



Imagine better health.SM

Engaging Patients for Better Health

*Central KY Association of Health Underwriters
2019 Symposium*

Today's Speaker

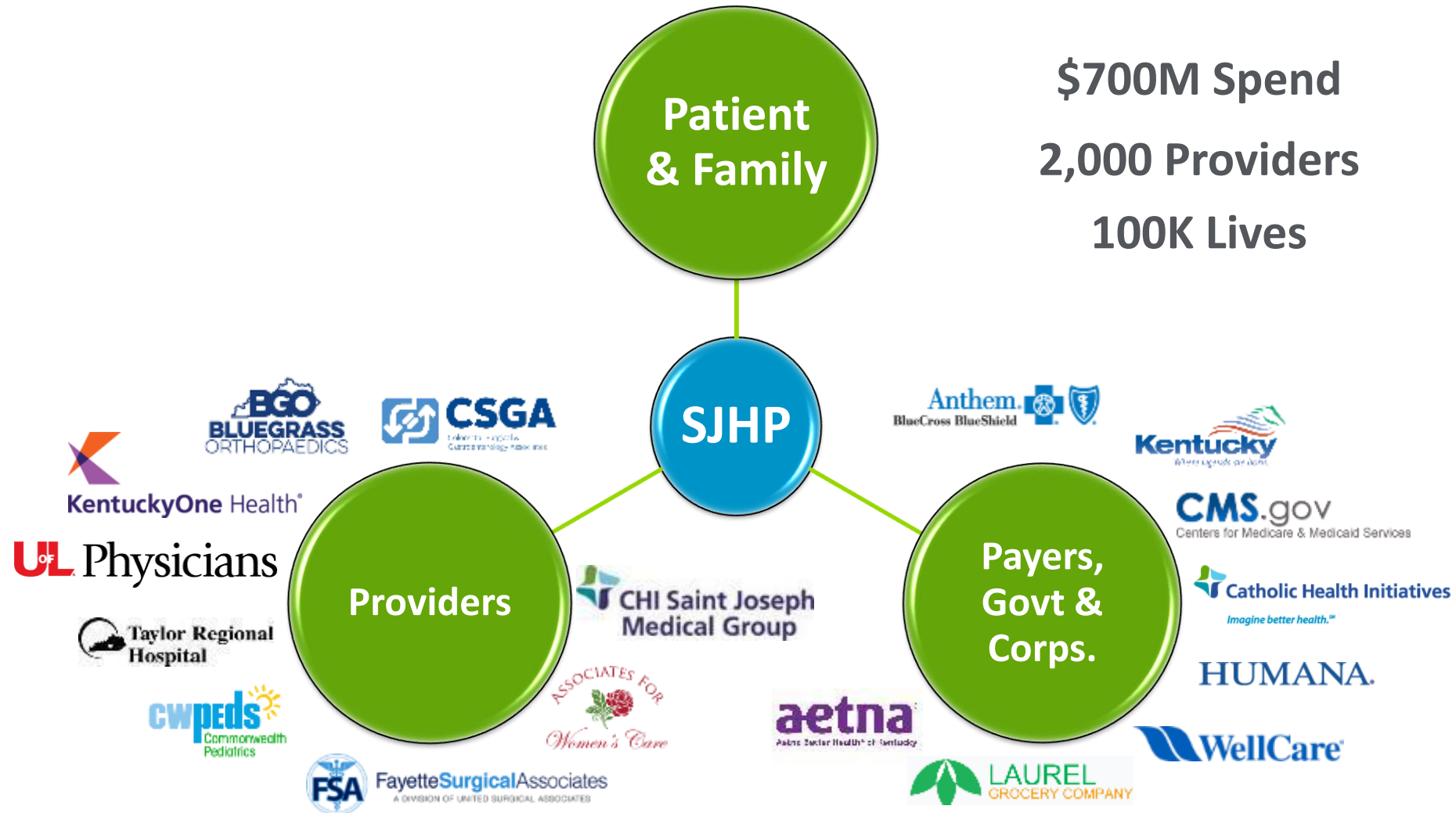


Shannon Nally, MSW
Outpatient Care Coordinator
CHI Saint Joseph Health Partners

Who We Are

- CHI Saint Joseph Health Partners is a
- ✓ provider-based
 - ✓ all-payer
 - ✓ care management company

