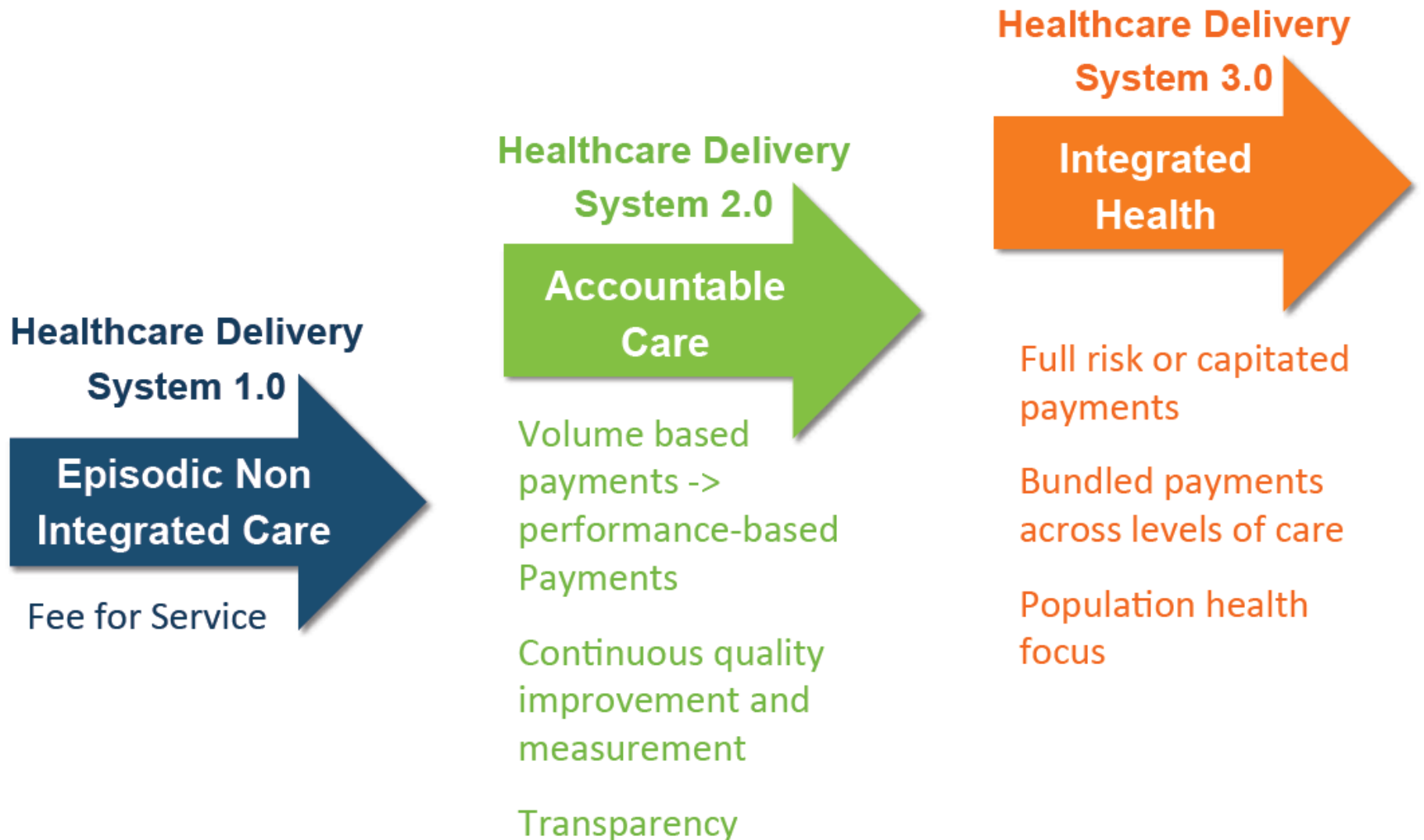


Tackling the SuperUtilizer Challenge with Technology

The Key to Value Based Care Success

Claire Bohmann & April Bragg
Open Minds Strategy & Innovation Institute
June 17, 2015
New Orleans, LA

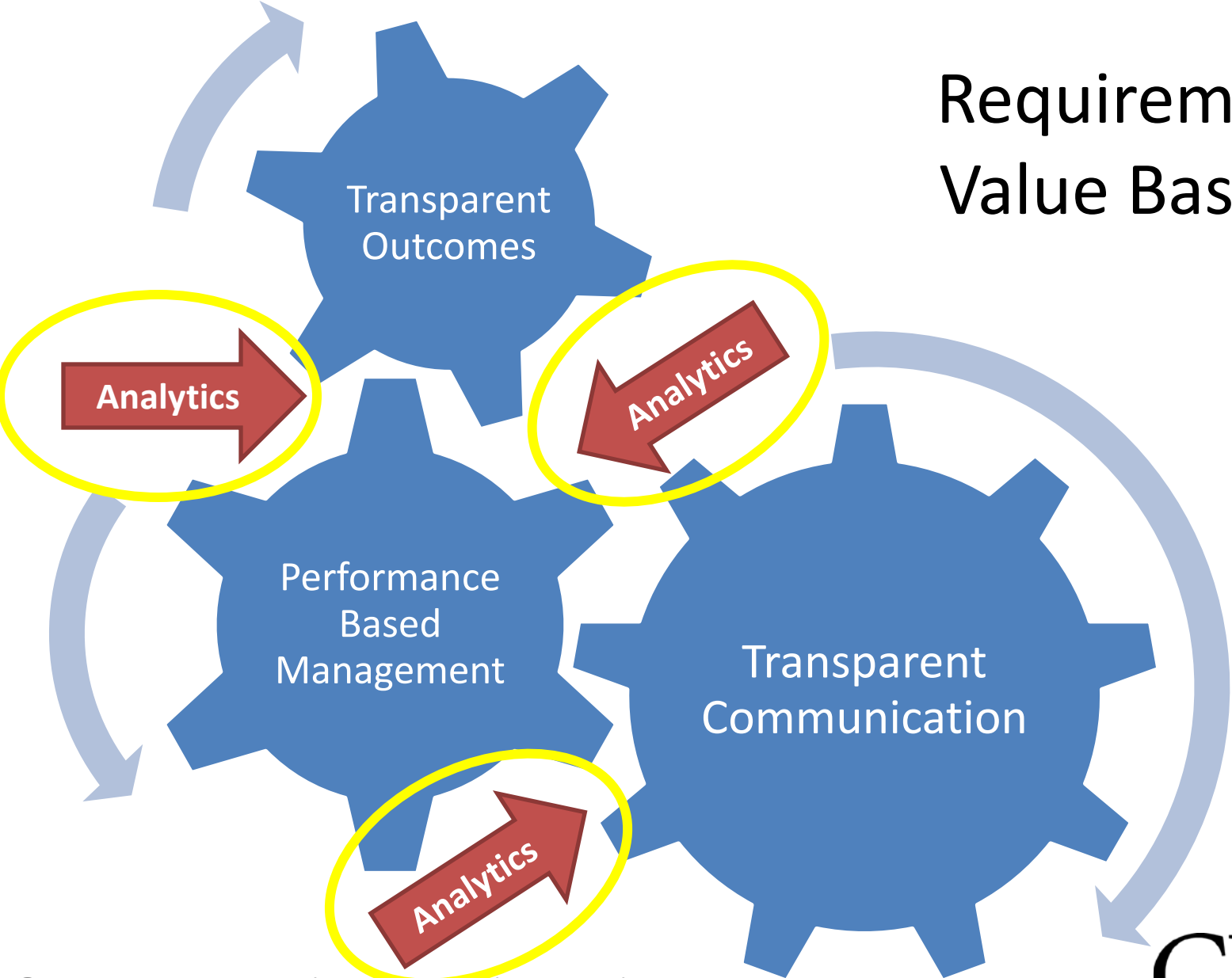
Driving Health Care System Transformation



