

Care Coordination Strategies

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**Lutheran
HealthCare™**

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.

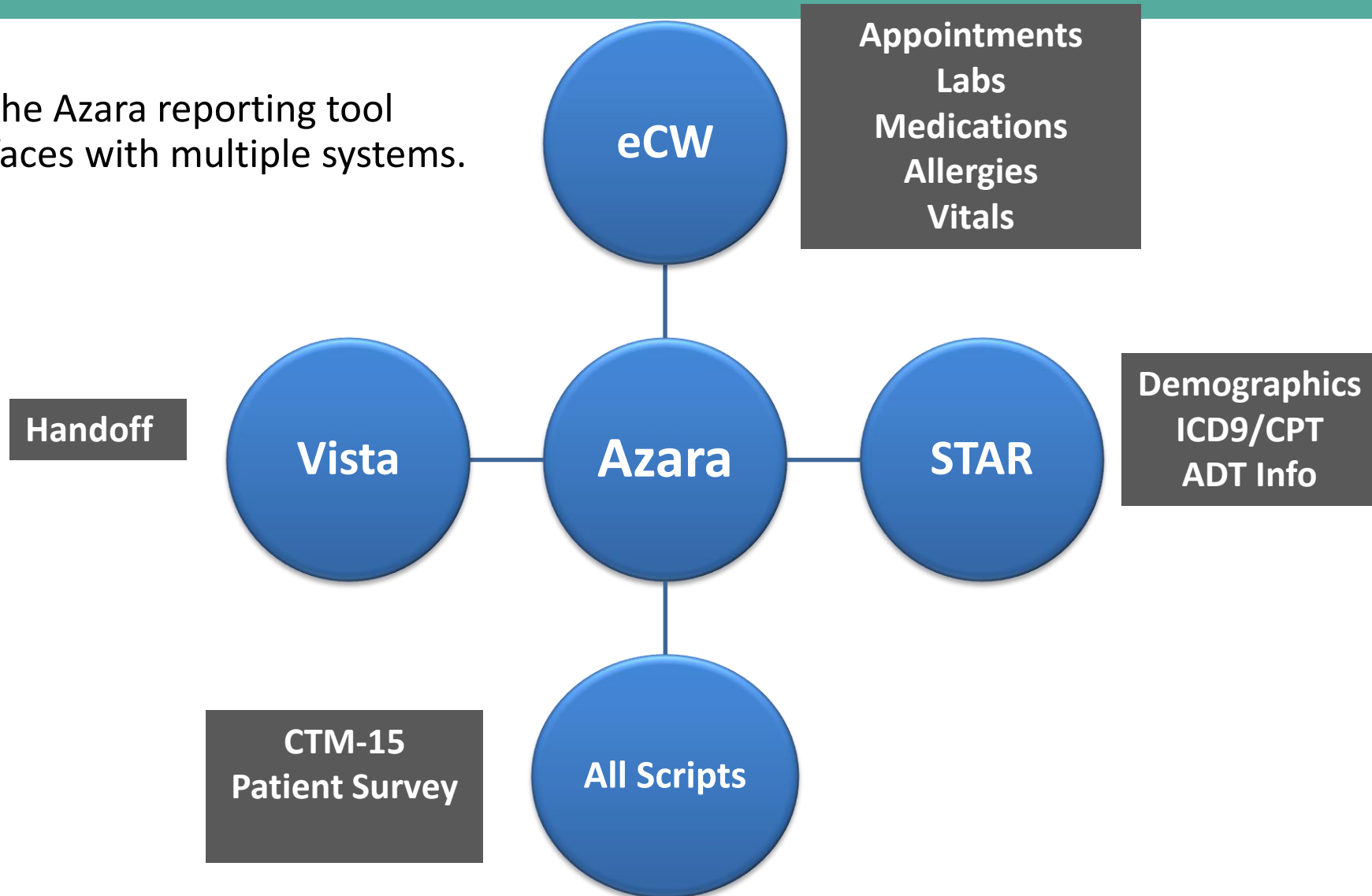
Triple Aim of Quality

- ✓ 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

Friday, January 23, 2015

Pre-Visit Planning Report

9:00 AM	[REDACTED]	Moderate Risk	F, 42	ITALIAN INTERPRETER	PCP: PCP, COMMUNITY Prim. Loc.: Sunset Park Family Health Center Adult Medicine Risk Factors: OBS
	<u>Alert Type</u> Mammogram Pap Smear Depression Screening Flu	<u>Message</u> Missing Missing Missing Missing	<u>Most Recent Date</u>	<u>Most Recent Result</u>	
9:00 AM	[REDACTED]	High Risk	F, 72	*INTPRTR NOT NEEDED	PCP: PCP, COMMUNITY Prim. Loc.: Sunset Park Family Health Center Adult Medicine Risk Factors: OBS
	<u>Alert Type</u> Depression Screening A1c Eye Exam LDL E/D Admission Flu	<u>Message</u> Overdue Result out of range Missing Overdue Occurrence Overdue	<u>Most Recent Date</u> 1/10/2014 10/3/2014 6/28/2013 1/12/2015 10/4/2013	<u>Most Recent Result</u> 8.50 139.00	
9:00 AM	[REDACTED]	Moderate Risk	M, 55	*INTPRTR NOT NEEDED	PCP: FILIPOVA, OLGA Prim. Loc.: Sunset Park Family Health Center Adult Medicine Risk Factors: Tobacco User SAD
	<u>Alert Type</u> BP LDL	<u>Message</u> Hypertension Depression Result out of range Result out of range	<u>Most Recent Date</u> 12/26/2014 11/25/2014	<u>Most Recent Result</u> 140/75 156.00	
9:00 AM	[REDACTED]	Moderate Risk	M, 44	*INTPRTR NOT NEEDED	PCP: PCP, COMMUNITY Prim. Loc.: Sunset Park Family Health Center Adult Medicine Risk Factors: OBS
	<u>Alert Type</u> Depression Scre Flu	<u>Message</u> Missing Missing	<u>Most Recent Date</u>	<u>Most Recent Result</u>	
9:15 AM	[REDACTED]	Low Risk	M, 34	INTERPRETER NOT NEED	PCP: FILIPOVA, OLGA Prim. Loc.: Sunset Park Family Health Center Adult Medicine
	<u>Alert Type</u> Depression Scre Flu	<u>Message</u> Overdue			

HPI: 

Pre-Visit Planning
Alerts:

