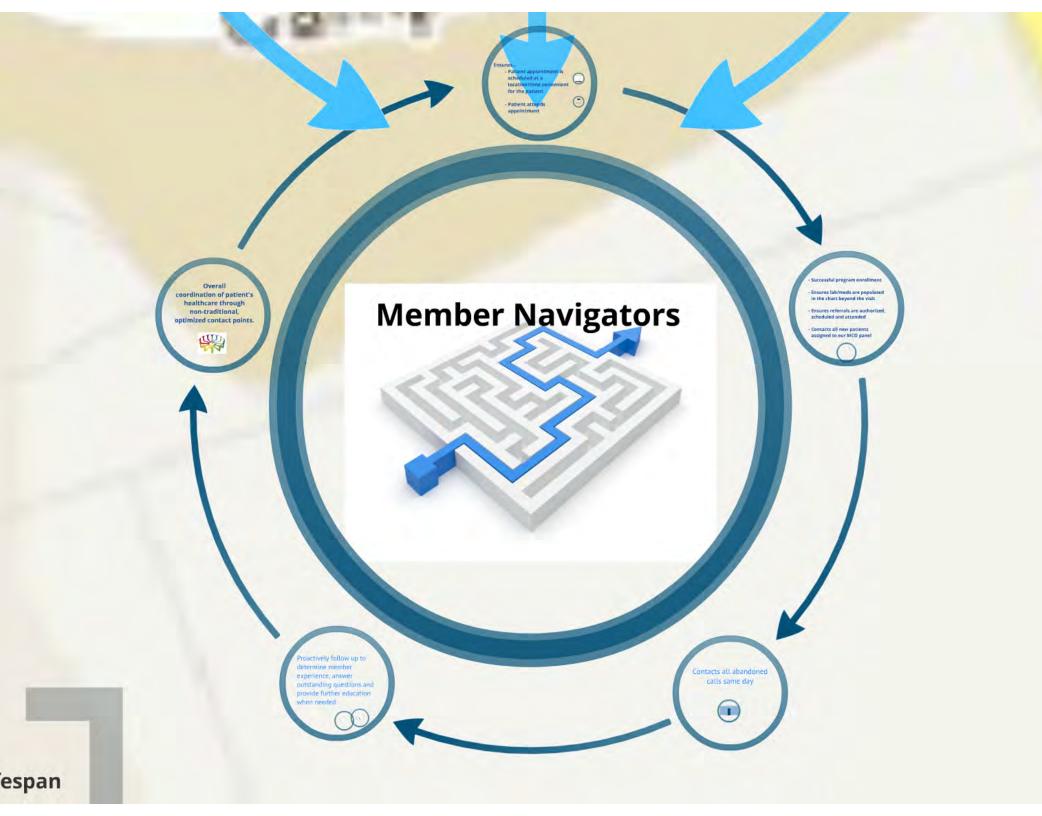
Member Navigators

Ensures:
- Patient appointment is scheduled at a location/time convenient for the patient
- Patient attends appointment

Overall coordination of patient's healthcare through non-traditional, optimized contact points.

- Successful program enrollment
- Ensures lab/meds are populated in the chart beyond the visit
- Ensures referrals are authorized, scheduled and attended
- Contacts all new patients assigned to our MCO panel

Proactively follow up to determine member experience, answer outstanding questions and provide further education when needed

Contacts all abandoned calls same day

espan

Ensures...

- **Patient appointment is scheduled at a location/time convenient for the patient**

- **Patient attends appointment**

LSCC Member Navigation Center
Incoming Call Reason Daily Summary

Date Filter: 2012-09-01 to 2012-09-30   Submit

Reason	Calls	Percent
Med Refill	43	4.0%
Patient Return Call	354	32.9%
Same Day Work-In	191	17.8%
Scheduled Appt	264	24.6%
Sent to ER	116	10.8%
Transfer: Clinic Assist	77	7.2%
Transfer: Pt OB	3	0.3%
Transfer: RN queue Error	27	2.5%
Totals	**1075**	**100.0%**

Red Flag Protocols – **RN Interventions resulting in avoided ED visits for one month**

http://www.lscctxappointments.org/lscc.asp?l=lsccdev1/reports/mnc.asp?v=46

Transfer: Clinic Assist	77	7.2%
Transfer: Pt OB	3	0.3%
Transfer: RN queue Error	27	2.5%
Totals	**1075**	**100.0%**