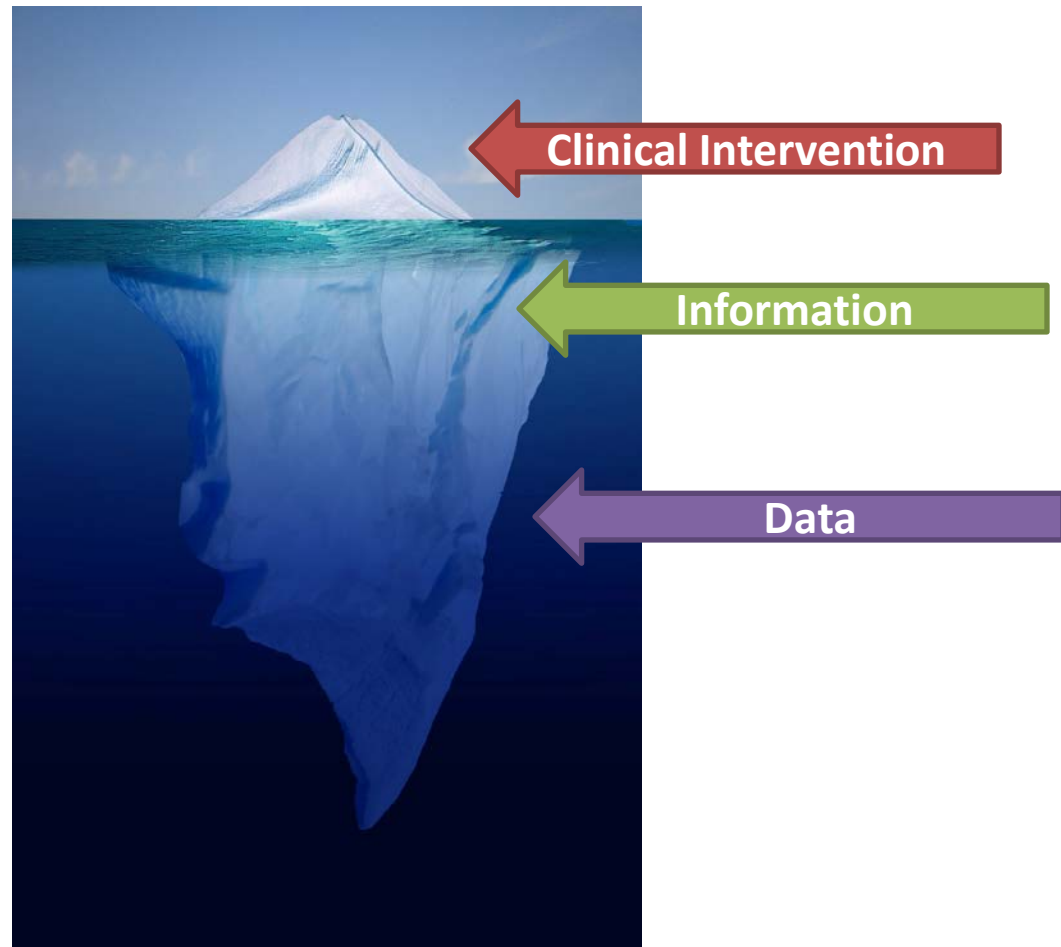
What is Value-Based Care?