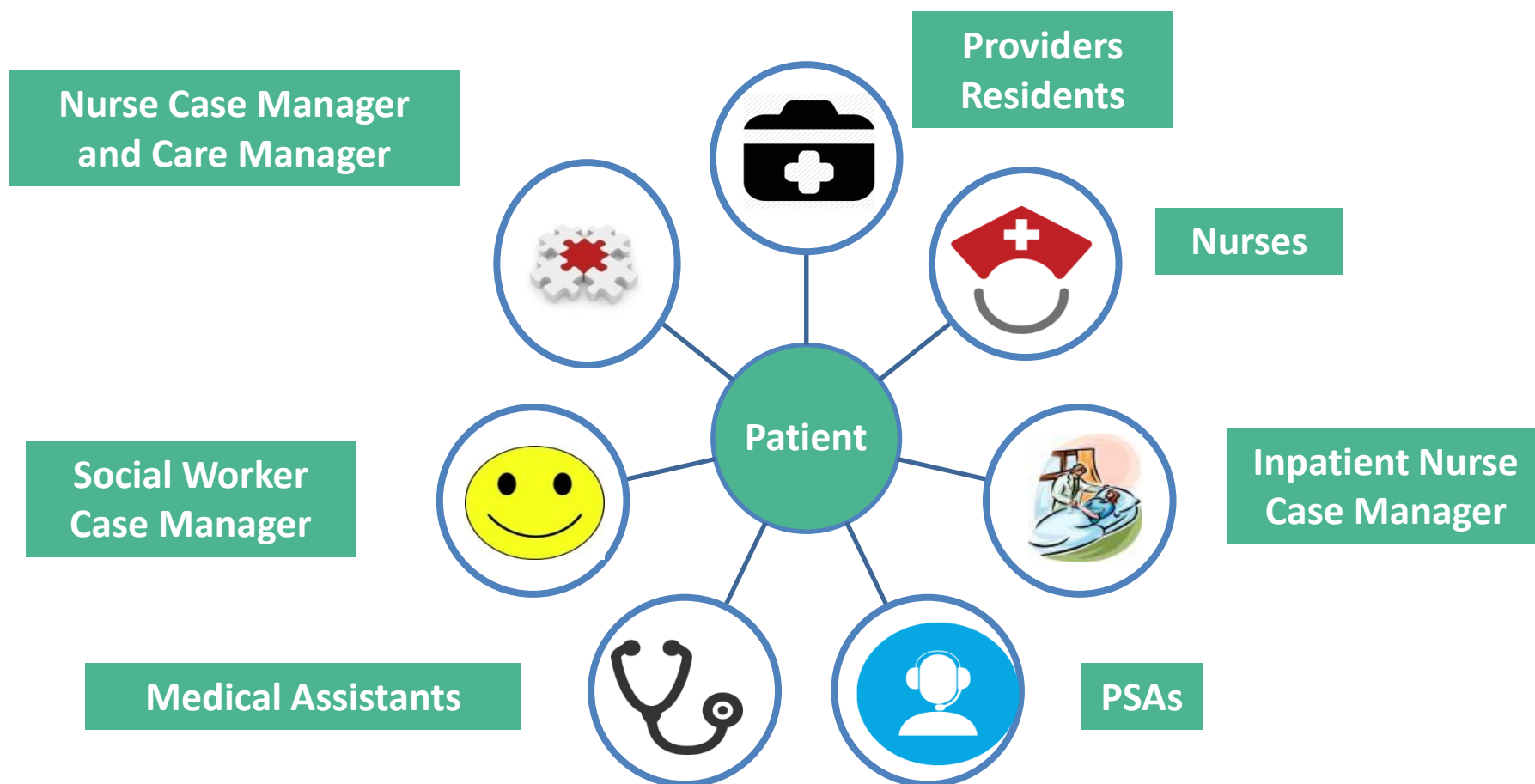
Flu: Overdue, 10/4/2013

E/D Admission: Occurrence, 1/12/2015

Depression Screening: Overdue, 1/10/2014.

Care Team

Site Morning Huddles



Case Management



Outpatient CM embedded in LFHC sites:

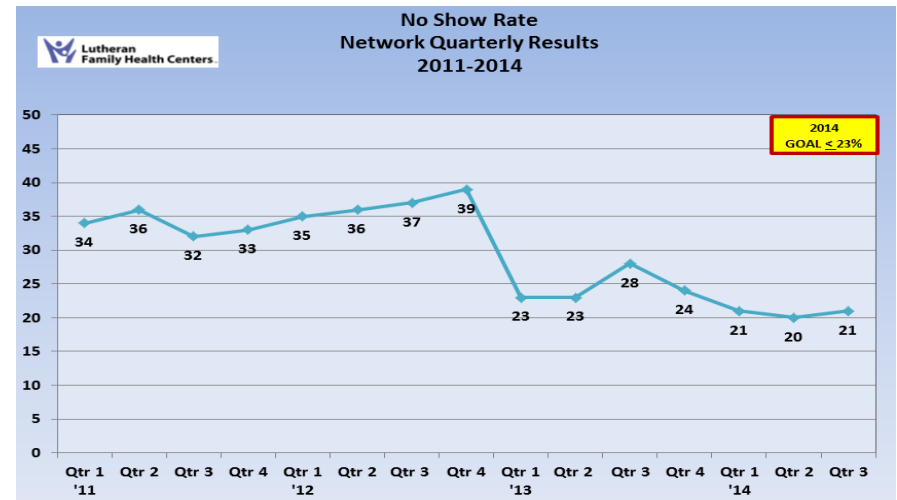
- ✓ Conducts follow up calls to discharged patients
- ✓ Confirms medical appointment & addresses transportation needs
- ✓ Alerts patient service coordinator if health concerns reported
- ✓ Deploys community health worker if assistance required
- ✓ Engages Nurse or Social Work Case Managers for patients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