Integrators



By the Numbers

Sample of Programs and Savings	Managed Lives	5 year Savings
Medicare (A-APM Next Gen ACO 2017)	27,000	\$32M savings
Commercial (CHI Medical Plan)	20,000	\$7M savings
Medicare Advantage	15,000	\$3M savings
Major Joint Episodes	1,000	\$4M savings

- 100,000 managed lives
- 2,000 physicians and APCs
- 100 provider organizations
- 50 post acute organizations

90 Day Episode Program (Hips and Knees) Exclusive Ortho Episode provider in KY for Medicare and State Employees			
Hospital LOS	(50)%	Quality Scores	+ 20%
SNF LOS	(33)%	Patient Satisfaction	+ 12%
Readmissions	(50)%	\$ Savings per Episode	+ 7%

Milestones	
Top Quartile Performing Medicare ACO 2017 (of 450 Medicare ACOs nationally)	
Provider Quality Improvement 5 Consecutive Years	Best CMS Episode Program within CHI
The Largest ACO in Kentucky	Modern Healthcare Top 15 & Becker's Top 100 ACO's
CAPG Elite 5-Star ACO	ACO Care Management System deployed
Business Development	
Integrated Employer Business Solutions Team Activated	Business Health Councils Leadership (Lex, Lou, State)