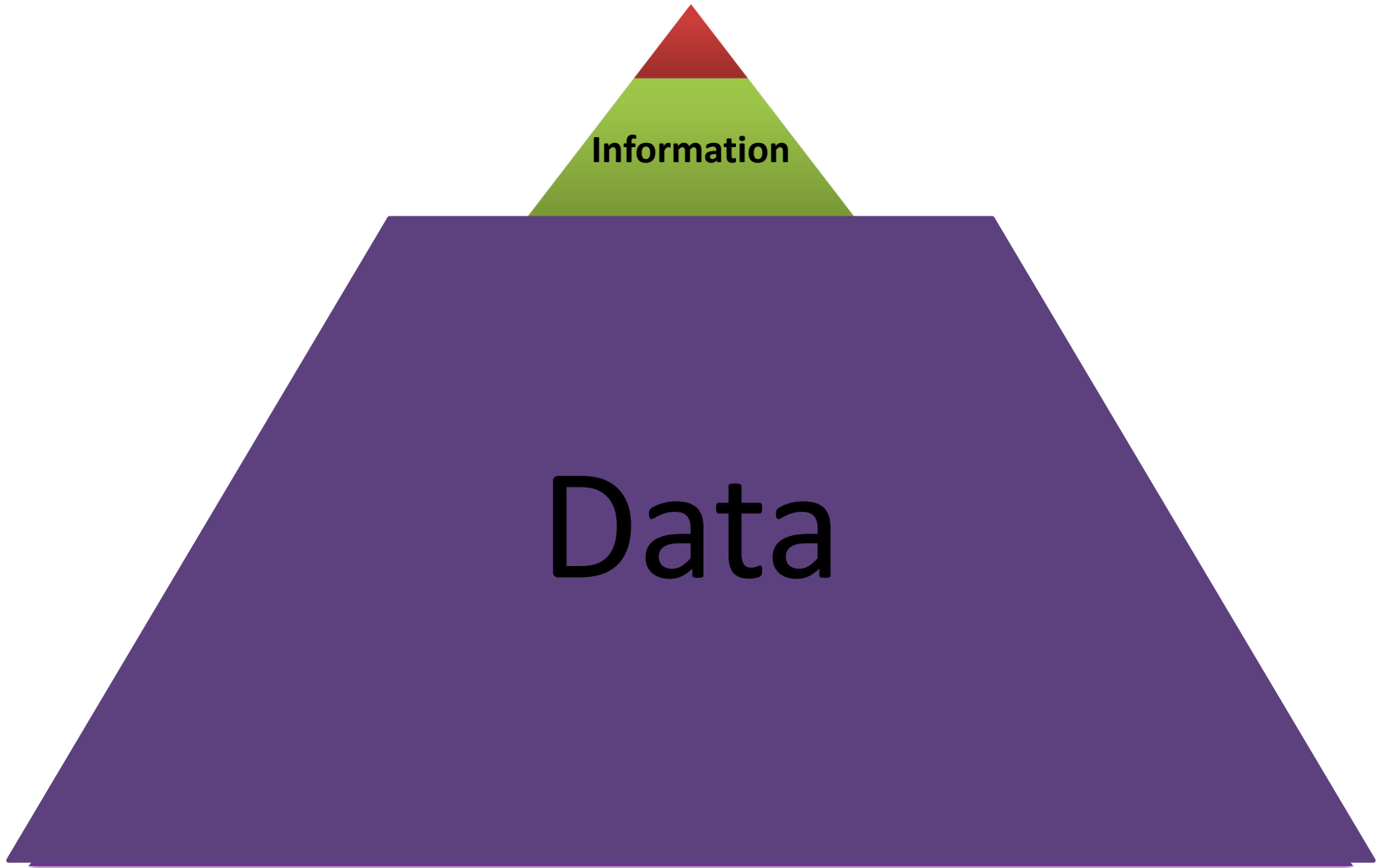
$$\frac{\text{Outcomes}}{\text{Cost}} = \text{Value}$$

