Transition Access Program (TAP)

Genie Pritchett, MD
Senior Medical Director
Colorado Access

About Colorado Access

- Non-profit, safety net sponsored health plan
- Founded 1994
- Sponsors
  - University of Colorado Hospital/University Physicians, Inc.
  - The Children's Hospital
  - Colorado Community Managed Care Network (FQHCs)
- Lines of business
  - Colorado Access Advantage (Medicare)
  - Behavioral Health managed care
  - SCHIP
  - Medicaid (non-dual disabled adults)

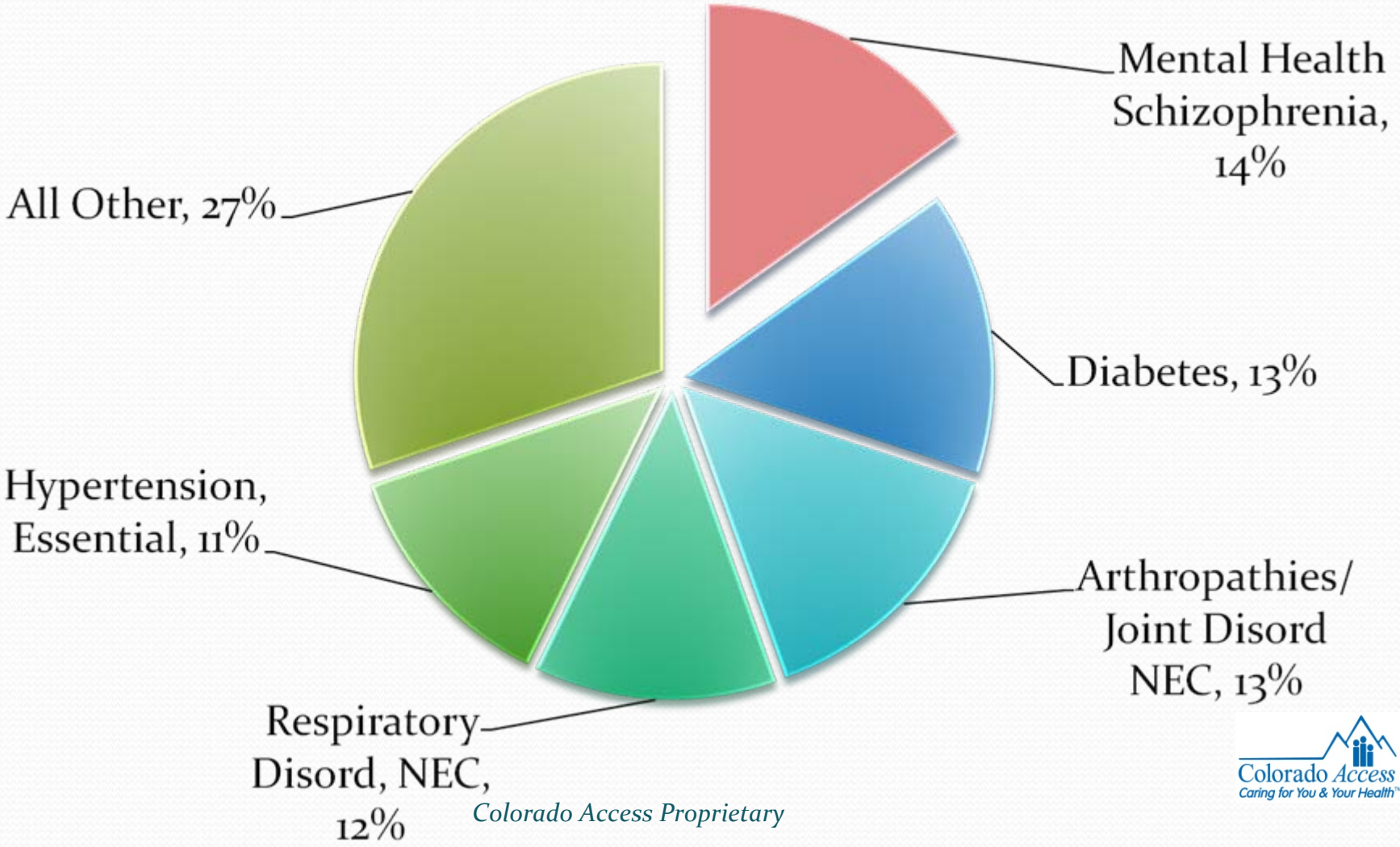
Colorado Access
Caring for You & Your Health™

