

# Addressing Preventable Costs Through Enhanced Primary Care Access

27<sup>th</sup> Best Practices Forum  
Waianae Coast Comprehensive Health Center (WCCHC)  
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# Discussion Today “Create Tomorrow”

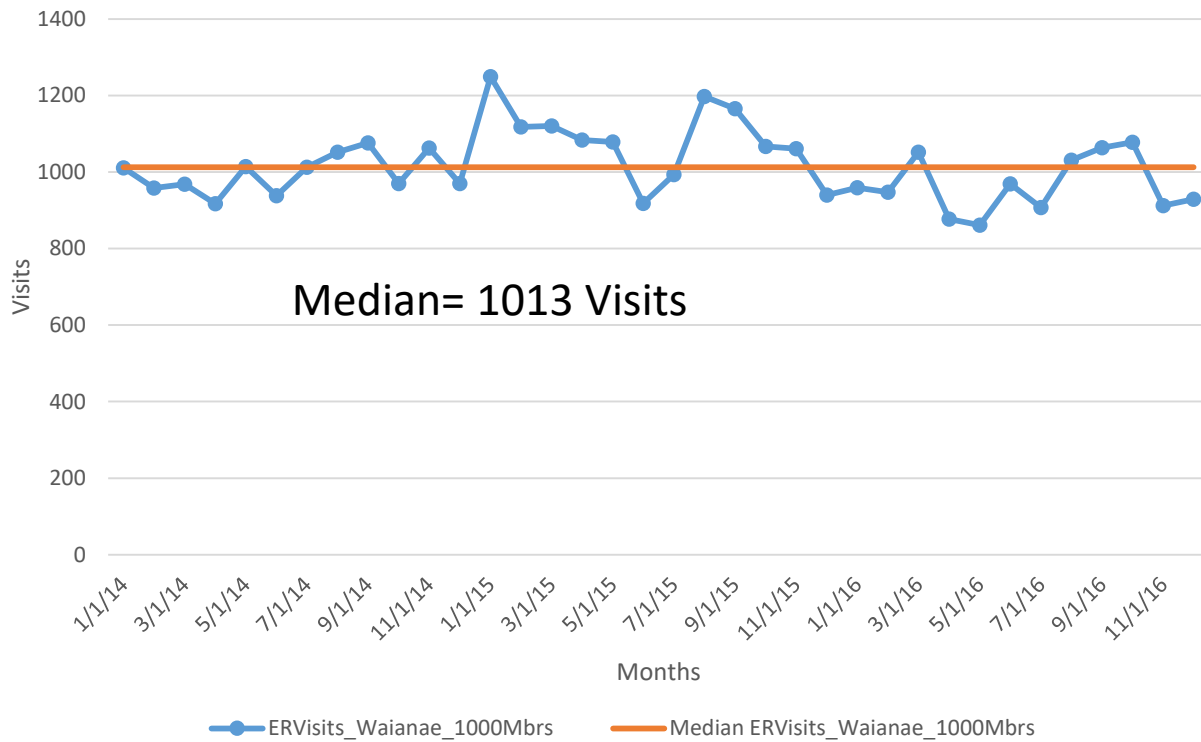
1. Backdrop for Today
2. Trends in Waianae Coast Utilization and Cost and Interventions(Aloha Care)
3. Trends in El Rio Utilization and Cost and Interventions (United Community Plan)
4. System design to achieve performance at Waianae
5. “Create Tomorrow” for Best Practices, LLC?
  - What standardized data do we have? Medicaid on cost and utilization?
  - Use of PRAPARE to add the social determinants?
  - Make the case for value as well as describe the diverse/vulnerable population?
6. Discussion/Interest in Next Steps?