Requirements for Value Based Care

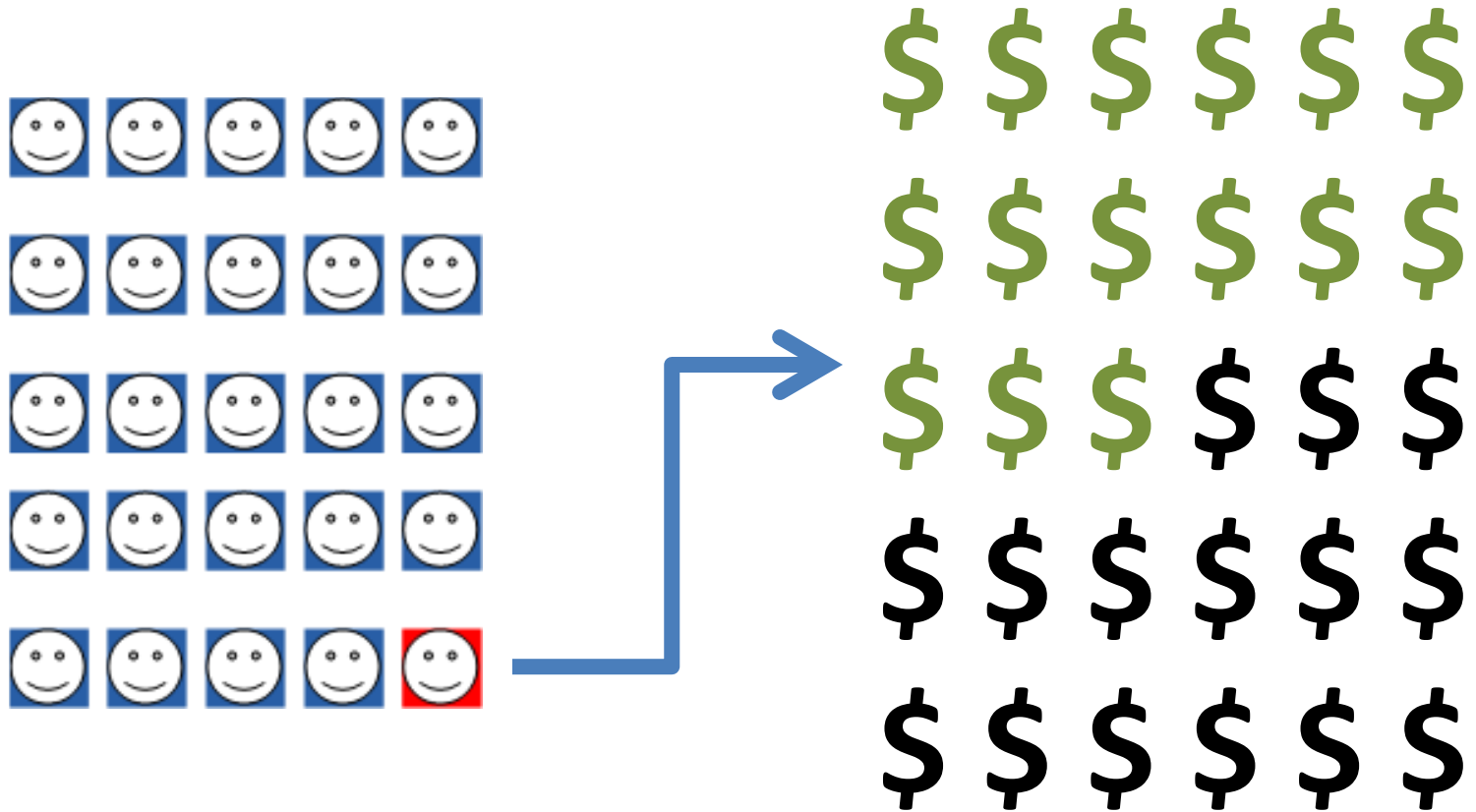


Data-Driven Value-Based Care Interventions





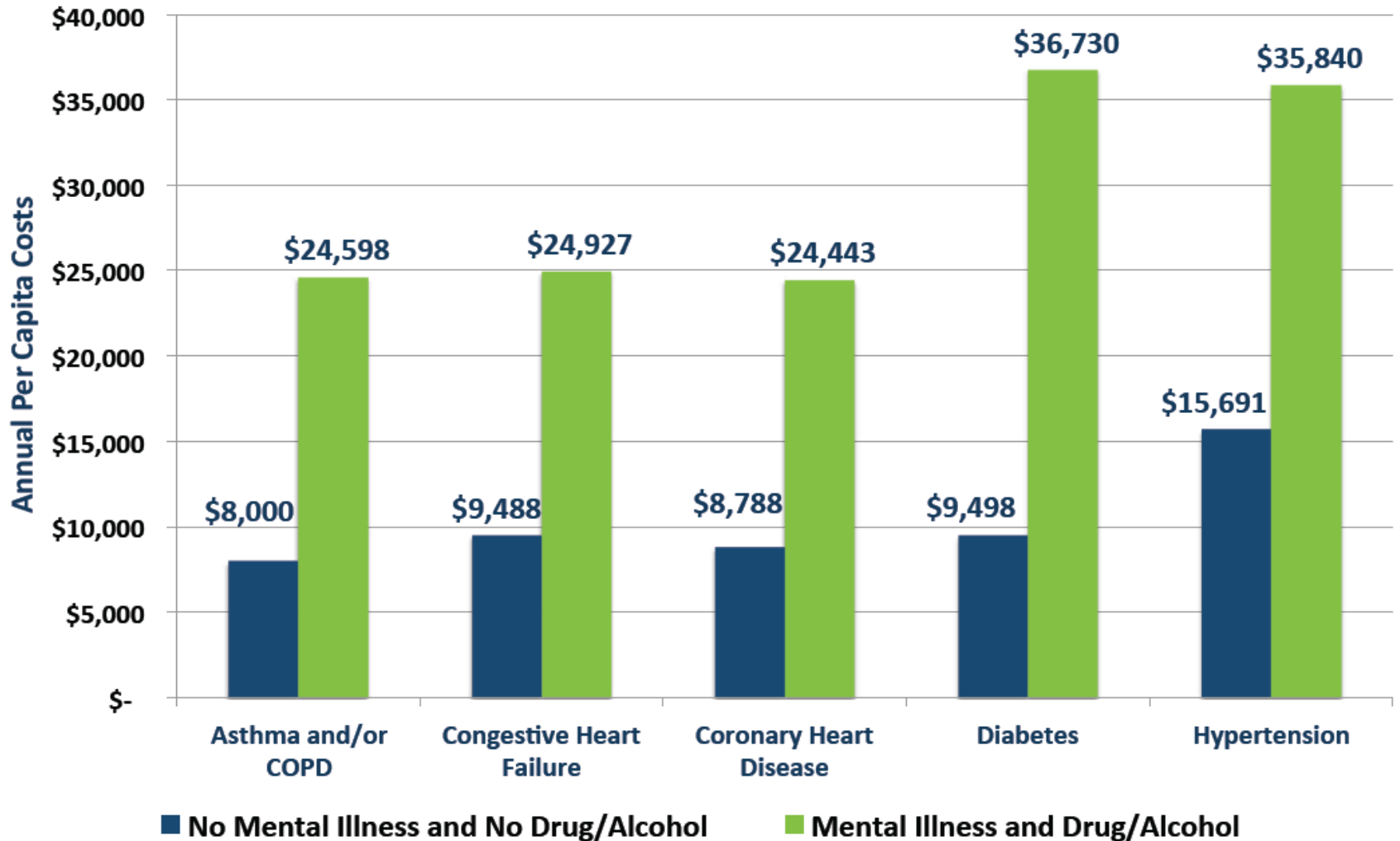
Super Utilizers



About the 5%

- 40% have MI and cardiovascular
 - 40% have MI and CNS;
 - 29% have MI and pulmonary disorders.
-
- Missouri: **85%** of **5%** high utilizers had a mental health diagnosis