Medicare members

- Total membership
  - 3,600
    - 75% in Special Needs Plans (SNPs)
- Member characteristics
  - Average age 58 yrs
  - High acuity (CMI = 2.5)
  - High cost (annual average = $12,225)

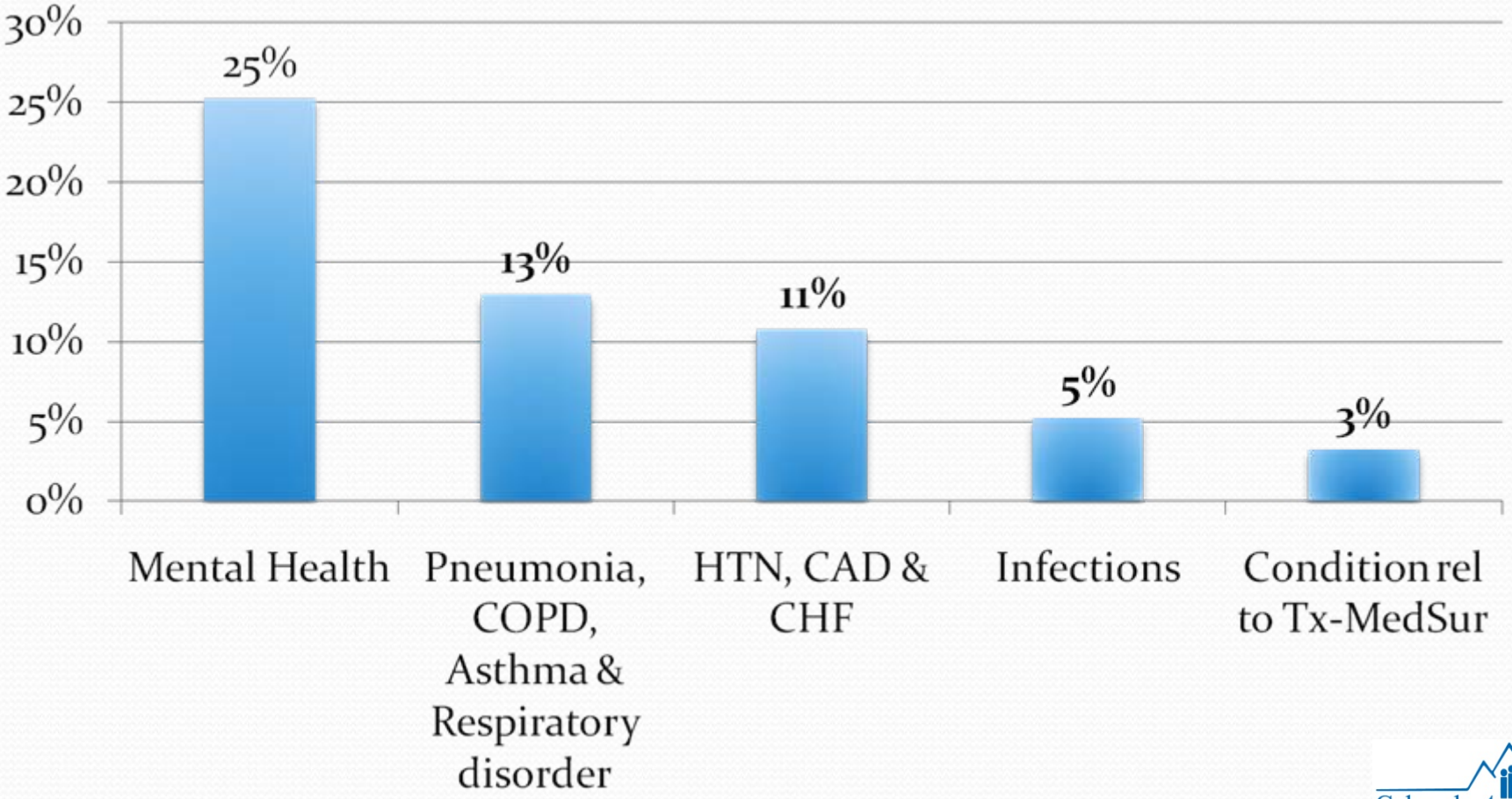
Clinical Conditions

all Medicare members CY09/IV



Colorado Access
Caring for You & Your Health™

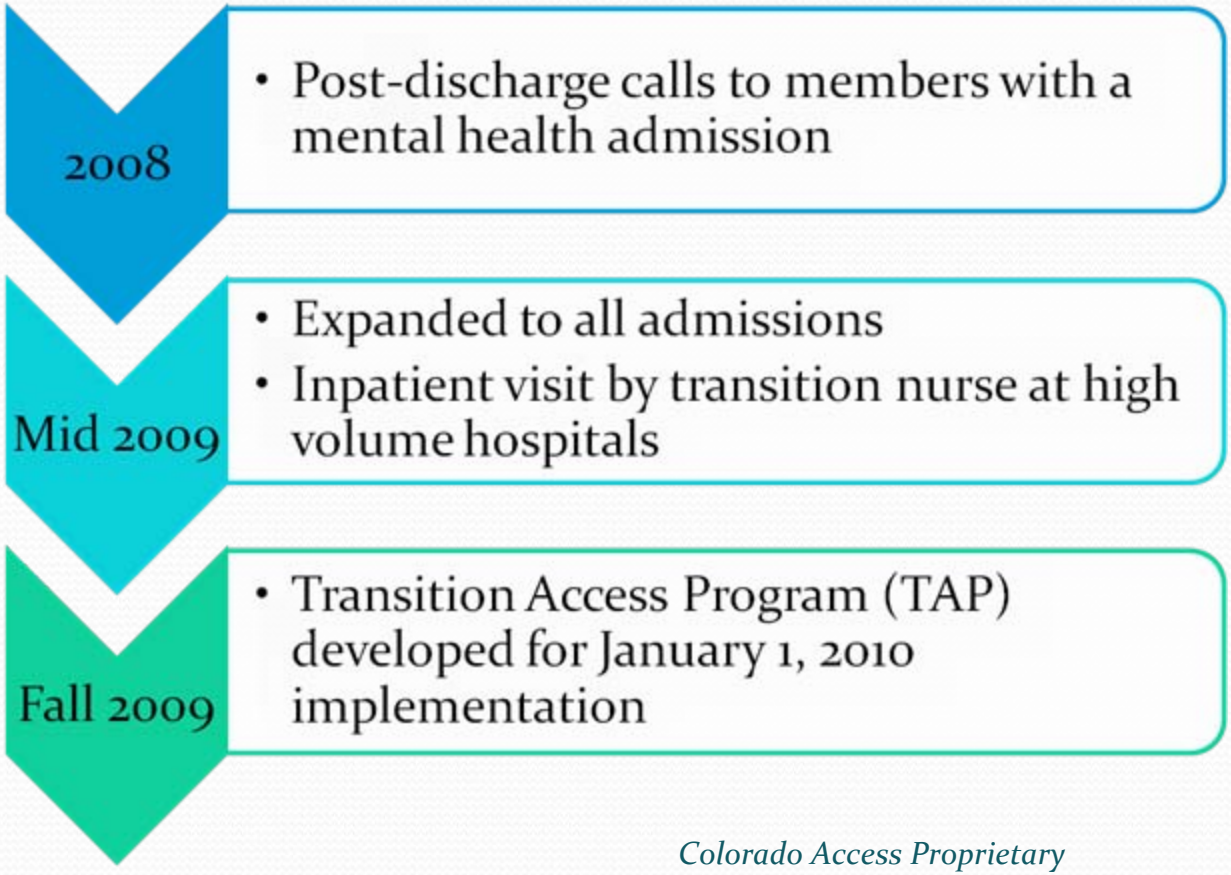
Principal Diagnosis: Medicare admissions, 2009



