Greater Expectations

Care coordination as a survival tool

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HEALTHCARE IS BROKEN

OUR HEALTHCARE DELIVERY SYSTEM MUST CHANGE NOW!
OUR HEALTHCARE SYSTEM IS UNAFFORDABLE

National Health Expenditures grew to $2.8 trillion in 2012, actually more than $8,000 per person, or 17.9% of our Gross Domestic Product.
We have 48 million uninsured Americans and an additional 25% underinsured.
There are more than 40 million Americans age 65 and over in the US and a projected 80 million seniors in 2040.
Failure to work together synergistically for improved patient outcomes continues to threaten the viability of our entire healthcare system.
$750 Billion In Inefficient Health Care Spending

With physicians, hospital administrators and insurance companies on often diverging building plans, the idea that the health care system could fall apart like a badly built house is not surprising, according to committee members at a press conference on Thursday.

- Kaiser Health News
“The share of Americans with deductibles greater than $1000 more than tripled between 2003 and 2012, reaching 25%.”
CHALLENGES

Silo-based Care
Failure to Know the Patient
Responsibility Beyond Our Walls
Appropriate Follow-up and Access
Medication Errors
Medical Literacy
Maslow’s Hierarchy of Needs
Hunger
Financial Impediments
Tip of the Iceberg

MASLOW’S HIERARCHY

Self-Actualization
Esteem Needs
Social Needs
Safety Needs
Basic Needs
Better Outcomes

Better Care Experiences

Lower Cost

TRIPLE AIM
Can we expect our physicians to face these challenges alone?

Can community hospitals survive alone?

Are future healthcare professionals being adequately prepared for what lies ahead?
A CRITICAL QUESTION:
Are we, as a healthcare system, spending valuable time and resources in the right places?
HEALTHCARE CRISIS SOLUTIONS

1. Impose penalties and cut reimbursement to physicians and hospitals.
2. Limit access to patient care.
3. Eliminate wasted spending while improving outcomes and care experiences.
A Quality Challenge

process vs. results
Perhaps it’s time to tear down the walls!
Let’s build a
Patient
Centered
Medical
Condominium
organized
centralized
prioritized
Community Care NETWORK

Your health. Your Care. Our priority.
WE REALIZED that a mere 5% of our population utilizes 49% of our healthcare resources!

AHRQ - 2006
And we needed a strategy...

- SEMAPS: Patient Selection/Identification
- CHP: Comprehensive Health Profile
- CCP: Care Coordination Plan
- PRC: Patient Report Card
...and a sustainable team that extended beyond our resources

medications appointments prevention awareness inspiration understanding education doctor visits

HEALTH COACH
choices engagement hope activity exercise motivation adherence support friendship trust nutrition stress reduction
We expanded our vista....
INPATIENT ROUNDED STRATEGY
with dominant providers

- CCN Nurse
- CCN Social Worker
- Charge Nurse
- Floor Nurse
- Pharmacologist
- Therapists (OT, PT, Speech, Respiratory, etc.)
- Utilization Review
- Clinical Informatics
- CCN Interns and Health Coaches
And we decided to cover the entire spectrum...
and bridge existing silos.
What did we discover?

Community Care
NETWORK
28 ER Visits
13 Admissions

1 ER Visit
1 Night of Observation
CCN Condition Prevalence (%)

- Hypertension: 69.7%
- Diabetes: 52.3%
- Hyperlipidemia: 46.5%
- Depression: 25.8%
- CVD: 23.9%
- CKD: 21.3%
- Atrial Fibrillation: 17.4%
- CHF: 13.5%
- CVA - TIA: 11.6%
- Chronic Pain: 11%

This data is from a cohort of 154 patients who have been supported by the CCN over the last year. Included patients have received a minimum of 6 months and a maximum of 1 year of service.
Comprehensive Health Profiles (vulnerability scores)

4 domains: medical, behavioral, nutritional and activity (MBNA)

Scores are calculated on a quarterly basis.

Initial average score (prior to CCN) = 10

Average score with CCN care = 7

Average Vulnerability Score reduction = 30%

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Diabetes A1C Levels

52.3% of CCN patients are diabetic.

