Care Coordination Strategies

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Why Care Coordination?

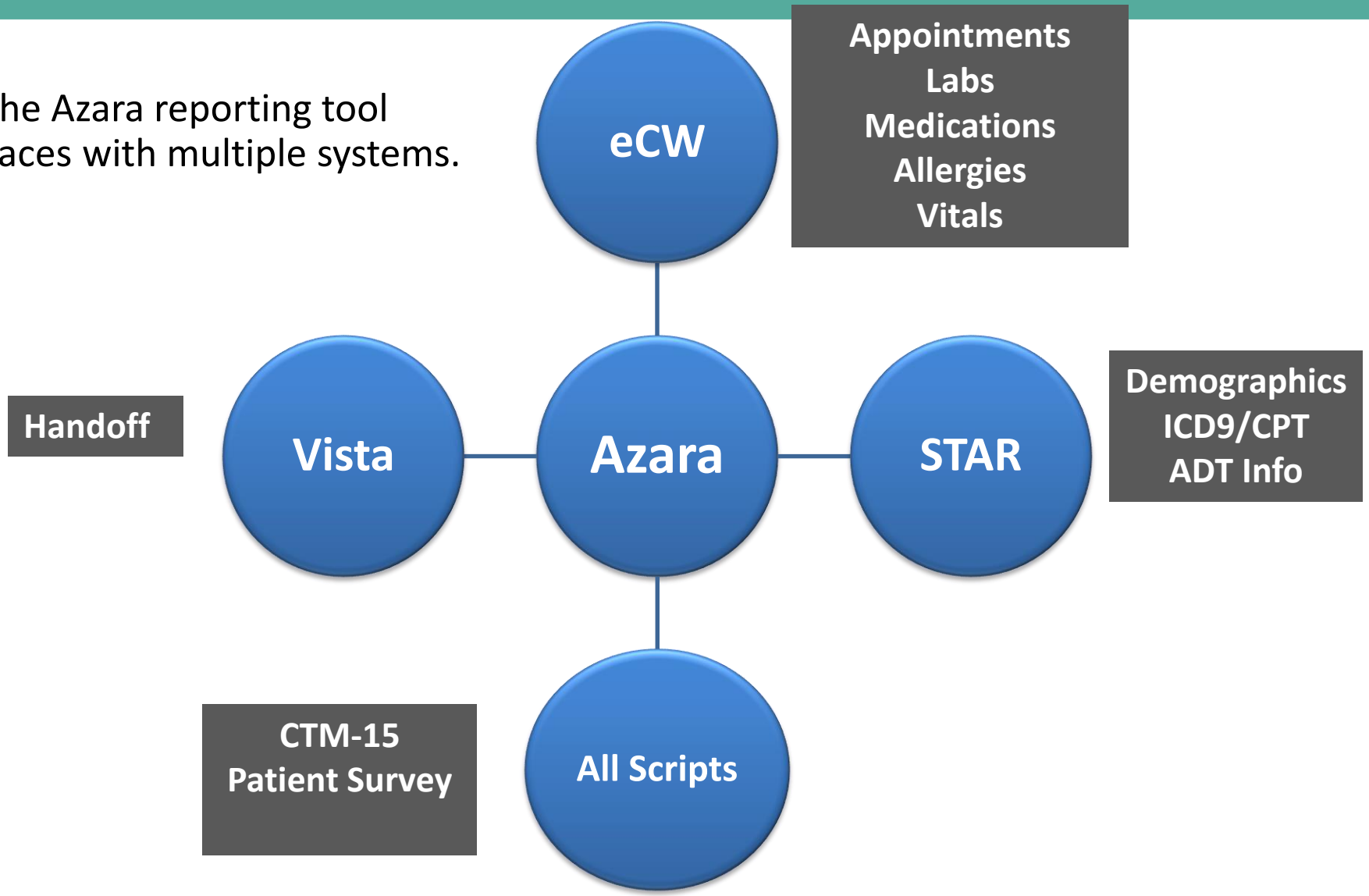
Population Health Management (PHM) seeks to improve the quality of health care of a group by monitoring and identifying individual patients needs within that group.

Triple Aim of Quality

- ✓ Improved patient outcomes
- ✓ Improved patient experience
- ✓ Decrease Health Care Cost

Data Management Tools

The Azara reporting tool interfaces with multiple systems.



Which Patients to Manage?

Current Risk Stratification

High

Patient has 1+ of 11 risk diagnoses

AND

2+ ED and/or IP visits in the past 6 months.

Moderate

Patient has 1+ of 11 risk diagnoses

AND

< 2+ ED and/or IP visits in the past 6 months.