# Statistical Process Control

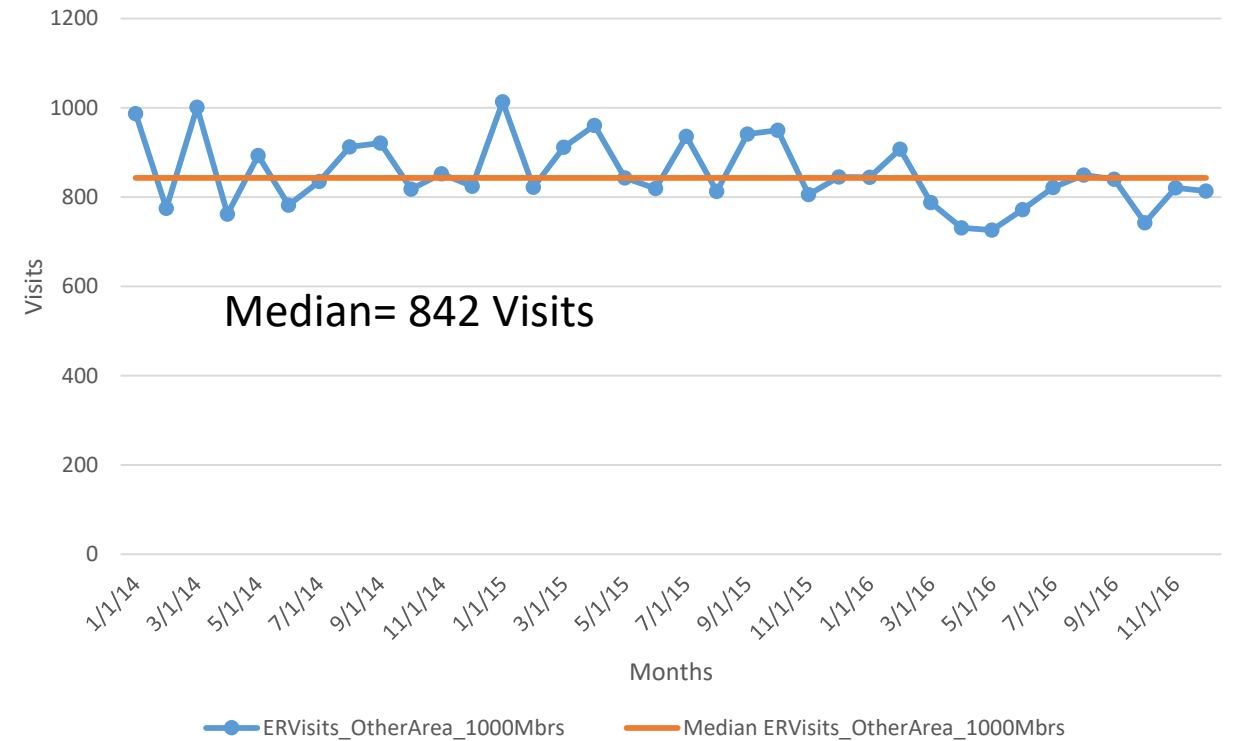
## Run Chart Analysis

- All processes have variation
- Powerful technique to distinguish between noise and signal
- Determines process stability and capability
- Compares Voice of Process with Voice of the Customer
- Based on probability statistics with time ordered sequences.

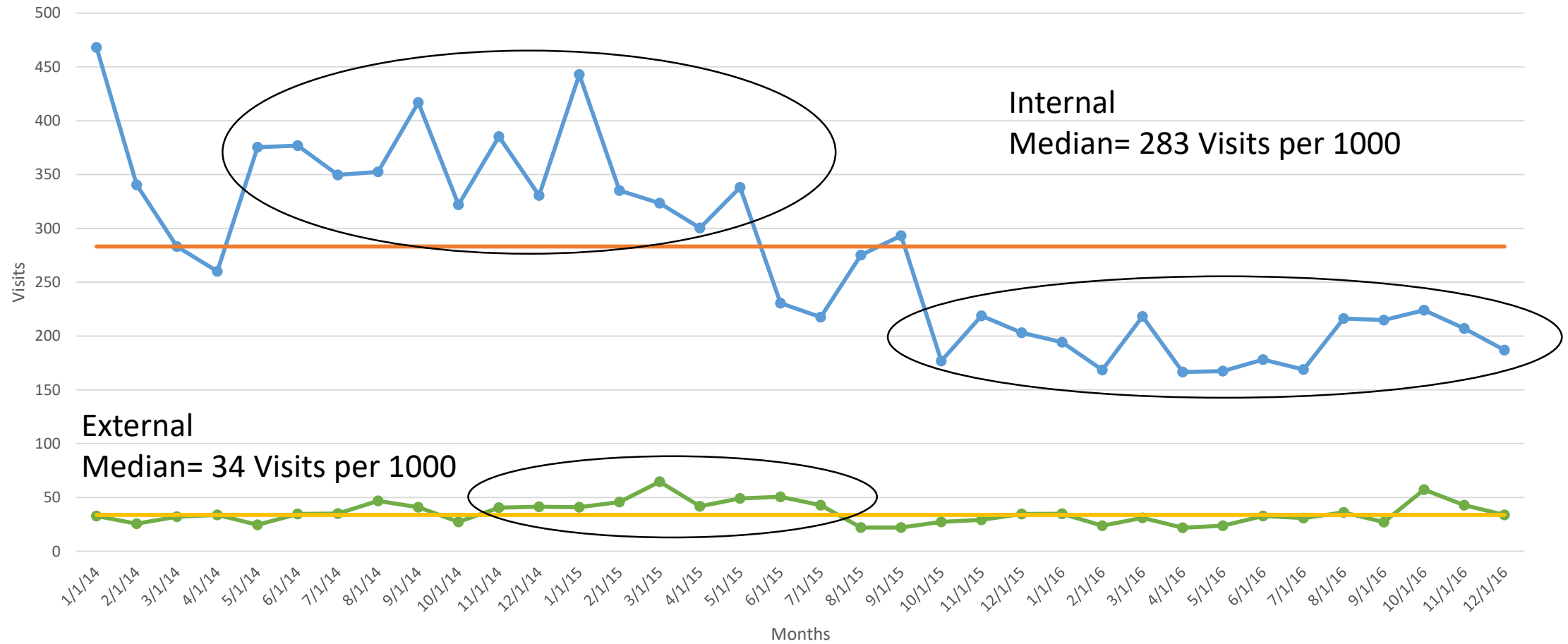
Waianae Coast Comprehensive Health Center (WCCHC)  
Total ER Visits/1000 – Waianae Service Area  
January 2014 - December 2016 (36 Months)