Care Management



*Engaging with
patients through
care management
services drives
better health*

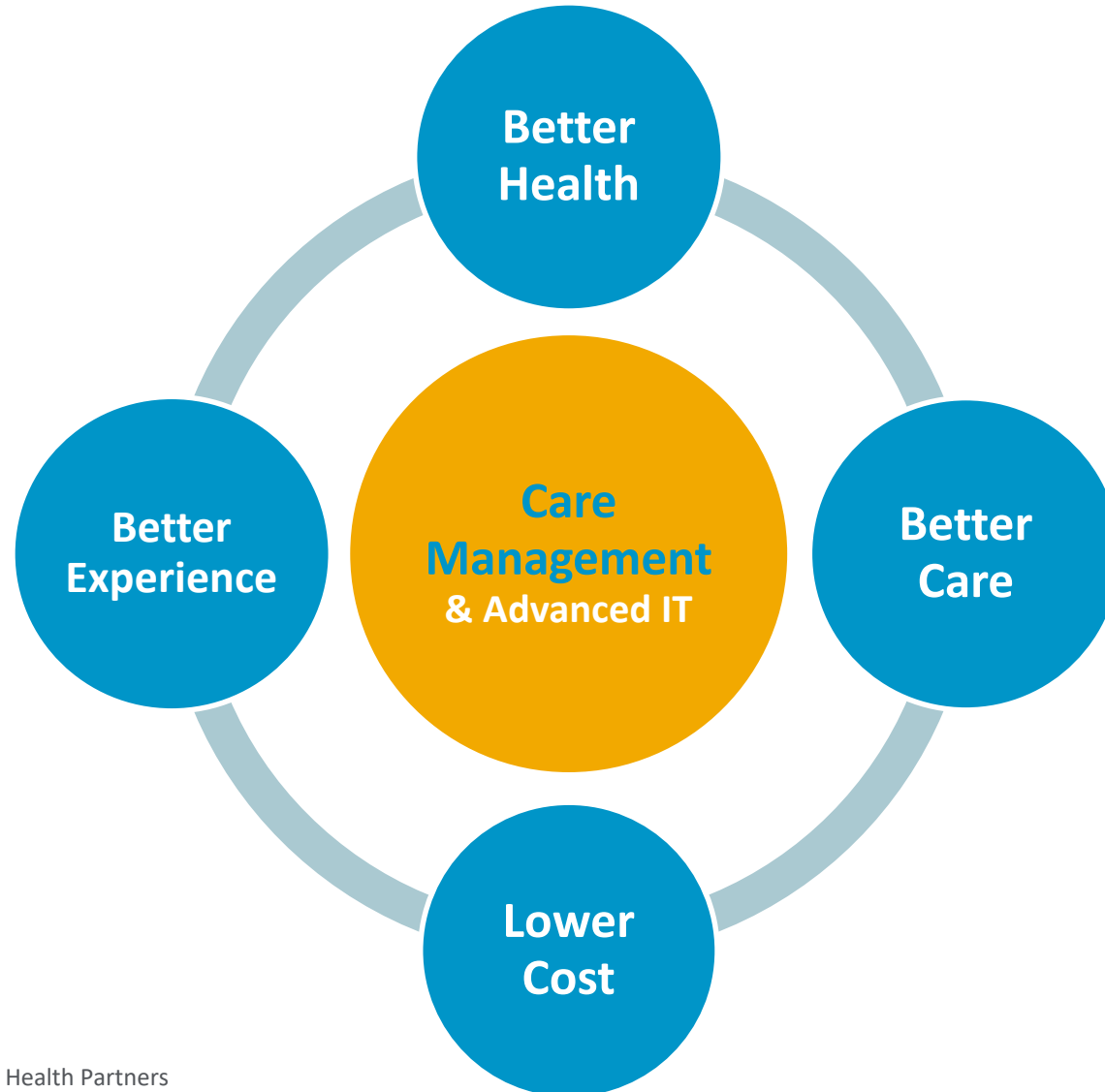
Our Structure

1. Multi-disciplinary team (*nurses, social workers, pharmacist*)
2. Embedded in practices and facilities
3. Motivational Interviewing
4. Telephonic, In-person and Virtual






Tools for Success

- Real-Time, Cloud-Based Accessibility
- “Optums” Predictive Modeling
- Longitudinal Care Record
- Physician Dashboard
- EHR Integration