Red Flag Protocols – RN Interventions resulting in avoided ED visits for one month

http://www.lscctxappointments.org/lscc.asp?l=lsccdev1/reports/mnc.asp?v=46

Contacts all "No Shows"

- **Successful program enrollment**

- **Ensures lab/meds are populated in the chart beyond the visit**

- **Ensures referrals are authorized, scheduled and attended**

- **Contacts all new patients assigned to our MCO panel**

Appointments Dashboard – MNC Navigators

Home | Dashboard | Reports | Operations | Strategic | Finance | Billing | Eligibility | MNC | **Appointments** | Quality

Appointment Home

PNC Reports

Today's Appointment Confirmation List

Today's Appointment Confirmation List - Behavioral Health

Insurance Verification

Insurance Verification - Behavioral Health

No Show Report - Recall Patients

Appointment Scheduling Reports

PNC Outbound Activity Report

Appointment Confirmation Report

Appointment Scheduling History Detail

No Show Report By Service Line

Recall New Patient Follow-Up Results

Recall & ProCall Results

MCO ProCall Results

Recalls

NextGen Recall Report   27

ProCalls and WaitList

1. Patients having ER Visit (HIE data)   120

2. Patients Due for WCC   >300

3. Patients Due for OBGYN WWE   >300

4. Patients Due for OBGYN PAP   >300

5. Adult Waitlist   Contractual 19   Non-Contractual   769

6. Patients Due for Checkup List - IVD   >1000

7. Patients Due for Checkup List - Chronic Conditions   >300

8. ProCall New Pedi Patients   0

9. ProCall New OBGYN Patients   0

10. ProCall MCO Patient Panels   150

MCO ProCall Results

Home | Dashboard | Reports | Operations | Strategic | Finance | Billing | Eligibility | MNC | **Appointments** | Quality

Appointment Home

Lone Star Circle of Care
MCO ProCall Results

Date Filter: 2012-07-01 to 2012-12-31 Submit

MCO	Successful Contacts	Unsuccessful Contacts	Total Calls	% of Successful Contacts
Amerigroup	1,037	974	2,011	51.6%
BCBS	402	169	571	70.4%
Seton	219	147	366	59.8%
Superior	1,761	951	2,712	64.9%
Totals	**3,419**	**2,241**	**5,660**	**60.4%**

Call Outcome Type	Call Outcome Reason	Total Calls	% of Total Calls
Successful	Left Message	2,329	41.1%
Successful	No Appt Needed	410	7.2%
Successful	Existing Patient	337	6.0%
Successful	Change PCP	163	2.9%
Successful	Scheduled Appt	118	2.1%
Successful	Left Practice	62	1.1%
Unsuccessful	WG/DC	1,269	22.4%
Unsuccessful	No Answer	972	17.2%
Totals		**5,660**	**100.0%**

Contacts all abandoned calls same day

Abandoned Calls

LSCC Patient Navigation Center
Abandoned Calls for 8/27/2012

	PNC Data				NextGen Data (matched by calling number)			
Rec #	Phone	# of Calls Today	Last Call	Total Wait (Seconds)	Person	Appt Event	Appt Date	Reason for Call
1	5122177579	1	08:32 AM	74		Lab Adult Fasting	8/27/2012	▼
2	5127915106	1	09:39 AM	46		MH Adult Established	8/27/2012	▼
3	5127403480	1	09:08 AM	19		MH Adult Established	10/5/2012	▼
4	2542397492	1	08:08 AM	42		MH Adult Established	9/27/2012	▼
5	5129992372	1	09:40 AM	95		WCC Established	9/5/2012	▼
6	5124504280	1	09:18 AM	57		Gyn Visit Est	8/22/2012	▼
7	5129669586	1	09:19 AM	35		WCC Established	8/14/2012	▼
8	5125680244	1	08:05 AM	70		Gyn Visit Est	8/8/2012	▼
9	2545638944	1	08:33 AM	55		Pedi Established Patient	7/27/2012	▼
10	5129682766	1	08:11 AM	50		Pedi New	7/2/2012	▼
11	5125767809	1	08:50 AM	54		Program Registration	2/27/2012	▼
12	5129035160	2	08:40 AM	180		Adult New Patient	9/14/2011	▼
13	5124536100	1	08:20 AM	27				▼
14	5123244807	1	08:20 AM	67				▼
15	5126424714	1	08:24 AM	65				▼
16	5124617358	1	08:26 AM	31				▼
17	5123176984	1	08:34 AM	64				▼
18	5127480203	1	08:38 AM	70				▼