Low

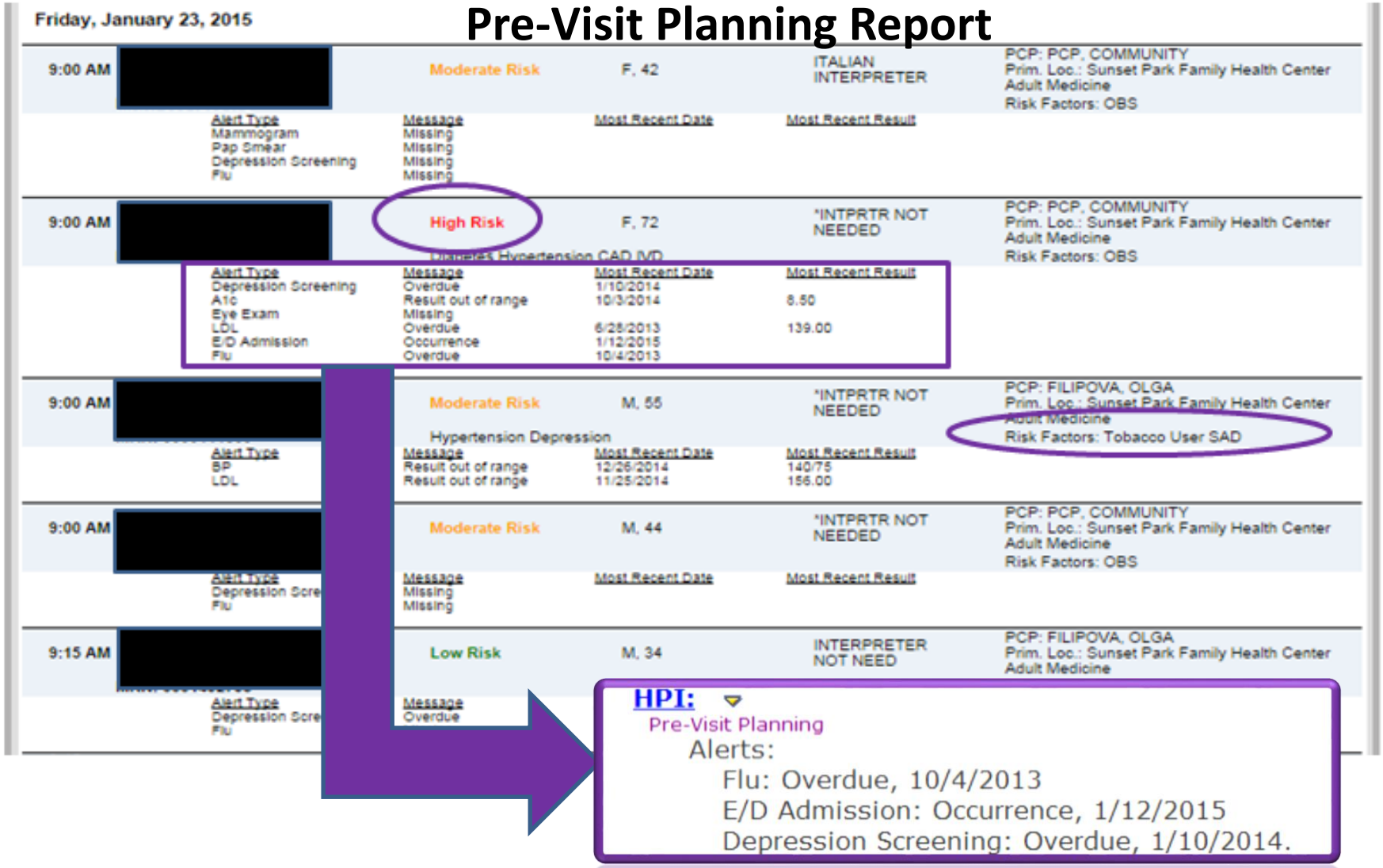
Patient has none of 11 risk diagnoses.