Colorado Access
Caring for You & Your Health™

The Evolution of Transition Interventions

- Our response to growing national attention to care transitions and readmissions



Baseline data:

- Colorado Access Advantage 30-day readmission rate (CY09 = 19%)
- Similar to U.S. Medicare fee-for-service rate (20%)

Colorado Access
Caring for You & Your Health™

TAP Overview

- Colorado Access TAP is modeled after the work done by Eric Coleman, MD

- Patient-centered intervention designed to:
  1. Improve continuity of care between settings
  2. Improve member safety
  3. Improve member outcomes
  4. Decrease avoidable hospital readmissions

- Intervention lasts approximately 30 days

Program Components

- **Personal Health Record (PHR)**
  - Patient understands and uses the PHR to facilitate communication and ensure continuity of care plan across providers and settings.
  - The patient or the informal caregiver manages the PHR.

- **Medication Self-Management**
  - Patient is knowledgeable about his/her medications and has a medication management system.
  - Use the PHR to update any changes in medications and share that information with his/her healthcare providers.

Colorado Access
Caring for You & Your Health™

Program Components (cont'd)

- **Follow-up Visit with PCP or Specialist**
  - Patient schedules and completes a follow-up visit with the PCP or specialist and is empowered to be an active participant in these visits.
  - Encourage use of PHR.

- **Understanding "Red Flags"**
  - Patient is knowledgeable about indications that their condition is worsening and how to respond.

"High Touch" Interventions

A 5-step process:

In-hospital nurse visit (discontinued in March)

One or more post-discharge calls by a transitions care manager

Home visit by the nurse practitioner

- Focus on the diagnoses that triggered the hospital visit
- Education about their condition

Follow-up call after home visit by the transitions care manager

Program discharge when goals are met or the program is interrupted (usually within 30-days of discharge)

Transition Access Program

TAP Preliminary Evaluation

- **Objective**: Assess processes and outcomes of startup phase (Jan-Mar 2010)

- **Process measure**:
  - Hospitalized members receiving one or more of the TAP interventions

- **Outcome measure**:
  - 30-day readmission rate
    - Members receiving and not receiving TAP interventions