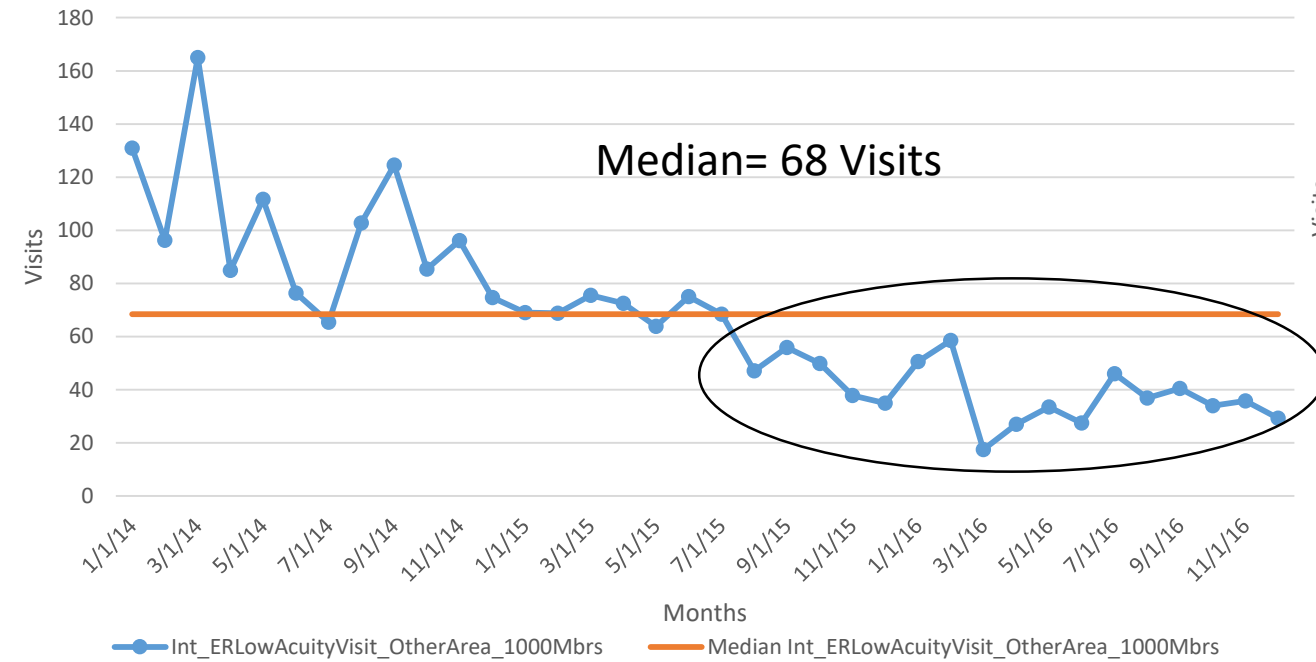
Waianae Coast Comprehensive Health Center (WCCHC)  
Total ER Visits/1000 - Other Service Area  
January 2014 - December 2016 (36 Months)