Proactively follow up to determine member experience, answer outstanding questions and provide further education when needed

New Patient Recall – OB/GYN

Lone Star Circle of Care
New Patient Recall Follow-up Results for OBGYN

Date Filter: 2013-1-01 to 2013-2-27   Service Line: OBGYN ▼   Submit

Action of Call:

Action	Count	Percent
Successful Call	30	36.6%
Left Message	31	37.8%
Disconnected	2	2.4%
No Answer	19	23.2%
Total Calls	**82**	**100.0%**

Overall Rating: (excludes N/A)

Overall Rating	Count	Percent
Very Satisfied	20	66.7%
Satisfied	10	33.3%
Total Successful Calls	**30**	**100.0%**

Overall, 100.0% of the reported patients were Satisfied or Very Satisfied.

New Patient Recall – OB/Gyn (continued)

Scheduled Prenatal Class: (Either Yes or No)

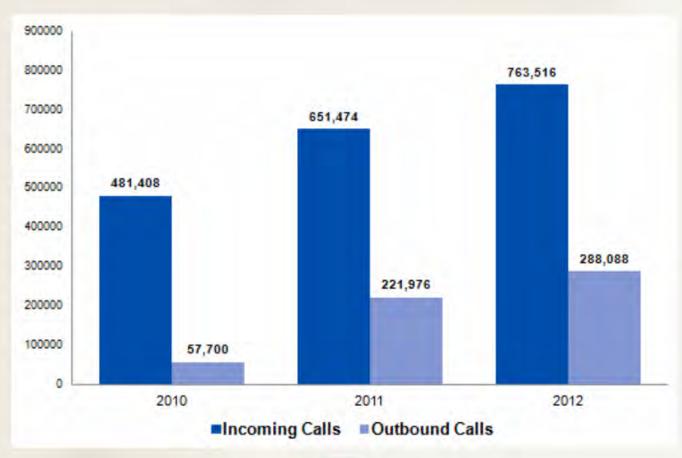| Yes	Percent	No	Percent	Total
22	78.6%	6	21.4%	28

Feedback / Follow-Up with Overall Rating Populated:

Rec #	Report	Enc_Date	Enc_Nbr	Last Name	First Name	Event	Overall Rating	Scheduled Appt	Feedback / Follow-Up	Comments / Notes
1	OBGYN	2/20/2013	2045218			OB New Confirmed 12+ Wk	4	C	no.	no.
2	OBGYN	2/19/2013	2043500			OB New Confirmed 12+ Wk	4	C	no	no
3	OBGYN	2/19/2013	2043629			OB New Confirmed 12+ Wk	5	C	No.	No.
4	OBGYN	2/15/2013	2036612			OB New Confirmed 11 Wk Or Less	5	C	na	na
5	OBGYN	2/15/2013	2036461			OB New Confirmed 12+ Wk	5	C	na	na
6	OBGYN	2/15/2013	2035974			OB New Confirmed 12+ Wk	5	C	na	na
7	OBGYN	2/14/2013	2033330			OB Est Confirmed 11 Wk Or Less	5	C	na	na
8	OBGYN	2/14/2013	2034309			OB New Confirmed 11 Wk Or Less	5	C	na	na

Overall
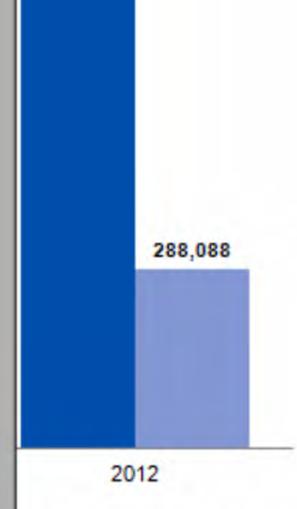## coordination of patient's healthcare through non-traditional, optimized contact points.