Impact of Behavioral Health Co-Morbidities on Medicaid Costs



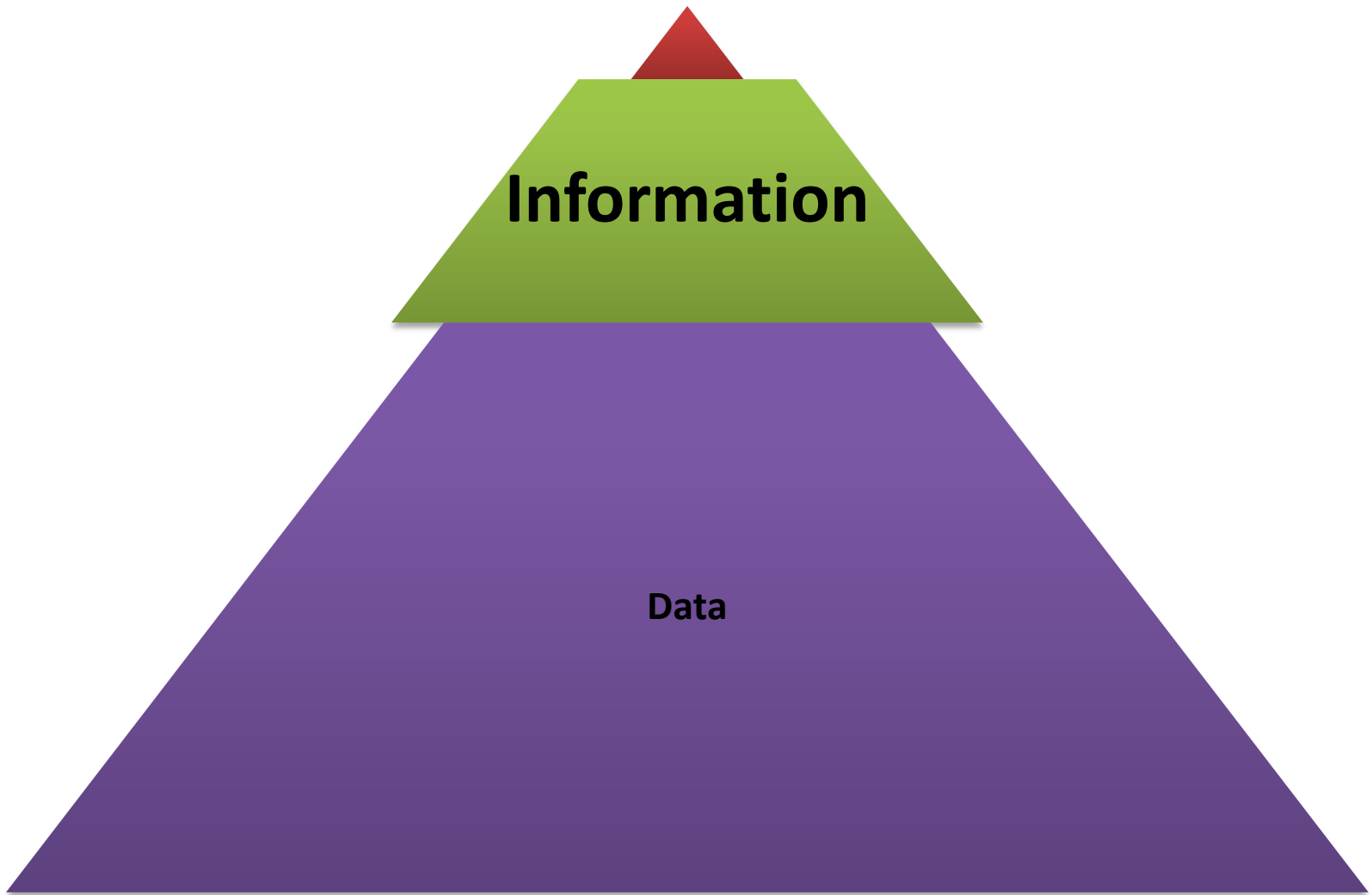
Known Solutions



Camden
Coalition
of Healthcare Providers

- Community-based
- Tackled key social needs (food, housing, community, spirituality, safety)
- Medication reconciliation





Actionable Analytics

- Hospitalization/ER data (HIE or MCO)
 - Next day or better
- Physical Health Indicators
- Traditional EHR Data

Next day Hospitalization/ER Alerts

From:

Date: May 20, 2014 at 8:51:10 AM CDT

Subject: < SECURE ><internal> Daily Hospitalization Alerts

Here are today's hospitalization alerts:

Member First Name	Facility	Dx Code	Diagnosis	Eff Start Dt	Patient Dob	Age	I PRO Risk Score	Tot Days
John	Gateway Medical Center	599.0	URINARY TRACT INFECTION SITE N	11-May-14	REDACT	50	33.3038	9
Paul	Middle Tennessee Mental Health Institute	296.54	BIPLR AFFCT D/O DPRSD SEV SPEC	14-May-14	REDACT	25	21.8298	6