37% of these patients presented with A1C levels >7.0 (average 9.1)

73.3% improved with CCN care (average 7.9 = 13.2% reduction)

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Medication Compliance

Approximately 25% of the reported CCN cohort used a MedMinder device (electronic pill box) during the first year.

96.2% compliance was recorded after medication reconciliation.

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Inpatient Admissions

87.7% experienced equal or reduced inpatient hospital stays.

12.3% experienced increased inpatient hospital stays.

A total of 191 inpatient hospital stays occurred prior to CCN care.

A total of 105 inpatient hospital stays occurred with CCN care.

45% reduction of inpatient hospital stays

This data is from a cohort of 154 patients who have been supported by the CCN over the last year. Included patients have received a minimum of 6 months and a maximum of 1 year of service.
Emergency Room Visits

75.3% experienced reduced ER utilization.

24.7% experienced increased ER utilization.

A total of 404 ER visits occurred prior to CCN care.

A total of 302 total ER visits occurred with CCN care.

25% reduction of ER utilization was noted.

This data is from a cohort of 154 patients who have been supported by the CCN over the last year. Included patients have received a minimum of 6 months and a maximum of 1 year of service.
Hospital Receivables

A total of $2,427,777 was received prior to CCN care.

A total of $1,383,156 was received with CCN care.

Savings of $1,044,620 were noted with CCN care.

Savings of $6,783 were noted per patient.

40% reduction of total receivables

This data is from a cohort of 154 patients who have been supported by the CCN over the last year. Included patients have received a minimum of 6 months and a maximum of 1 year of service.
## CCN Patient Satisfaction Scores

### August 2013

<table>
<thead>
<tr>
<th>CCN PATIENT SURVEYS</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>AVERAGE RATING</th>
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<tbody>
<tr>
<td>1. Your overall experience with our team</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>24</td>
<td>83</td>
<td>4.7</td>
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<tr>
<td>2. The concern shown to you by our team</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>20</td>
<td>90</td>
<td>4.8</td>
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<tr>
<td>3. The care you receive from our team</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>18</td>
<td>88</td>
<td>4.7</td>
</tr>
<tr>
<td>4. The level of knowledge of team</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>22</td>
<td>88</td>
<td>4.7</td>
</tr>
<tr>
<td>5. The level of knowledge of your health coach</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>22</td>
<td>89</td>
<td>4.8</td>
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<tr>
<td>6. The inspiration we provide to help you achieve your goals</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>25</td>
<td>83</td>
<td>4.7</td>
</tr>
<tr>
<td>7. The level of support you experience from our team</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>17</td>
<td>87</td>
<td>4.7</td>
</tr>
<tr>
<td>8. Your comfort with our care</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>20</td>
<td>88</td>
<td>4.7</td>
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<tr>
<td>9. Your improved quality of life since working with us</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>36</td>
<td>70</td>
<td>4.5</td>
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### Average Number of Surveys Indicating Each Rating

#### AVERAGE PERCENTAGE OF SURVEYS INDICATING EACH RATING

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<tr>
<th></th>
<th>1</th>
<th>1.1</th>
<th>2.9</th>
<th>20.1</th>
<th>75.3</th>
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</table>

**Number of Surveys Returned**: 113  
**Surveys Mailed**: 285
HEALTHCARE CERTAINTIES

We will do more with less.

Hospitalizations will decline.

Profit centers will become cost centers.

Small community hospitals will be especially vulnerable.

The responsibility for patient outcomes has been shifted to us.
What is uncertain is our future existence.

Value is being redefined.

Patients are being redirected.

Community hospitals must create value.

Takeovers and mergers are escalating.
Survival Mode
The fog is lifting
KEY QUESTION

Care Coordination: Challenge or Epic Adventure?
Someday Isle

There is an Island fantasy called "Someday Isle" I'll never see;
Recession stops, inflation ceases,
My mortgage is paid and my pay increases;...

– Denis Waitley
Are we about to reach that island.... or drown in the process?
Thank You

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Improving the Health Status of Your Community

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