11 Risk Diagnoses

- Asthma
- COPD
- Diabetes Mellitus
- Heart Failure
- Hypertension
- Obesity
- Alcohol Abuse
- Alcohol Dependency
- Drug Abuse
- Drug Dependence
- Severe Mental Illness

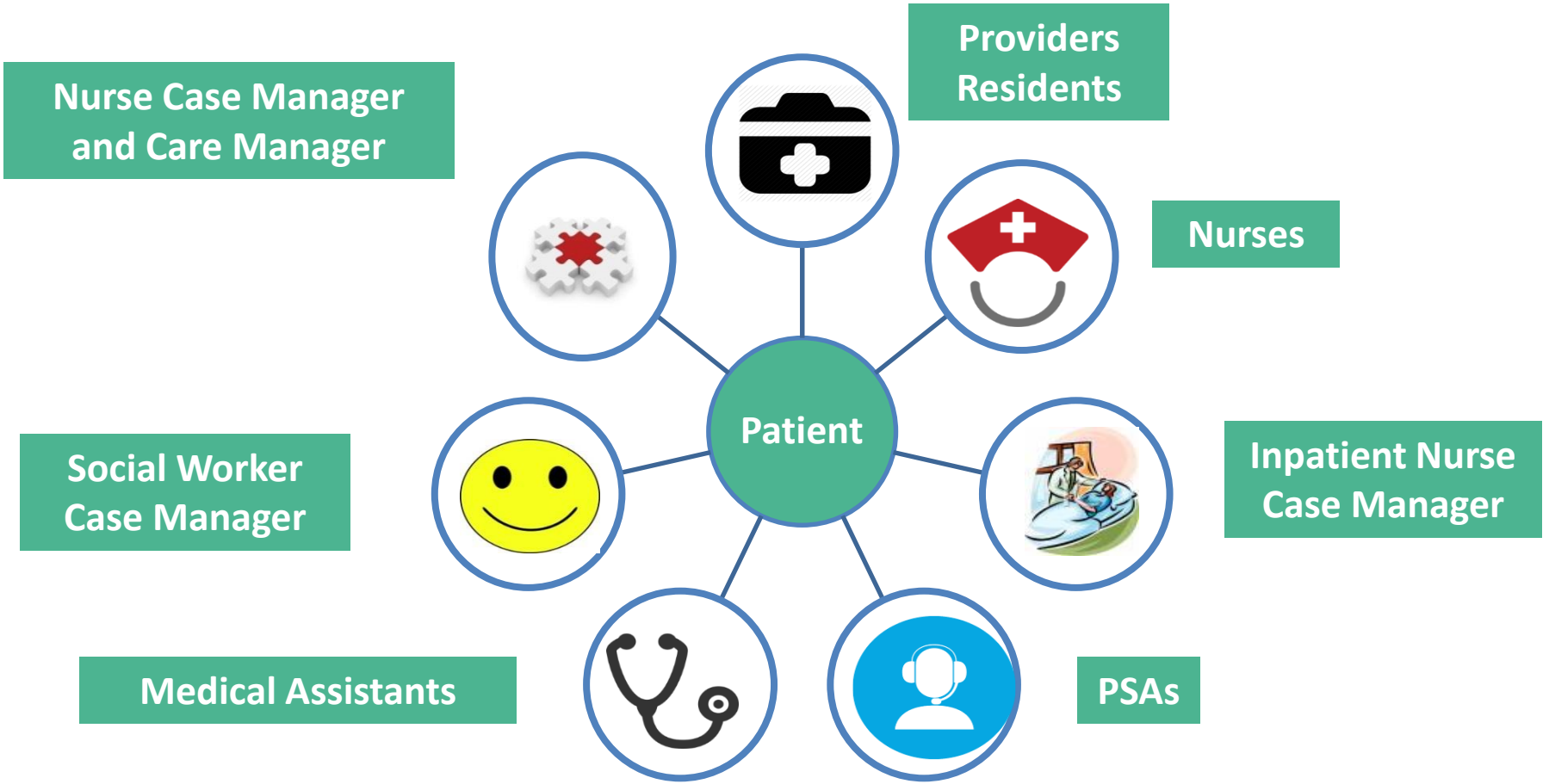
Actionable Data

Pre-Visit Planning Report



Care Team

Site Morning Huddles



Case Management

Outpatient CM embedded in LFHC sites:

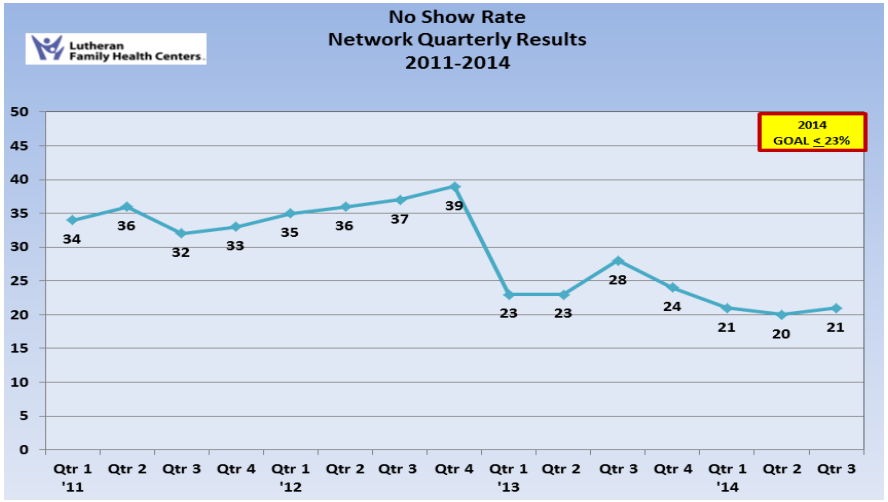
- ✓ Conducts follow up calls to discharged patients
- ✓ Confirms medical appointment & addresses transportation needs
- ✓ Alerts patient service coordinator if health concerns reported
- ✓ Deploys community health worker if assistance required
- ✓ Engages Nurse or Social Work Case Managers for patients with complex medical conditions and/or psychiatric disorders