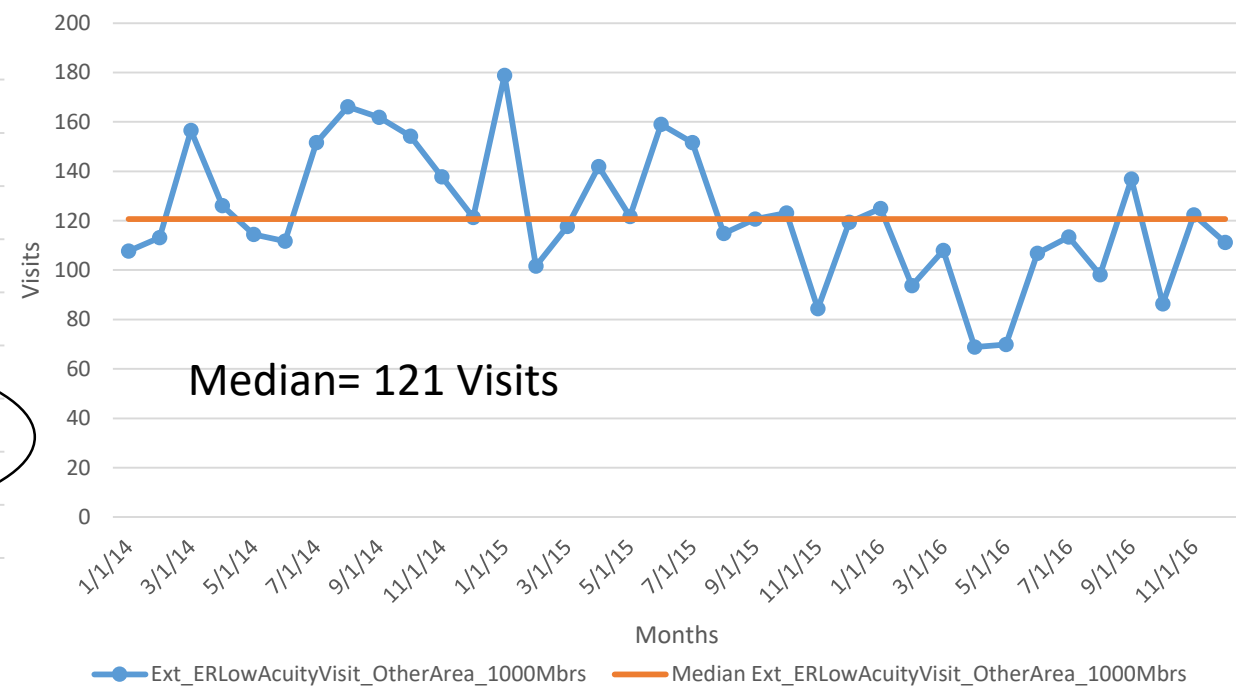
Waianae Coast Comprehensive Health Center (WCCHC)  
AlohaCare Low Acuity Internal and External ER Visits - Waianae  
January 2014 - December 2016 (36 Months)



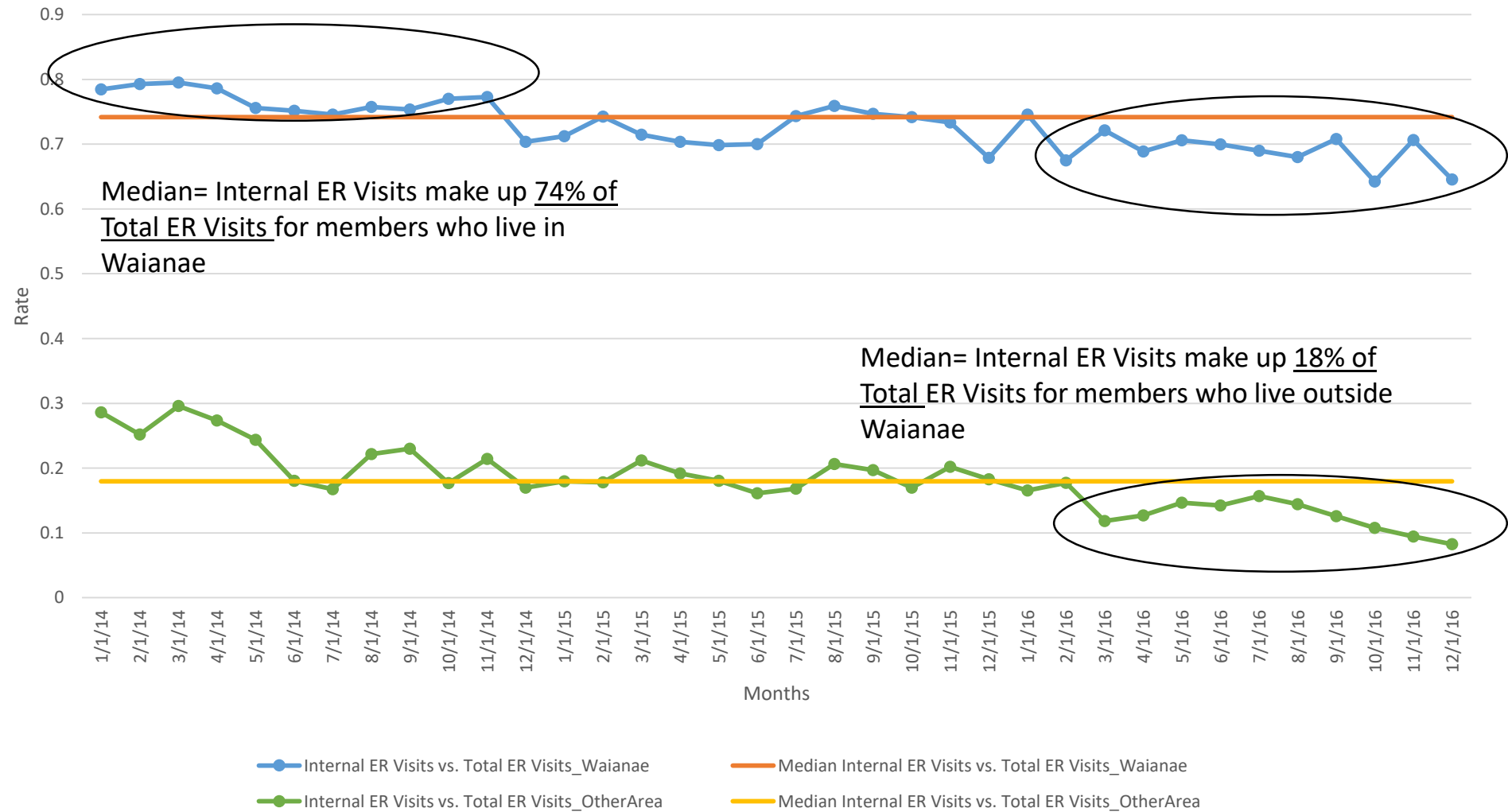
Waianae Coast Comprehensive Health Center (WCCHC)  
AlohaCare Low Acuity Internal ER Visits/1000 - Other Service Area  
January 2014 - December 2016 (36 Months)