Call Volume

Clinical Interventionists

- Identify risk & proactively manage patient (member)

- Increase compliance

- Fill in space between episodic visits with preventive contacts

- Works in tandem with LSCC Clinicians

- ALL is documented in the EHR/HIE for continuity of care

Clinical Interventionist Outreach

Chronic Disease Management

Measured Outcomes

Hospital Follow-Up

Chronic Disease Management

Patients Due for Checkup List – Chronic Conditions

1. Dedicated report with ability to access all focus interventions
2. Provides CI RN with ability to access real time data IE: Labs results
3. Results documented in EHR and reason code data points within report

Hospital Follow-Up

- Contacts LSCC patients that have presented in the ED or had an IP admission within 1-2 days of visit/dc

- Hospital records are loaded into EHR (Master Member Record)
  - Meds reconciled
  - Orders documented and acted upon
  - PCP notified

- Contacts LSCC patients that have presented in the ED or had an IP admission within 1-2 days of visit/dc

- Hospital records are loaded into EHR (Master Member Record)
  - Meds reconciled
  - Orders documented and acted upon
  - PCP notified
  - Follow-up appt. and/or education if needed
  - Other as deemed necessary during discussion

- While this event was not avoided, plan is through education & ongoing disease management future unnecessary ED/IP visits would be

Patients Having ER/ED Visit (HIE Data Match)

Lone Star Circle of Care
LSCC Patients having ER Visit

Age Group: All ▼   Language List: English ▼   HIE Last Updated: 1/25/2013 7:02:22 AM

Rec	Recall	Person NBR	Patient	DOB	Phones	LSCC Visits (12 months)	LSCC Enc Date	ER Date	DX	DX Desc	Point of Care	Recall Reason
755	ER Weekly	61453				0	8/29/2011	1/19/2013	786.30	HEMOPTYSIS NOS	Seton Northwest	▼
756	ER Weekly	133447				6	10/9/2012	1/19/2013	345.90	EPILEP NOS W/O INTR EPIL	Dell Children's Medical C	▼
757	ER Weekly	30352				1	3/8/2012	1/19/2013	780.60	FEVER NOS	Dell Children's Medical C	▼
758	ER Weekly	198474				3	3/8/2012	1/19/2013	V68.9	ADMINISTRTVE ENCOUNT NOS	Seton Hospital Williamson	▼
759	ER Weekly	181717				11	1/14/2013	1/20/2013	780.2	SYNCOPE AND COLLAPSE	Seton Southwest	▼
760	ER Weekly	25632				1	1/25/2012	1/20/2013	487.1	FLU W RESP MANIFEST NEC	Dell Children's Medical C	▼
761	ER Weekly	26506				2	5/21/2012	1/20/2013	305.00	ALCOHOL ABUSE-UNSPEC	Seton Northwest	▼
762	ER Weekly	79294				5	11/19/2012	1/20/2013	465.9	ACUTE URI NOS	Dell Children's Medical C	▼
763	ER Weekly	40968				0	12/13/2011	1/22/2013	V68.9	ADMINISTRTVE ENCOUNT NOS	Seton Northwest	▼
764	ER Weekly	186600				2	6/22/2012	1/22/2013	599.0	URIN TRACT INFECTION NOS	Seton Southwest	▼

Jane Bond, 26, Female

Encounter Summary

Date	Type	Point of Care	Attending Provider
09-24-2012 16:00:00	Clinic	LSCC - Texas A&M Health Sciences Center Clinical Hub	Blankenship, Kimberly

Diagnoses

```
[795.00] ABN GLANDULAR PAP SMEAR
```

Procedures

```
[87621] HPV DNA AMP PROBE
[88142] CYTOPATH C/V THIN LAYER
[99000] SPECIMEN HANDLING OFFICE-LAB
[99212] OFFICE/OUTPATIENT VISIT EST
```

Date	Type	Point of Care	Attending Provider
09-18-2012 13:00:00	Clinic	LSCC - Texas A&M Health Sciences Center Clinical Hub	Mclemore, Christine
06-08-2012 09:40:00	Clinic	LSCC - Texas A&M Health Sciences Center Clinical Hub	Moeller, Erica
06-05-2012 18:40:00	Clinic	LSCC - Texas A&M Health Sciences Center Clinical Hub	Moeller, Erica
06-03-2012 13:41:00	ER	SDH - St. Davids Round Rock Medical Center	Mccuskey, Charles