Centralized Appointment staff:

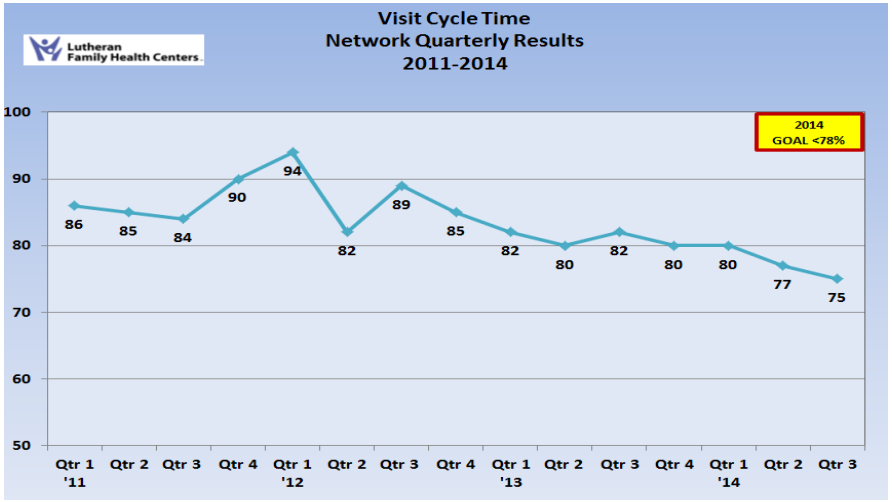
- ✓ Conducts follow up calls to ED patients
- ✓ Sets up appointments to appropriate provider if necessary

Improved Patient Experience

- Decreased and Sustained No Show Rates 21%



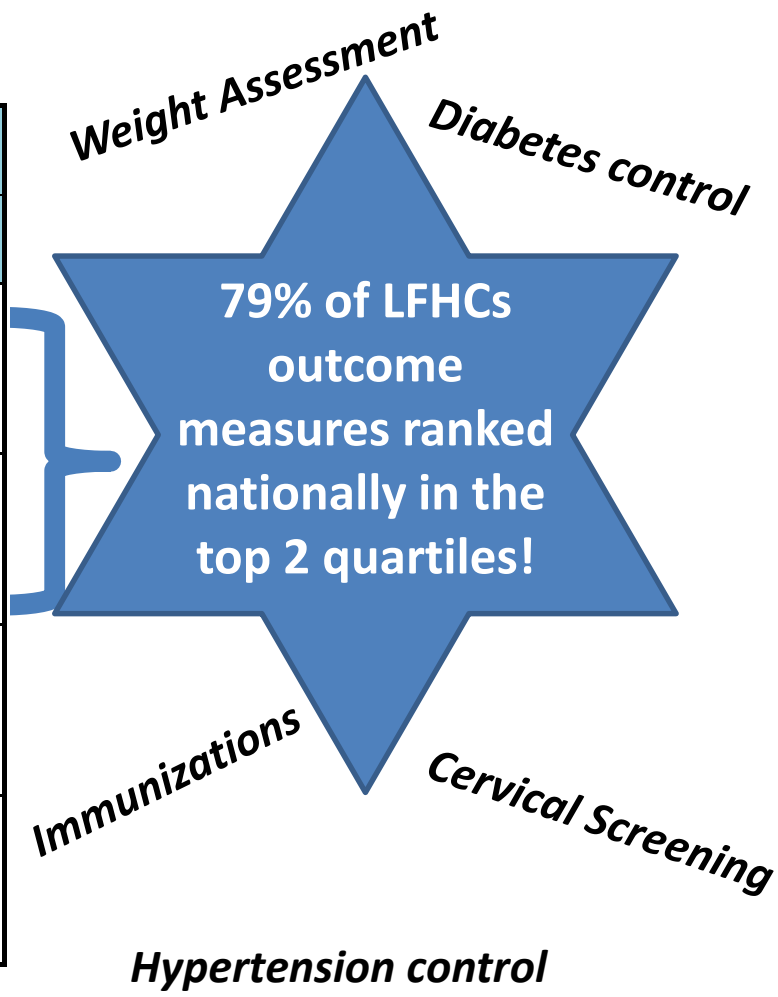
- Decreased Visit Cycle Time to 75 minutes