Waianae Coast Comprehensive Health Center (WCCHC)  
AlohaCare Low Acuity External ER Visits/1000 - Other Service Area  
January 2014 - December 2016 (36 Months)



Waianae Coast Comprehensive Health Center (WCCHC)  
AlohaCare Internal ER Visits vs. Total ER Visits - Waianae & Other Service Area  
January 2014 - December 2016 (36 Months)

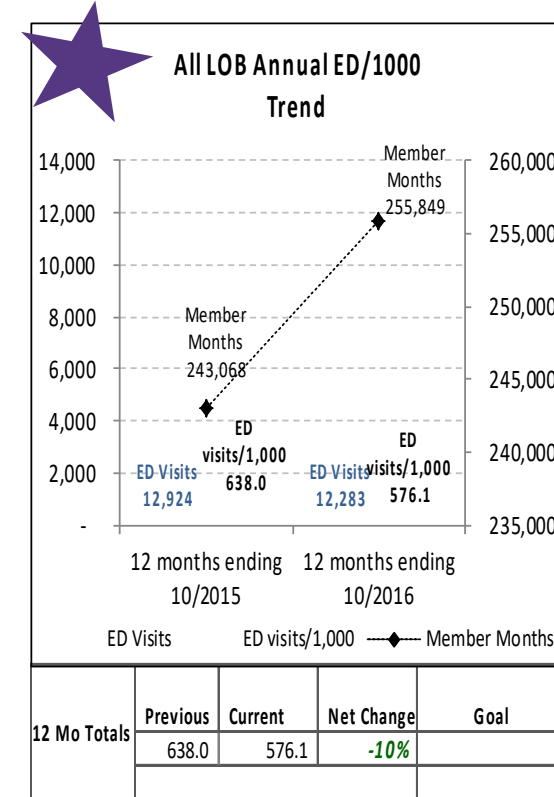
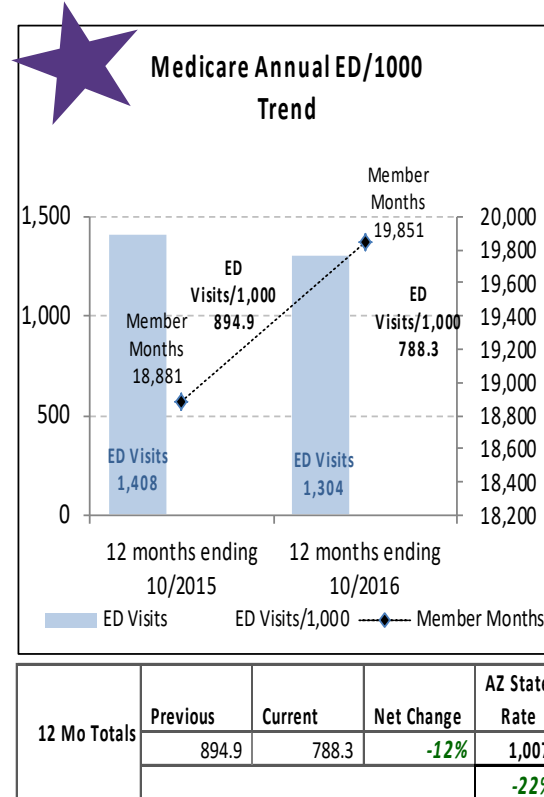
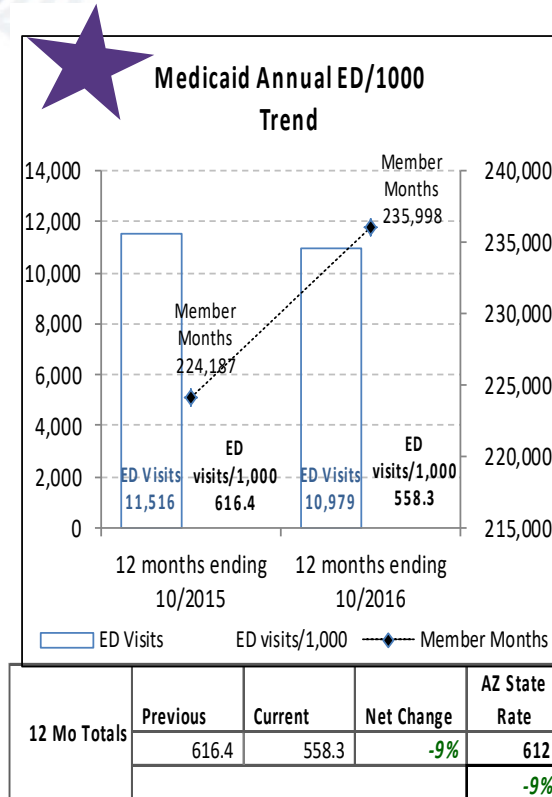