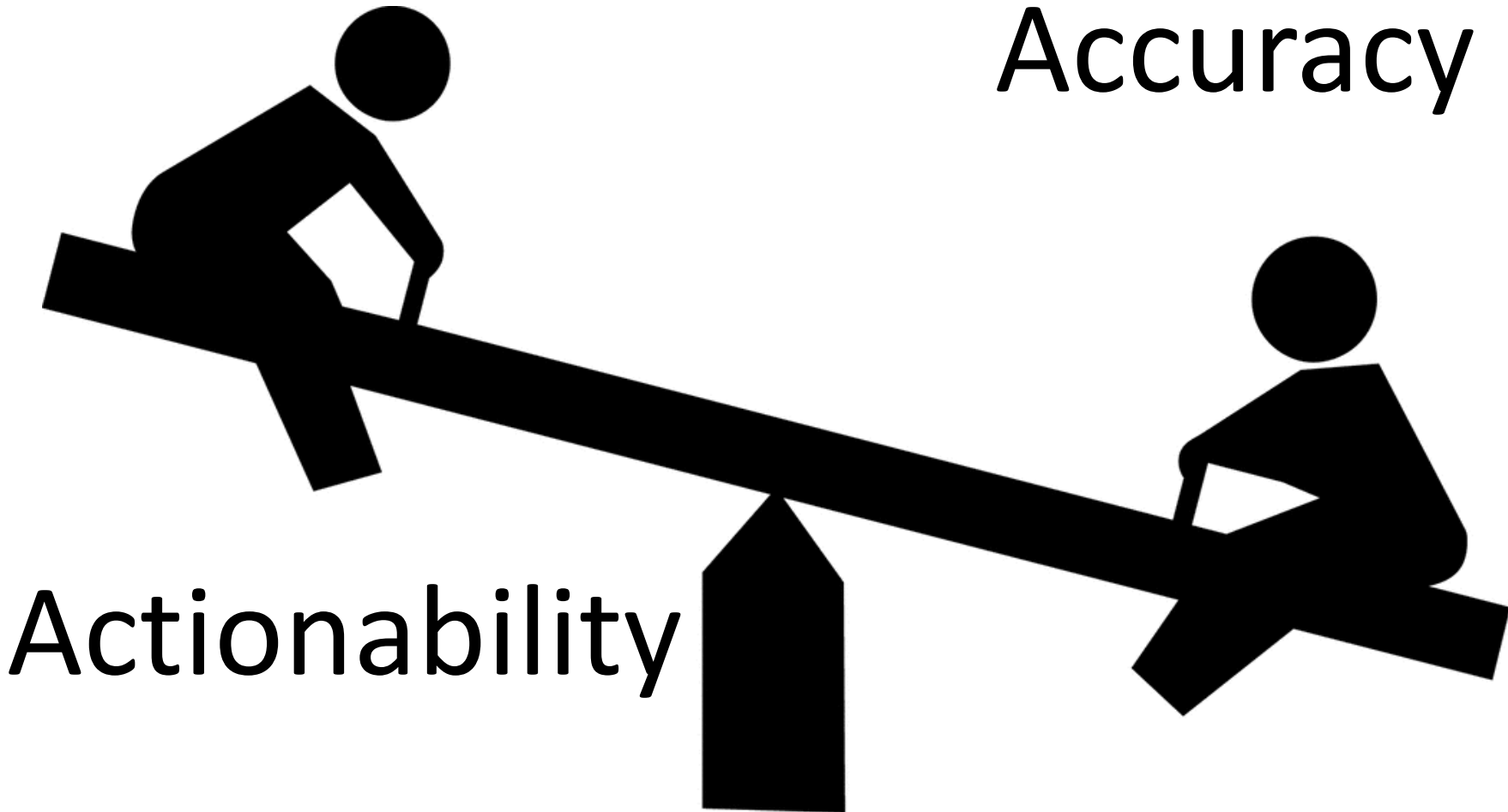
Future Hospitalization



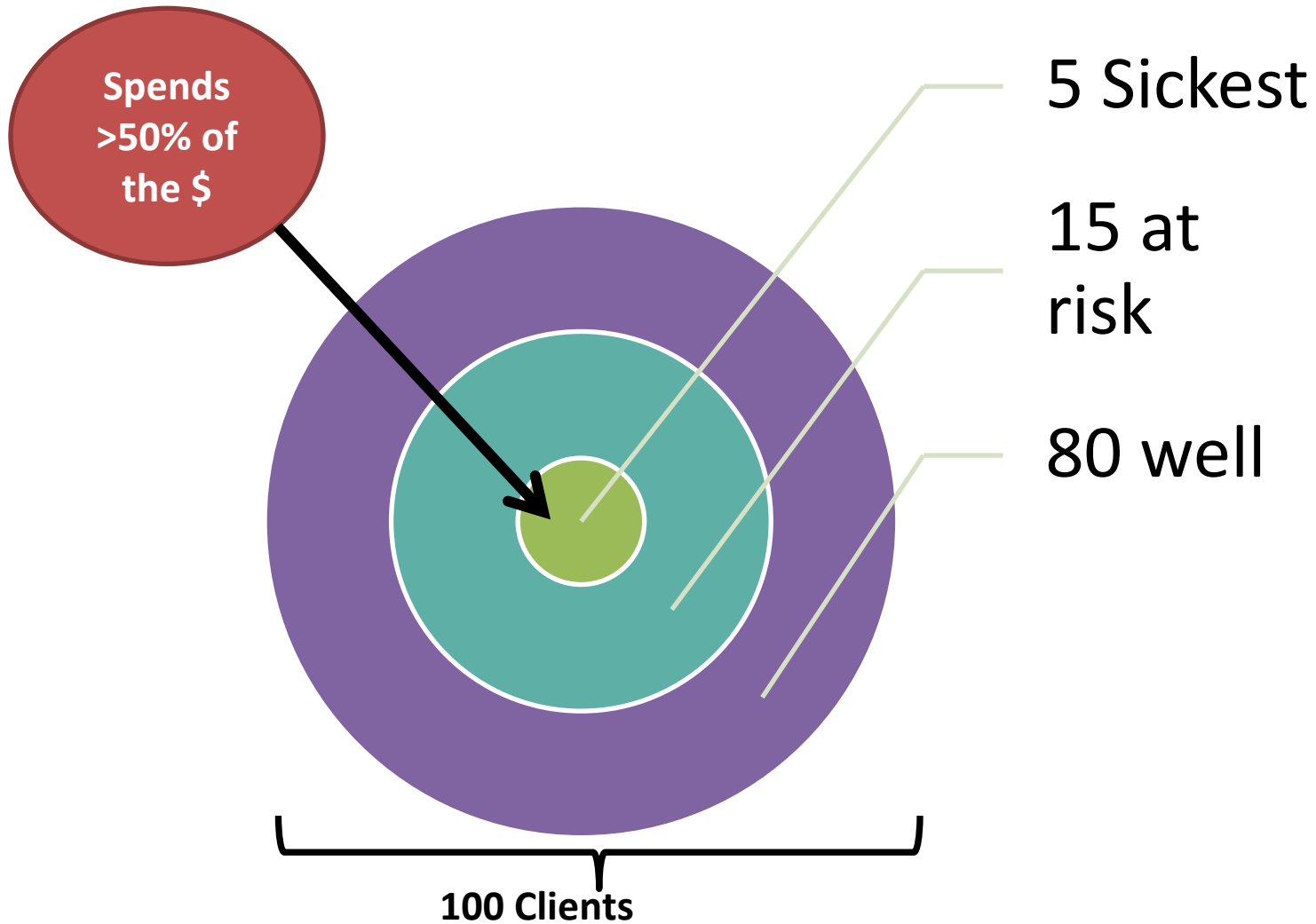
EA00090 - Clients at Risk of Hospitalization in next 30 days