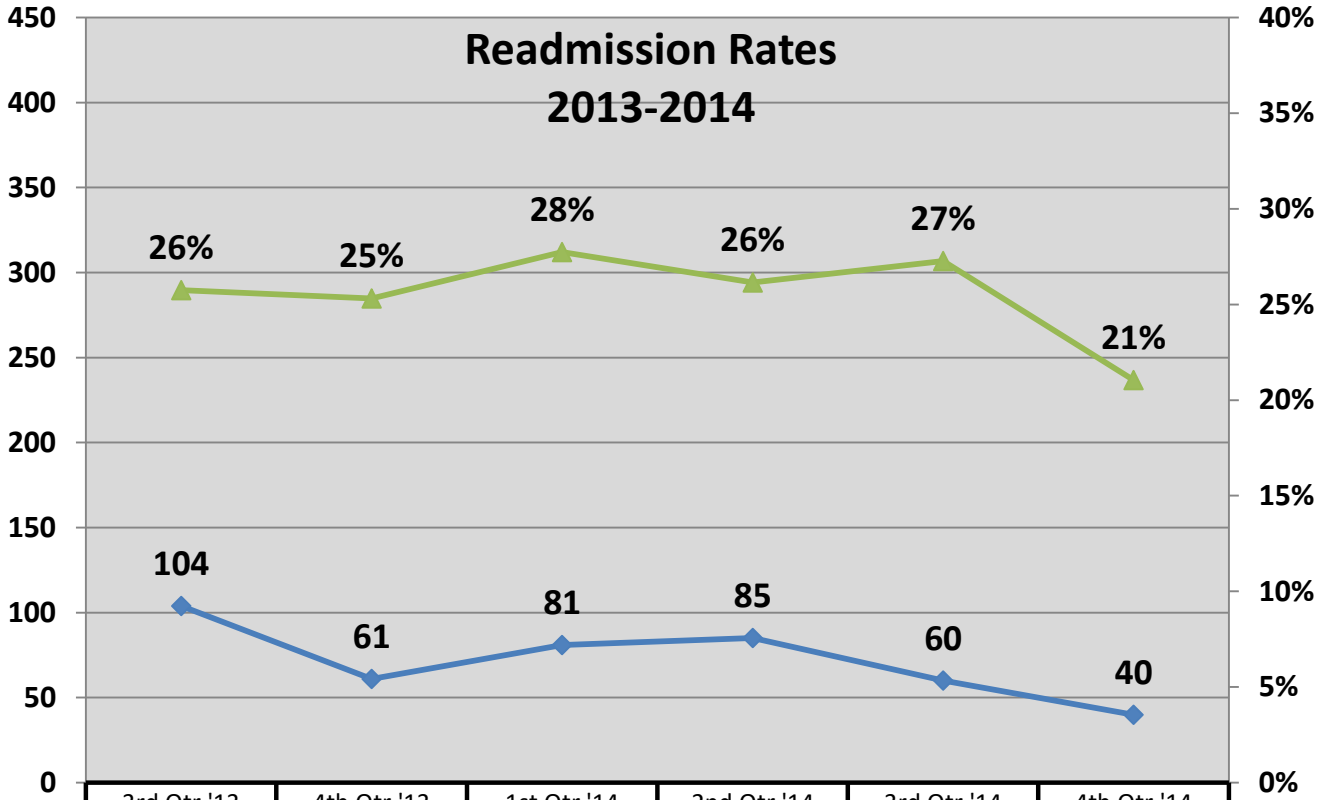
Improved Patient Outcomes

- BPHC Clinical Outcomes Ranking

Quartile Performance			
	2011	2012	2013
1st Quartile	9%	29%	29%
2nd Quartile	18%	36%	50%
3rd Quartile	46%	21%	14%
4th Quartile	27%	14%	7%



Decrease Health Care Costs



	3rd Qtr '13	4th Qtr '13	1st Qtr '14	2nd Qtr '14	3rd Qtr '14	4th Qtr '14
# of Admissions	404	241	292	325	220	190
# of Readmissions	104	61	81	85	60	40
Readmission Rate	26%	25%	28%	26%	27%	21%