# El Rio CommunityHealth Center Tucson AZ

United Community Plan  
22,000 Medicaid/Medicare lives



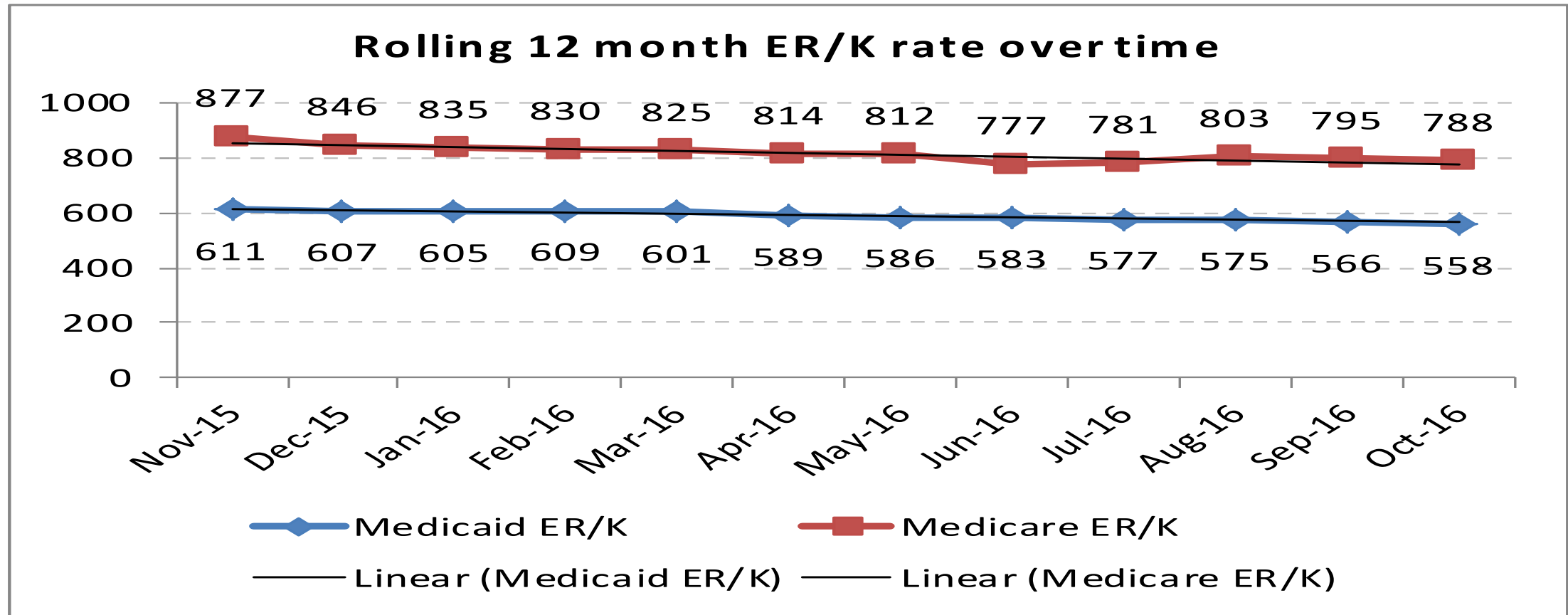
# Reduce Avoidable ER Visits – ED/1000 Rates



The Clinic's ED/1000 rates have decreased year over year for the Medicaid and Medicare populations. Both Medicaid and Medicare are below the AZ State Rate!!