Source Client ID	Client Name	DOB	Care Coordinator Name	Care Coordinator Location	Alert Date	Last Hospital Date	Days Since Last Hospital	Hospitalized in last week	Last Payor
1010116	REDACT		ZELDRA SWAGGERTY	593-1221 NASHVILLE HIGHWAY MARSHALL COUNTY	4/1/2015	2/3/2015	57	0	UHC
1016463	REDACT		LORETTA BURGESS	UNKNOWN	4/1/2015	8/7/2014	237	0	AMERIGROUP
1018019	REDACT		PAMELA COLEMAN	281-GILES COUNTY MHC	4/1/2015	7/20/2014	255	0	UHC
1025712	REDACT		JEFFERY BARNETT	281-GILES COUNTY MHC	4/1/2015	1/27/2015	64	0	UHC
1027509	REDACT		VIVIAN COLEMAN	601-MAURY COUNTY CLINIC	4/1/2015	10/30/2014	153	0	UHC
1029237	REDACT		DAVID RUTHERFORD JR	191-MADISON - DWC	4/1/2015	12/22/2014	100	0	AMERIGROUP
1031642	REDACT		HEATHER STAGGS	601-MAURY COUNTY CLINIC	4/1/2015	10/21/2014	162	0	UHC
1032217	REDACT		GEORGE TAYLOR	197-LUTON MENTAL HEALTH SERVICES	4/1/2015	6/4/2014	301	0	AMERIGROUP
1032330	REDACT		BETSY HARRIS	501-LAWRENCE COUNTY COUNSELING	4/1/2015	12/15/2014	107	0	UHC
1033252	REDACT		ROBERT JOHANNES	911-WAYNE COUNTY MHC	4/1/2015	5/19/2014	317	0	UHC
1033458	REDACT		DONNA DUKE	601-MAURY COUNTY CLINIC	4/1/2015	9/18/2014	195	0	UHC
1033894	REDACT		SUSAN O'MALLEY	601-MAURY COUNTY CLINIC	4/1/2015	12/4/2014	118	0	AMERIGROUP
1036415	REDACT		DERRYL SHIMER	501-LAWRENCE COUNTY COUNSELING	4/1/2015	12/10/2014	112	0	AMERIGROUP
1038967	REDACT		ALLAN DUPRIEST	501-LAWRENCE COUNTY COUNSELING	4/1/2015	3/30/2015	2	1	UHC

Accuracy



Actionability





**Clinical
Intervention**

Information

Data

coaction *Health*

Better care. Together.

coaction*Health*



New clinical model



Analytics



Targets the 5% (3+ hosp/ED use)



Wellness coaching with
RN support



Technology-enabled care



Flexible funds

Goals

↔ Engage all clients with their health home.

↓ Decrease clients' social needs

↓ Reduce unnecessary hospitalizations.

↑ Improve clients' experience of care

↓ Reduce unnecessary emergency department visits.

+ Determine value equation.

↑ Improve clients' physical health

\$ Obtain value based care contracts.

Vision & Values

Vision: To equip people who have complex healthcare needs with the tools, skills, and connections they need to:

- Engage with their health home
- Improve their physical and mental health
- Enjoy life

Values: With our coworkers, the people we serve, their loved ones, and the health homes we work with, we aim to be:

- Responsive
- Empowering
- Transparent
- Fun

3 Key Technology Tools

- Smart Phones
- Telemedicine devices
- Health Monitoring Apps

TEC #1: Smart Phones

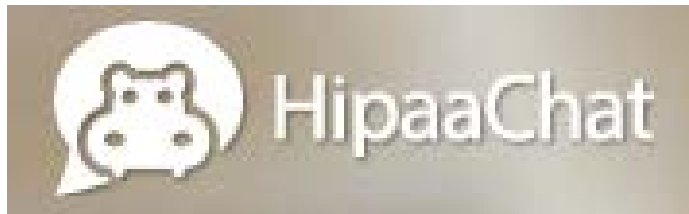


- Smart Phones encryption → HIPAA Compliance.
- Embedded Whole Health Tools:
 - Alarms
 - Calendars
 - Connectivity
 - Apps

coactionHealth Uses

- Set up alarms for essential whole-health activities
 - Checking blood sugar
 - Walking
 - Drinking water
 - Doctor's/Therapy Appointments.
 - Taking medications
- Assures contact with hard-to-reach population
- Availability of new coping or distraction mechanisms

TEC #2: Hipaa-compliant tele-medical services



- VideoChat
- AudioChat
- PhotoChat
- TextChat

coactionHealth Uses

- Easy to contact Wellness Coaches and team's RN
- Secure sharing of pictures to provide health information
- Secure communication between staff

TEC #3: Health Monitoring Apps



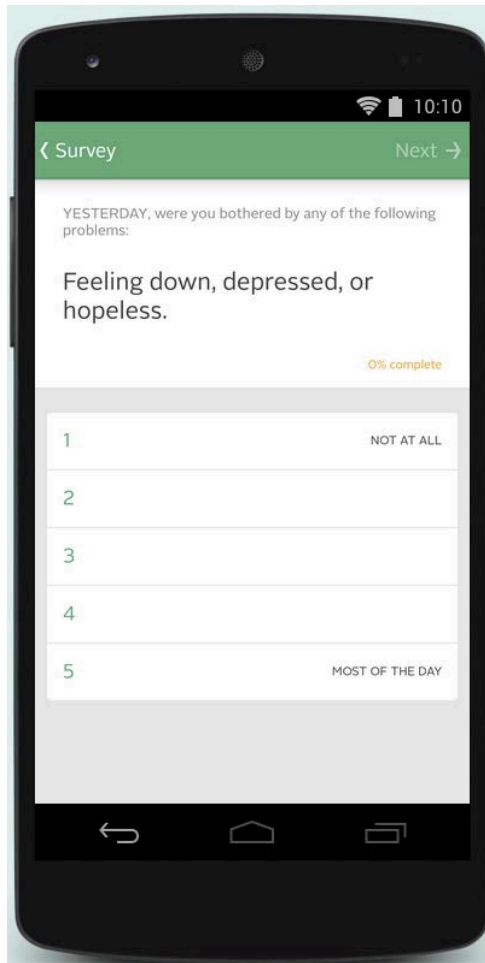
- Wireless activity monitor
- Tracks steps, distance traveled, calories burned & active minutes
- Wirelessly syncs to app

coactionHealth Uses

- Motivate clients to increase activity
- Encourages healthy eating
- Ongoing monitoring
- “The FitBit is really really nice, it encourages me to do more the next day. I want to beat what I've done the previous day”
 - “Rachel” coactionHealth client