Data Source and Study Population

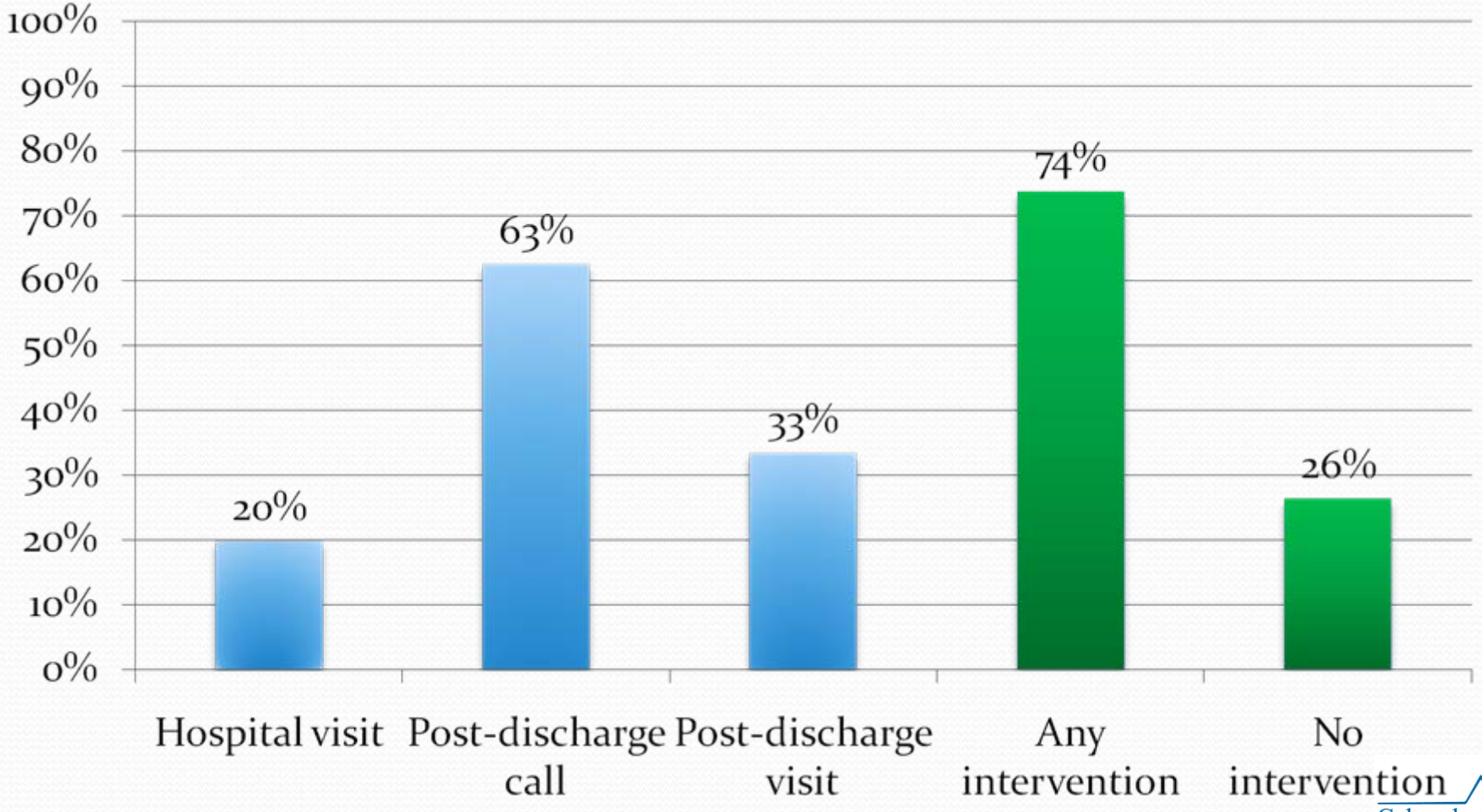
- **Data source**: Program database (*not claims*)
  - Admissions known to TAP staff within 7 days of discharge
  - Program staff documentation of patient information and program interventions

- **Study population**:
  - Discharges between 1/1 – 3/31/10 in program database
    - Discharges classified as "mental health" ***excluded***

Study Population Characteristics

- 171 Medical discharges
- 149 distinct patients
- Average length of stay = 4 days
- 49% of discharges in 5 target hospitals