- ✓ High Risk Cohort Management
- ✓ UHC Transitions Platform –Daily ER Discharge notifications
- ✓ Clinic extended hours; 24 Hr. RN Triage Line; El Rio Call Center

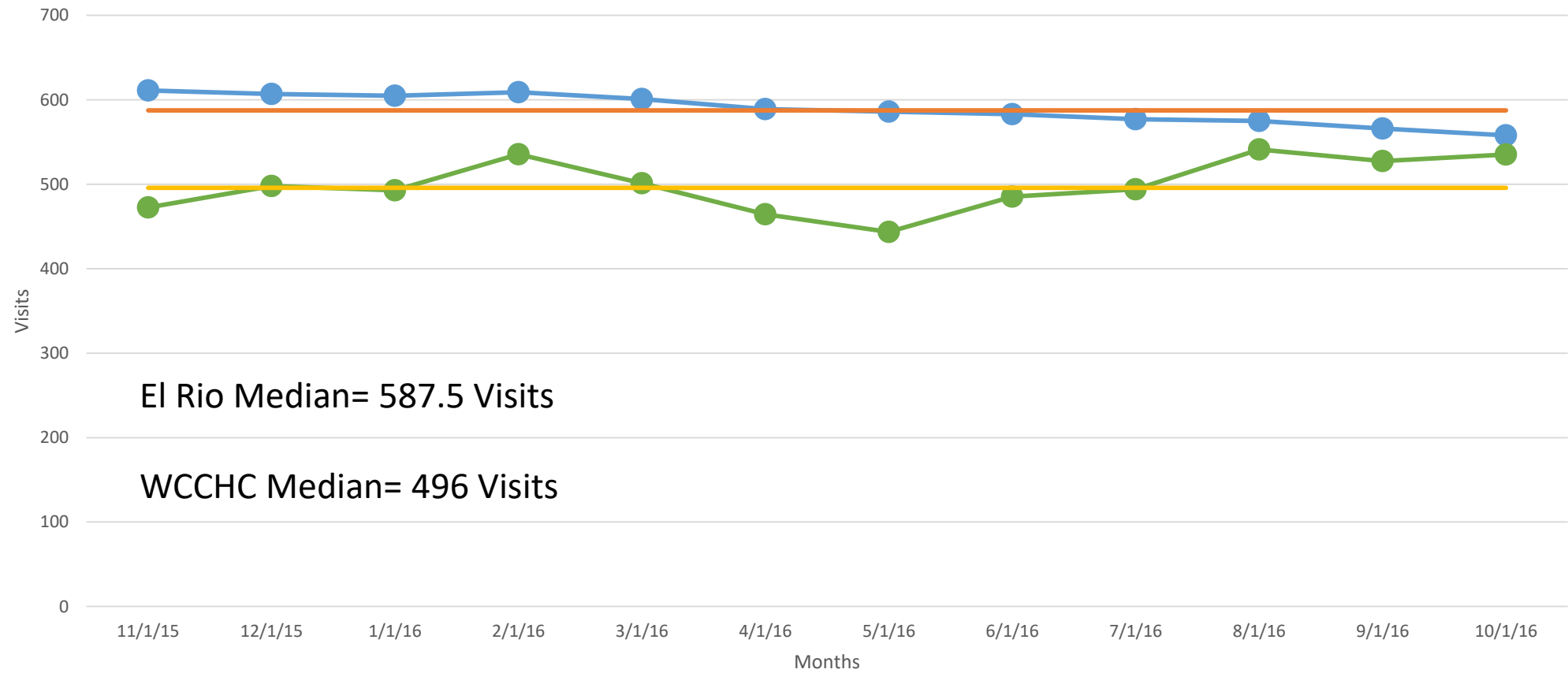
# Rolling 12 month ER Visits/1000 Rate Trend Over Time