TEC #3: Health Monitoring Apps

Ginger.io



- Monitors mood & mental health symptoms through daily surveys
- Monitors behavior data
- Provides Health Tips
- Journaling tool
- Provides visibility to therapist or care coordinator – trends + alerts
- HIPAA-Compliant

coactionHealth Uses

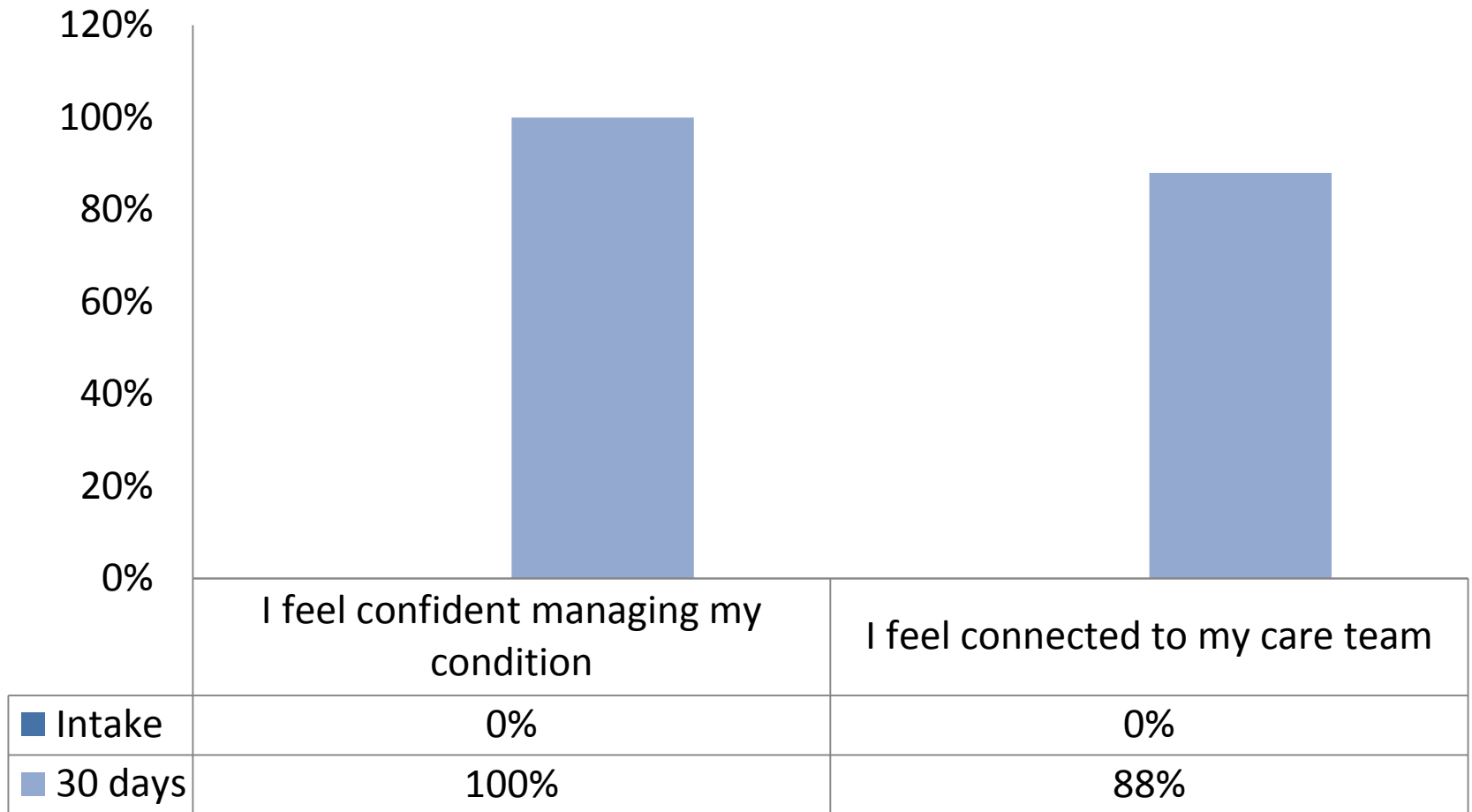
- Monitor trends over time – allowing deeper understanding and communication with clients
- Allow timely interventions - target care to clients who need it most based on alerts
- Support and encouragement for clients
- Provide outcomes and reports on patient progress over time
- “The care and concern, and the daily surveys” [have helped me the most in coaction] “The surveys they're encouraging me, which continually helps”
 - “Anita”, coactionHealth client

From our clients' voices

“Laquita”

“I love [the technology]. I use it to help, not just as a phone. Using Hipaachat to talk to [my wellness coach] is amazing. It keeps me on track, it also helps me remember to exercise, and I enter all my food. It also helps if I don't have a computer because I can look stuff up about food, and helping in the house (like how would a chemical react if I'm using it). I looked up how to get rid of cockroaches in my apartment.”

Client Satisfaction Results



Indiana Pilot Results

# clients enrolled	# ER visits 3 months before enrollment	# hosp days 3 months before enrollment	# ER visits during enrollment	# hosp days during enrollment	% decrease in ER visits	% decrease in hosp days
51	56	59	34	28	39%	53%

Indiana Pilot Results

# Unmet Social Needs Identified at Baseline	# Unmet Social Needs Identified at Program's End	%Decrease in Unmet Social Needs
234	163	30%

Indiana Pilot Results

# Expected Hosp days	# Expected ER visits	# hosp days Prevented	# ER visits prevented	ER visit Savings (avg \$2168 cost)	Hosp Day Savings (avg \$4221 cost)
59.0	56.0	31	22	\$ 47,696.00	\$ 130,851.00

Total Savings: \$178,547

Lessons Learned

- Define eligibility criteria
- Not all eligible clients are interested
- Provide support to staff
- Be creative!