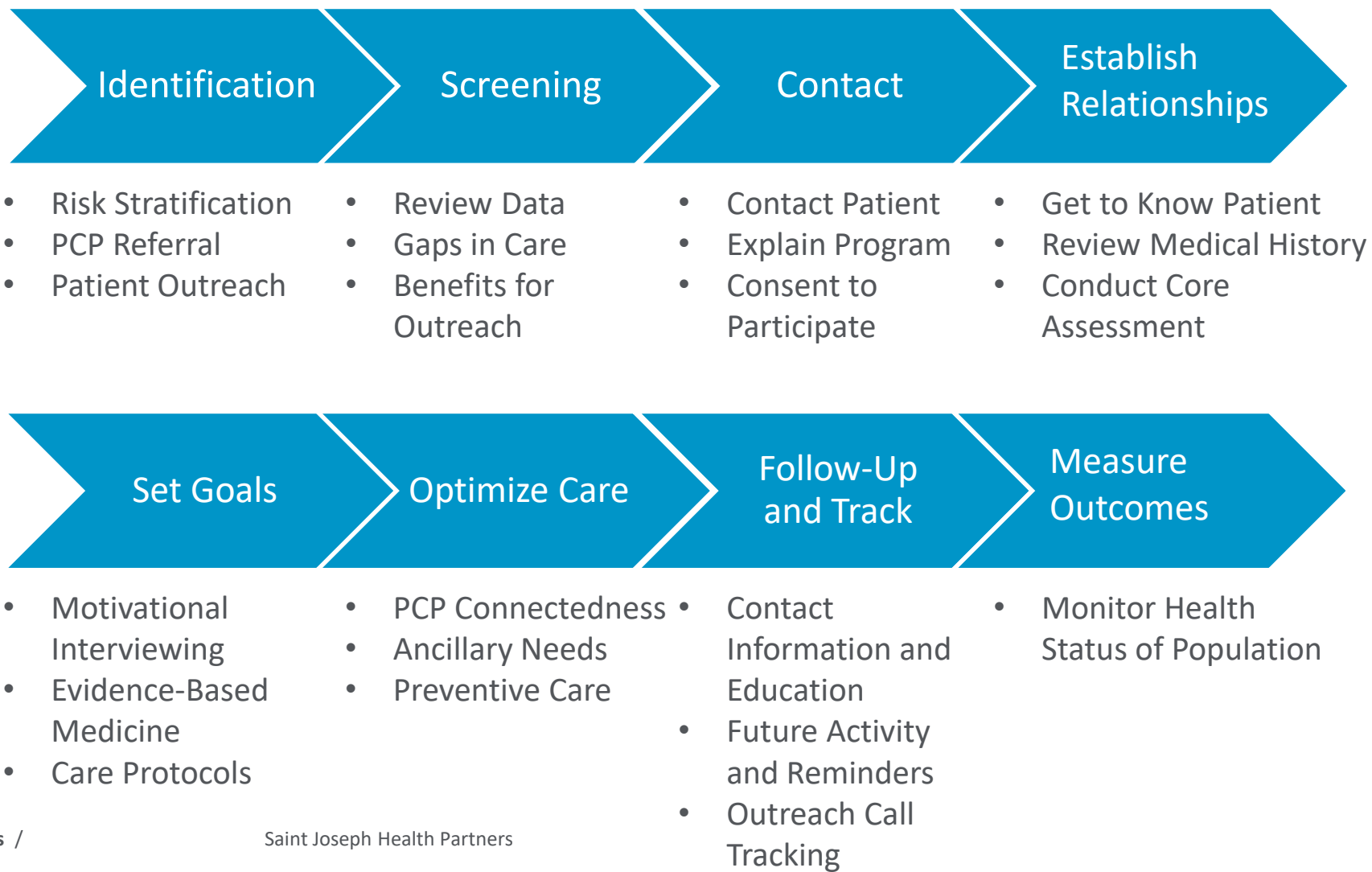
Our Approach



Typical Outreach

Population	Summary
 High Risk	Typically 50-70% of medical spend / <10% of population Conditions require intense, ongoing assistance and coordination; PHNs will reach out directly to work with these individuals
 Moderate Risk	Typically 10-20% of medical spend / 10-15% of population Chronically ill requiring interaction with PHN, coordination, and online support
 Low Risk	Typically 5-10% of medical spend / 20-30% of population Generally healthy with habits that potentially place them at risk; support is offered through online health improvement programs
 No Known Risk	Typically 3-5% of medical spend / 50-60% of population Assist with goals and tracking actions. Generally, 75% of population is healthy, we will capture possible risks for the other 25% through recommended health risk assessments
 Episodes of Care	Typically 10-20% of medical spend Assistance with coordination of care

Care Management Process



Bundle Payment Care Initiative Advanced Objectives

- **Financial Accountability:**
Create financial accountability for the outcomes of **improved quality and reduced spending**, in the context of acute and chronic episodes of care.
- **Care Redesign:**
Support and encourage Participants, Participating Practitioners, and Episode Initiators who are interested in **continuously re-engineering care**.
- **Data Analysis and Feedback:**
Decrease the cost of a Clinical Episode by **eliminating unnecessary or low-value care, increasing care coordination, and fostering quality improvement**.
- **Health Care Provider Engagement:**
Create environments that **stimulate rapid development of new evidence-based knowledge** via the CMS Learning System.
- **Patient and Caregiver Engagement:**
Increase the likelihood of better health at lower cost through **patient education and on-going communication** throughout the Clinical Episode.

Episode Outcomes - Total Joint Lower Extremity

Success - 3 Year results

Episode Flash Report

Jul 1, 2015 – June 29, 2018

Major Joint Replacement – Lower Extremity (CMS)	FY15 Actual	FY18 Actual
Number of Episodes	715	908
Hospital Average LOS	4.5	2.3
Skilled Nursing Facility LOS	19	14.4
Readmission	16%	9%
Joint Academy Attendance %	-40%	80%
Cost Per Episode	\$25,282	\$23,913 (6.5%)

Outreach that Makes a Difference

“I was thinking about getting a mammogram, and your call gave me the push to do it!”

It had been **5 to 6 years since her last mammogram**. Shelly from SJHP ***called and encouraged*** her to make the appointment. The next day, the employee contacted Shelly to let her know **she had followed through**.

And, because the patient was not established with primary care, Shelly worked with the SJHP Care Management Team to ***orchestrate a new patient appointment with a provider***.

High Risk Patients + Preventive Care = Lower Cost

“During a follow-up call, I learned the patient was able to receive her annual wellness exam and she was so appreciative for the help.”

RN Health Coach Sherria received a **risk stratification** on a patient with multiple diagnoses and a projected **high medical spend** for the calendar year. Sherria was able to talk with the patient about her diagnoses, including Hypertension, GERD, Hypokalemia, Allergic Rhinitis, Joint Pain and Lupus. The patient had a primary care provider **but was overdue for preventive care**. *Sherria answered questions about insurance coverage and offered to assist in making an appointment.*

Additional Support for Working Families

“With Sarah’s help, I could continue taking my Asthma medications.”