# El Rio & Waianae Coast Comprehensive Health Center (WCCHC) AlohaCare

## ER Visits per 1000

### November 2015 - October 2016 (12 Months)



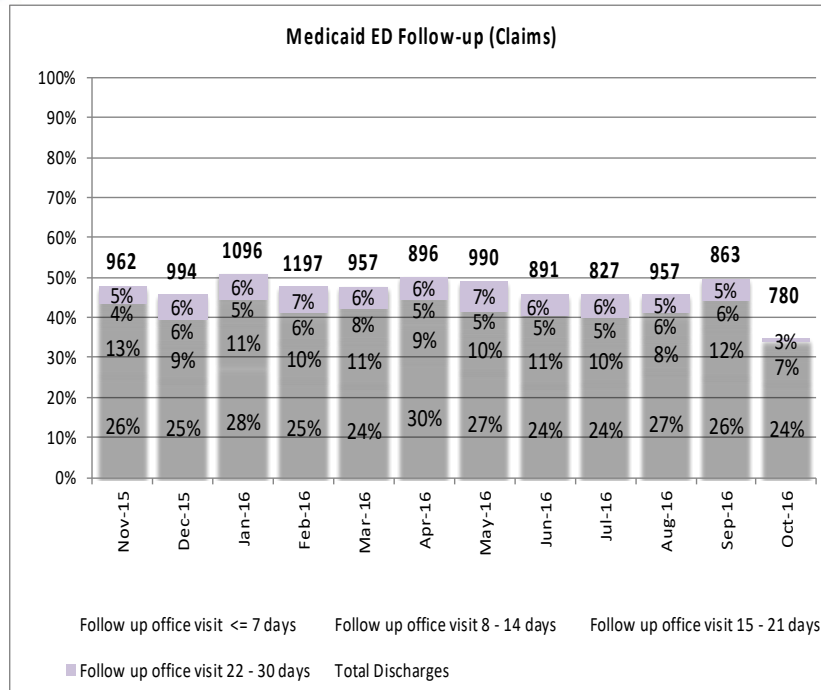
El Rio Median= 587.5 Visits

WCCHC Median= 496 Visits

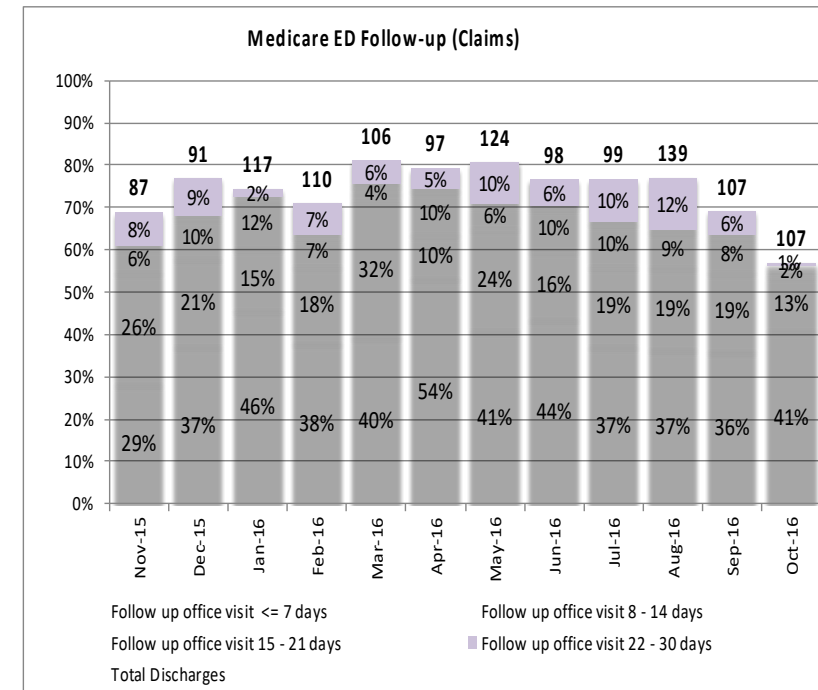
—●— Medicaid ER Visits per 1000 rolling 12 mo  
—●— AlohaCare Total Hospital-Based ER Visits

— Median Medicaid ER Visits per 1000 rolling 12 mo  
— Median AlohaCare Total Hospital-Based ER Visits

# Reduce Avoidable ER Visits –Follow-up (Claims)



7 Day Follow-up 12 Mo Totals Year over Year	Previous OCT 2015	Current OCT 2016	Net Change	Goal
	28.2%	25.8%	-2.4%	
	Progress Against Goal			



7 Day Follow-up 12 Mo Totals Year over Year	Previous OCT 2015	Current OCT 2016	Net Change	Goal
	45.8%	40.1%	-5.7%	
	Progress Against Goal			

ER follow up rates for Medicaid decreased by 2.4% for Medicaid and Medicare has decreased by 5.7% when compared year over year.

✓ Daily Notification of ER Discharges in UHC Transitions Platform.

# What might a research study across Best Practices Health Centers look like?

1. Collection of defined common data sets around utilization and total cost of care?
2. Collection of defined common data sets around quality outcomes?
3. Collection of social determinants of health for the Medicaid population documenting the vulnerability of the population?
4. Possible correlations between population determinants, cost, quality and utilization?
5. Identification of best practices in terms of interventions that improve quality, decrease unnecessary utilization and decrease cost?