Centralized Appointment staff:

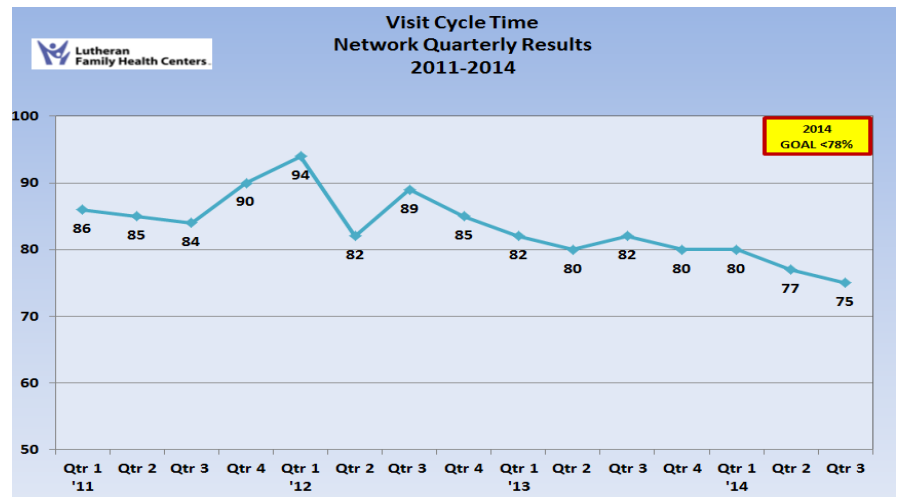
- ✓ Conducts follow up calls to ED patients
- ✓ Sets up appointments to appropriate provider if necessary

Improved Patient Experience

❑ Decreased and Sustained
No Show Rates 21%



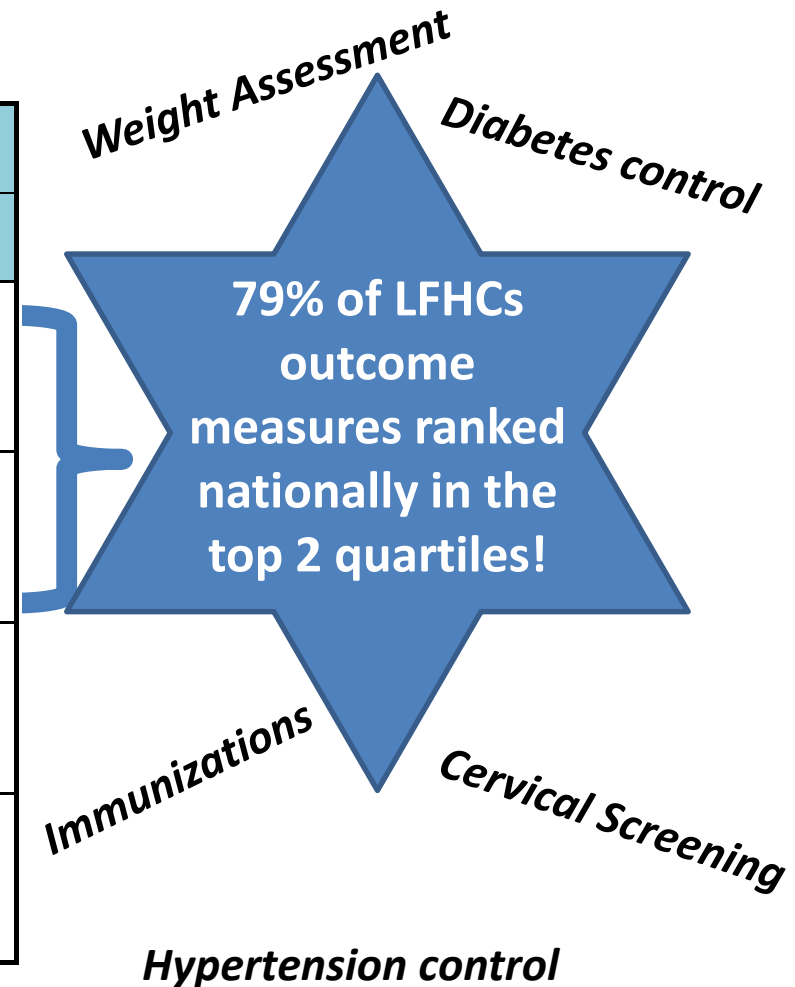
❑ Decreased Visit Cycle Time
to 75 minutes