Process Measure: TAP Interventions

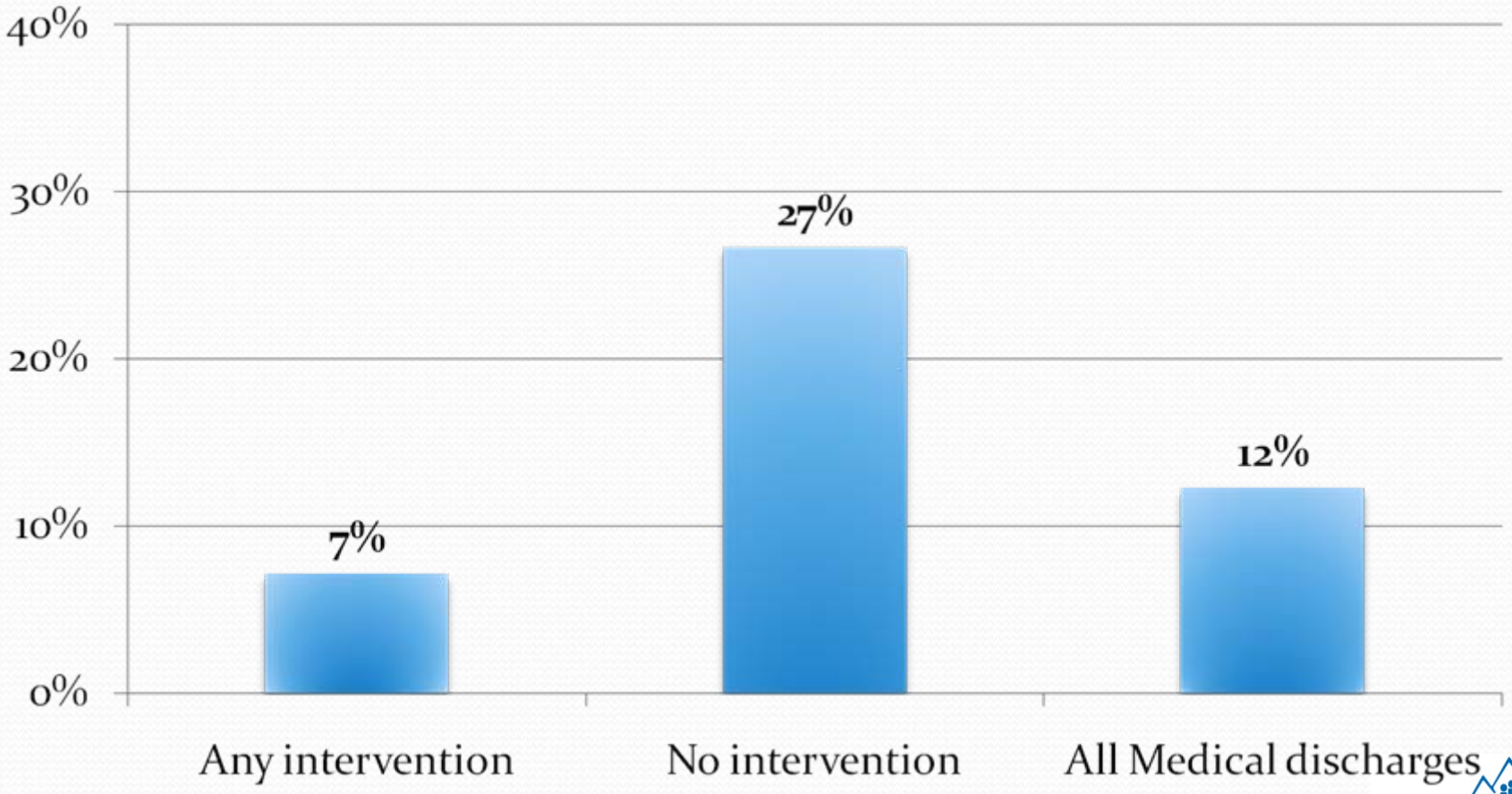


Outcome Measure: Readmissions

- 21 readmissions within 30 calendar days of a discharge between 1/1/10 and 3/31/10