Outpatient Care Coordinator Sarah reached out to find out why a patient was not taking prescribed Asthma medications. A conversation with the patient quickly identified the reason – the **two prescriptions cost \$500 per month** and the patient simply was unable to afford the medications. Sarah researched resources available and was able to help the patient apply for assistance. ***Because of her support,*** the patient was approved for a \$6,000 per year prescription card to cover these needed medications.

Medication Review finds Prescription Error

Pharmacist Carrie identified a patient with **multiple chronic health conditions, taking 16 medications. The patient was prescribed a new medication and was concerned.** Carrie conducted a ***comprehensive medication review***. She noticed that insulin was not included on her prescription list and the daily dosage noted by the patient was too high. Carrie ***counseled patient, then contacted her prescriber*** to share the error.

“My glucose is better controlled, and I feel so much better. I am so thankful that Carrie caught the error and contacted my doctor about a dosage adjustment.”

Managed Care Pharmacy

Goal:

1. Review medication utilization
2. Decrease pharmacy costs
3. Improve the health of the population

Our Process:

- Risk-stratify to identify at-risk patients
- Educate patients about pharmacy benefits
- Recommend lower-cost therapeutic alternatives
- Comprehensive medication reviews



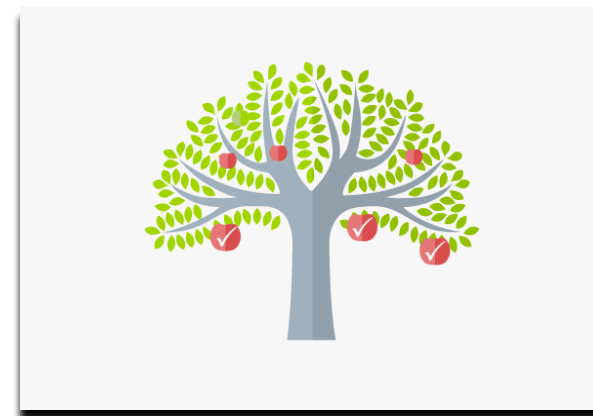
Quarterly Rx Data Review

Review Rx claims data quarterly

- Top 20 high cost drugs
- Know your population
- Trends in utilization

Look for “low-hanging fruit”

- High-cost drugs, lower-cost alternatives
- Dose optimization strategies
- Pricey combination products



Some Generics are Expensive!

Issue Identified: Quarterly Rx review, utilization for expensive generic omeprazole-bicarbonate sharply spiked, averaging \$115K net cost to plan

Price Comparison of Omeprazole vs. Omeprazole/Bicarbonate			
	30 Capsules	90 Capsules	180 Capsules
Omeprazole 20mg	\$10	\$18	\$36
Omeprazole/Bicarb 20-1100mg	\$2,044	\$4,064	\$8,128
Omeprazole 40mg	\$22	\$41	\$83
Omeprazole/Bicarb 40-1100mg	\$2,044	\$4,088	\$8,128

Looking for Lower-Cost Alternatives

Action Taken:

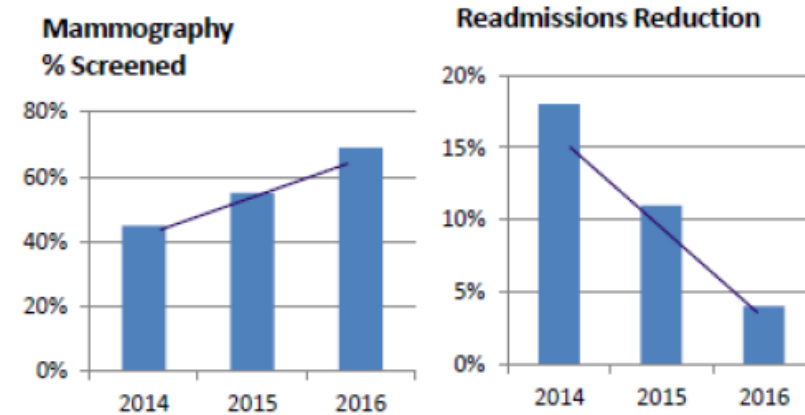
Outreach to ensure patients tried lower-cost alternatives prior to omeprazole-bicarbonate, and education to providers/offices

Results:

- 1. Decreased utilization 80% over 1 quarter**
- 2. Savings of over \$78K!**

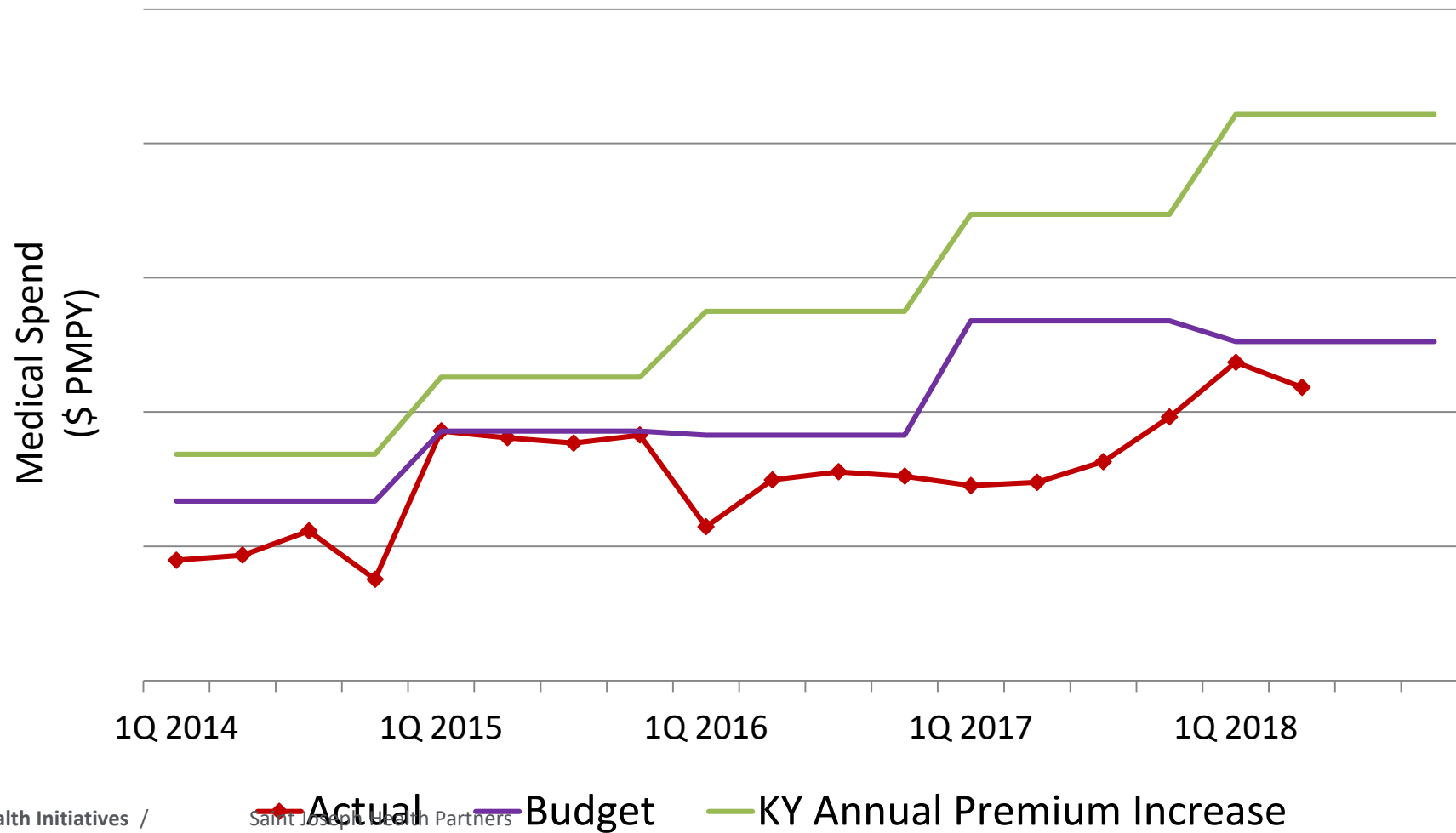
Proven Strategies that Work

- 20,000 Health Plan Beneficiaries
- Lowered % Readmits
- Lowered Length of Stay
- Increased Preventative Screenings
- Reduced RX Spend



**More than \$7
million in savings
over 4 years**

Bending the Cost Curve



Our Team





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Contact Information:

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