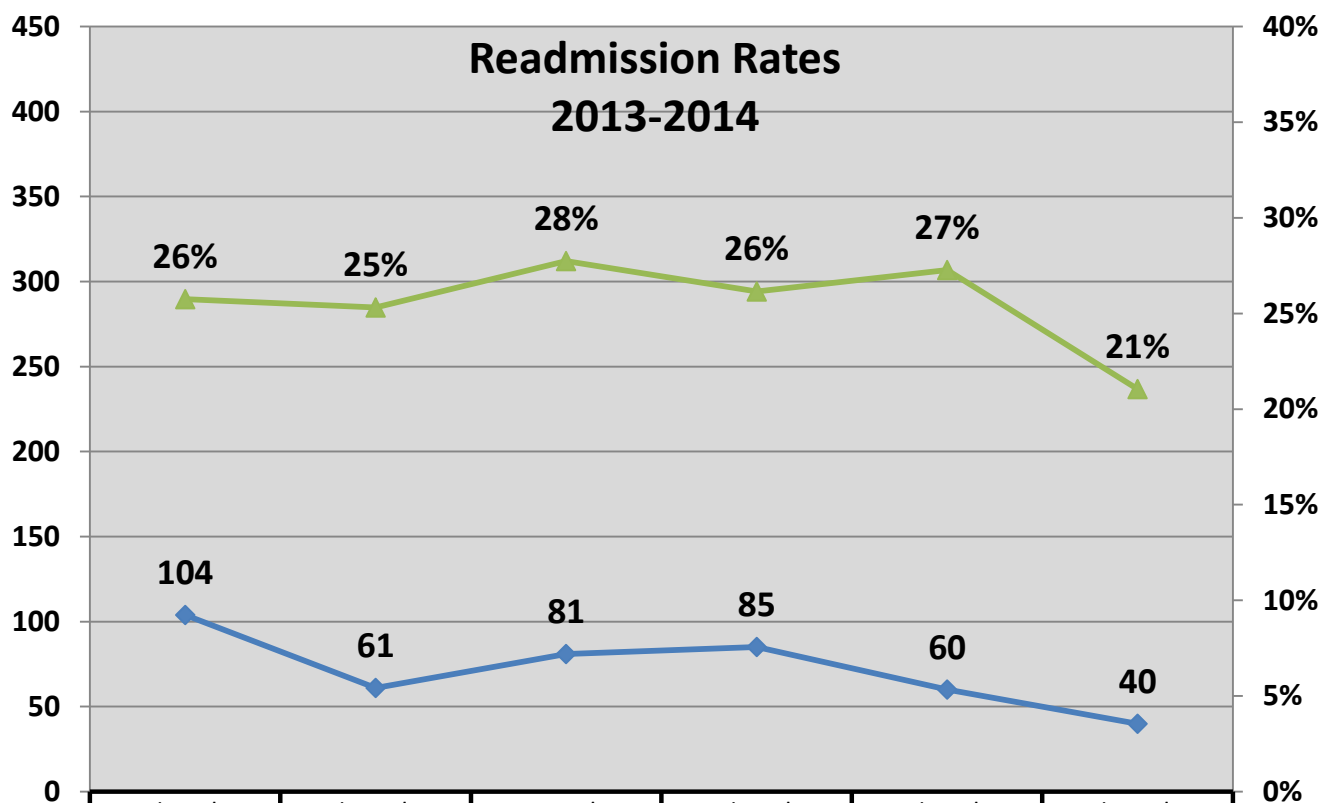
Improved Patient Outcomes

❑ 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%