Diagnoses

```
[780.4] DIZZINESS AND GIDDINESS
[784.0] HEADACHE
```

Procedures

Date	Type	Point of Care	Attending Provider
03-07-2012 14:00:00	Clinic	LSCC - Texas A&M Health Sciences Center Clinical Hub	Hauser, Cammie
02-28-2012 10:20:00	Clinic	LSCC - Round Rock OB	Clifton, Truett
02-20-2012 11:20:00	Clinic	LSCC - Texas A&M Health Sciences Center Clinical Hub	Hauser, Cammie
02-13-2012 10:00:00	Clinic	LSCC - Round Rock OB	Clifton, Truett

Diagnoses

Search:

Encounter Date	Code	Description
09-24-2012 16:00:00	795.00	Abn Glandular Pap Smear
09-19-2012 13:00:00	780.4	Dizziness And Giddiness
06-08-2012 09:40:00	780.4	Dizziness And Giddiness
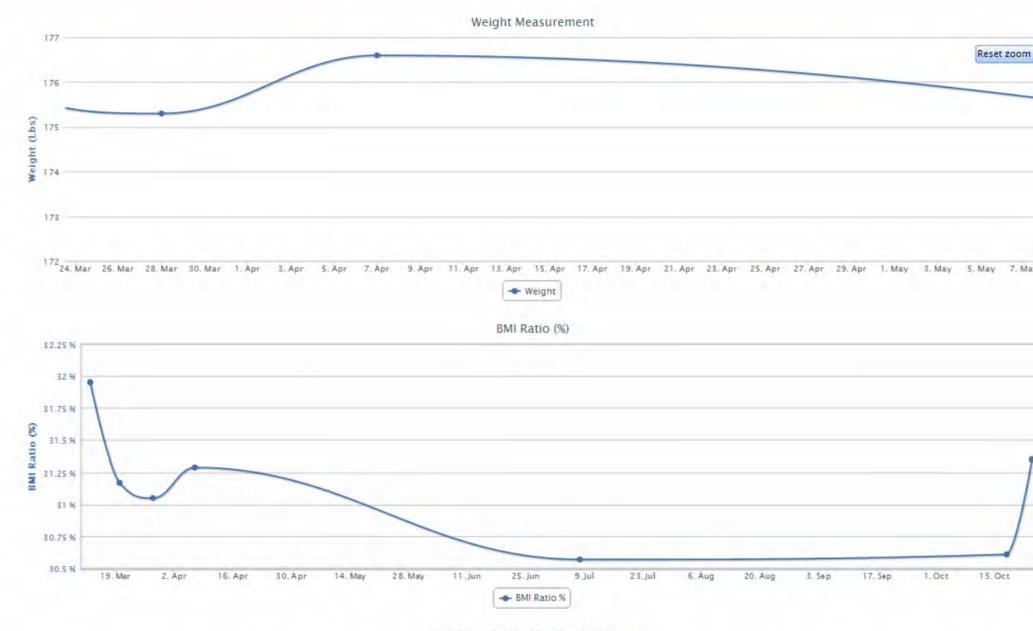
Procedures

Search:

Encounter Date	Code	Description
09-24-2012 16:00:00	87621	Hpv Dna Amp Probe
09-24-2012 16:00:00	88142	Cytopath C/V Thin Layer
09-24-2012 16:00:00	99000	Specimen Handling Office-lab

Graph Dashboard

Weight Measurement

Weight (Lbs)

Reset zoom

177
176
175
174
173
172

24. Mar 26. Mar 28. Mar 30. Mar 1. Apr 3. Apr 5. Apr 7. Apr 9. Apr 11. Apr 13. Apr 15. Apr 17. Apr 19. Apr 21. Apr 23. Apr 25. Apr 27. Apr 29. Apr 1. May 3. May 5. May 7. Ma

→ Weight

BMI Ratio (%)

BMI Ratio (%)

32.25 %
32 %
31.75 %
31.5 %
31.25 %
31 %
30.75 %
30.5 %

19. Mar 2. Apr 16. Apr 30. Apr 14. May 28. May 11. Jun 25. Jun 9. Jul 23. Jul 6. Aug 20. Aug 3. Sep 17. Sep 1. Oct 15. Oct

→ BMI Ratio %

Systolic and Diastolic Blood Pressure

200

150

19. Mar | 2. Apr | 16. Apr | 30. Apr | 14. May | 28. May | 11. Jun | 25. Jun | 9. Jul | 23. Jul | 6. Aug | 20. Aug | 3. Sep | 17. Sep | 1. Oct | 15. Oct

← BMI Ratio %

Systolic and Diastolic Blood Pressure

Blood Pressure (mmHg)

Feb-12	Sep-12	Feb-12	Mar-12	Jun-12	Feb-12	Sep-12
154	145	150	126	138	162	130
86	93	96	85	87	98	93

Utilization

Lone Star Circle Of Care — St Davids Hospitals
Lone Star Circle Of Care — Emergency Room — Lone Star Circle Of Care
Lone Star Circle Of Care — Clinic — Lone Star Circle Of Care
Lone Star Circle Of Care — Lone Star Circle Of Care
Lone Star Circle Of Care

Why were you at the Emergency Department?