- 30-day overall readmission rate = 12%

The Impact: 30-day readmissions



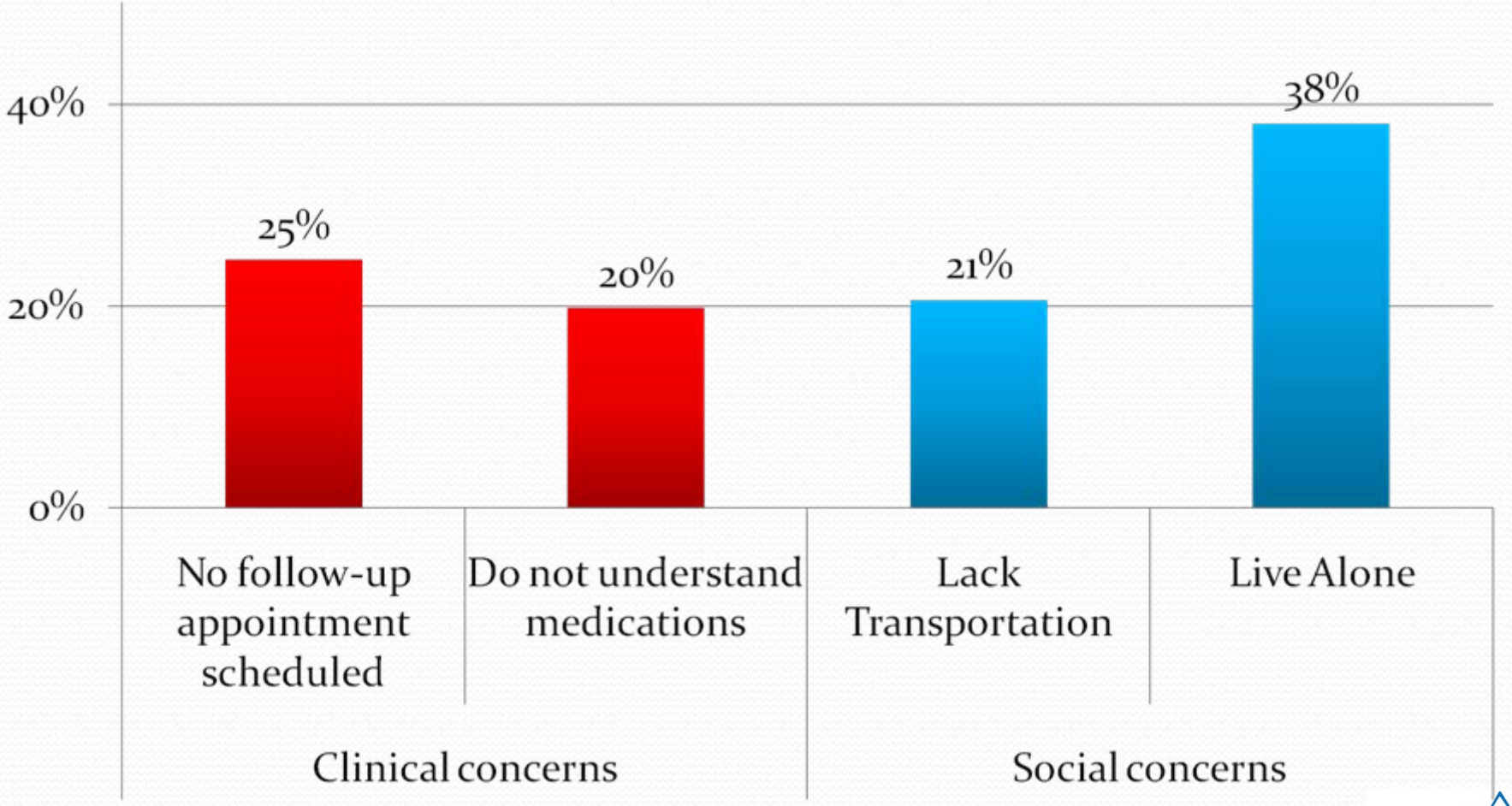
Colorado Access
Caring for You & Your Health™

Study Limitations

- **Small number of cases:**
  - 171 discharges
  - 21 readmissions within 30 days
  - "Treatment" and "No Treatment" groups of unequal size (126 and 45 respectively)
- **Potential selection bias:**
  - Discharges included in program database may be unrepresentative of all discharges
  - Discharges receiving intervention may be at lower risk of readmission
  - Mental health discharges are excluded
- **Lack of severity adjustment:**
  - Readmissions ***with*** an intervention had a shorter ALOS than those ***without*** (3.1 vs. 5.5 days)

Colorado Access
Caring for You & Your Health™

Concerns Identified through TAP Intervention



Colorado Access
Caring for You & Your Health™

TAP Continues to Evolve

- Expand to other lines of business
  - Medicaid disabled adults added 3/1/10
  - Mid-March discontinued in-patient visits
- Process and outcomes assessment underway
- Planned improvements
  - Interventions targeted to patients with psychiatric conditions

Thank you

Genie Pritchett, MD
Colorado Access
www.coaccess.com
(800) 511-5010

Colorado Access
Caring for You & Your Health™