Can we schedule you an appointment with your primary care provider?

Patient Behavior...Why?...Goes Beyond Clinical

In Dec'12 LSCC started collecting additional data/reporting on ED/IP admissions as part of a community focus group (ICC).
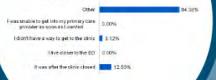
Why were you at the Emergency Department?

Can we schedule you an appointment with your primary care provider?

Was there a reason you went to the Emergency Department instead of coming to your primary care provider at Lone Star Circle of Care (Select all that apply)?

What was the outcome of the call?

Was there a reason you went to the Emergency Department instead of coming to your primary care provider at Lone Star Circle of Care (Select all that apply)?

Other	84.38%
I was unable to get into my primary care provider as soon as I wanted	0.00%
I didn't have a way to get to the clinic	3.12%
I live closer to the ED	0.00%
It was after the clinic closed	12.50%

Patient Behavior...Why?...Goes Beyond Clinical

In Dec'12 LSCC started collecting additional data/reporting on ED/IP admissions as part of a community focus group (ICC).
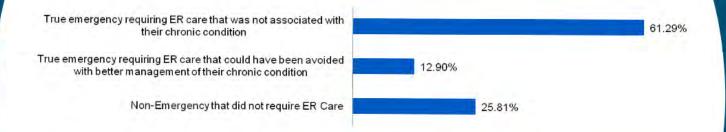
Why were you at the Emergency Department?

Can we schedule you an appointment with your primary care provider?

Was there a reason you went to the Emergency Department instead of coming to your primary care provider at Lone Star Circle of Care (Select all that apply)?

What was the outcome of the call?

Why were you at the Emergency Department?

True emergency requiring ER care that was not associated with their chronic condition — 61.29%

True emergency requiring ER care that could have been avoided with better management of their chronic condition — 12.90%

Non-Emergency that did not require ER Care — 25.81%

Can we schedule you an appointment with your primary care provider?
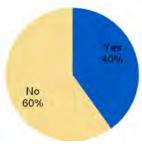
Yes 40%

No 60%

Was there a reason you went to the Emergency Department instead of coming to your primary care provider at Lone Star Circle of Care (Select all that apply)?
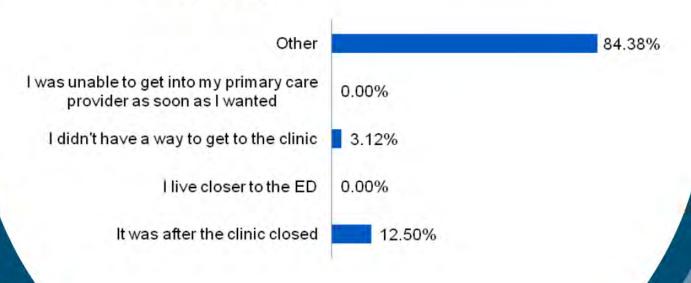
Response	Percentage
Other	84.38%
I was unable to get into my primary care provider as soon as I wanted	0.00%
I didn't have a way to get to the clinic	3.12%
I live closer to the ED	0.00%
It was after the clinic closed	12.50%

Measured Outcomes of Navigation Model

In-Patient Hospital Utilization

Bar chart:
- No visit to LSCC: 4.5%
- Visit to LSCC: 1.1%
(y-axis: 0% to 20%)

Emergency Department Utilization

Bar chart:
- No visit to LSCC: 15.7%
- Visit to LSCC: 7.9%
(y-axis: 0% to 20%)

- Patients who had not had a visit to LSCC were more than four times as likely to have at least one avoidable hospital visit

- Patients who had not had a visit to LSCC were nearly twice as likely to show up in the ED

Lone Star Circle of Care

MEMBER NAVIGATION CENTER

Back   Source