Care Transitions – A Community Partnership

Pamela Menard, NP, MBA

V.P. Health Promotion & Care Management

Washington, D.C.

June 14, 2011

Independent Health

Independent Health – A Snapshot

- **Not-for-profit health plan established in 1980**
  - Based in Buffalo, N.Y.
  - Offers commercial group health plans; Medicare Advantage; Medicaid; Self-funded plan administration
  - More than 365,000 members in WNY and across the nation
  - IPA model
  - Highest rated health plan in the nation for customer service: NCQA's Quality Compass® 2009 and 2010.

- **Subsidiaries include**
  - Pharmacy Benefit Dimensions (PBM administration)
  - RelianceRx (specialty pharmacy)
  - Nova Healthcare Administrators (Self-funded plans)
  - YourNaturalOptions.com (vitamin/supplement company)

Independent Health

Goal

Reduce readmissions by preparing members with knowledge and skills necessary to manage their conditions

Independent Health

Principles:

- **Not a Health Plan program**

Independent Health

Principles:

- **Not a Health Plan program**

- **Engage physicians and providers in design and implementation**

Independent Health

Principles:

- **Not a Health Plan program**
- **Engage physicians and providers in design and implementation**
- **Align incentives**

Independent Health

Principles:

- **Not a Health Plan program**
- **Engage physicians and providers in design and implementation**
- **Align incentives**
- **Build collaboration through “Operations team”**

Independent Health

Principles:

- **Not a Health Plan program**
- **Engage physicians and providers in design and implementation**
- **Align incentives**
- **Build collaboration through “Operations team”**
- **Track and report results**

Independent Health

Principles:

- **Not a Health Plan program**
- **Engage physicians and providers in design and implementation**
- **Align incentives**
- **Build collaboration through “Operations team”**
- **Track and report results**
- **Evaluate and modify**

Independent Health

Program Components:

- **Enhanced discharge planning**

Independent Health

Program Components:

- **Enhanced discharge planning**
- **Home visit within 72 hours of discharge**

Independent Health

Program Components:

- **Enhanced discharge planning**
- **Home visit within 72 hours of discharge**
- **Self management guide**

Independent Health

Program Components:

- **Enhanced discharge planning**
- **Home visit within 72 hours of discharge**
- **Self management guide**
- **PCP visit within 7 days**

Independent Health

Program Components:

- **Enhanced discharge planning**
- **Home visit within 72 hours of discharge**
- **Self management guide**
- **PCP visit within 7 days**
- **Pharmacist review of all medications**

Independent Health

Program Components:

- **Enhanced discharge planning**
- **Home visit within 72 hours of discharge**
- **Self management guide**
- **PCP visit within 7 days**
- **Pharmacist review of all medications**
- **Ongoing telephonic health coaching for minimum of 30 days**

Independent Health

Program Components:

- **Enhanced discharge planning**
- **Home visit within 72 hours of discharge**
- **Self management guide**
- **PCP visit within 7 days**
- **Pharmacist review of all medications**
- **Ongoing telephonic health coaching for minimum of 30 days**
- **Referral to appropriate care support programs**

Independent Health

Program Components:

- **Enhanced discharge planning**
- **Home visit within 72 hours of discharge**
- **Self management guide**
- **PCP visit within 7 days**
- **Pharmacist review of all medications**
- **Ongoing telephonic health coaching for minimum of 30 days**
- **Referral to appropriate care support programs**
- **Facilitate communication with and between providers**

Independent Health

Identifying Members At Risk

The 7P's: Risk Assessment

- **Principle Diagnosis – CABG, CAD, Cardiac Valve, CHF, COPD, MI, Stent**
- **Problem medications**
- **Depression (Punk)**
- **Polypharmacy – Patients on 5 or more medications**
- **Poor health literacy**
- **Patient support**
- **Prior hospitalization in the last 6 months**

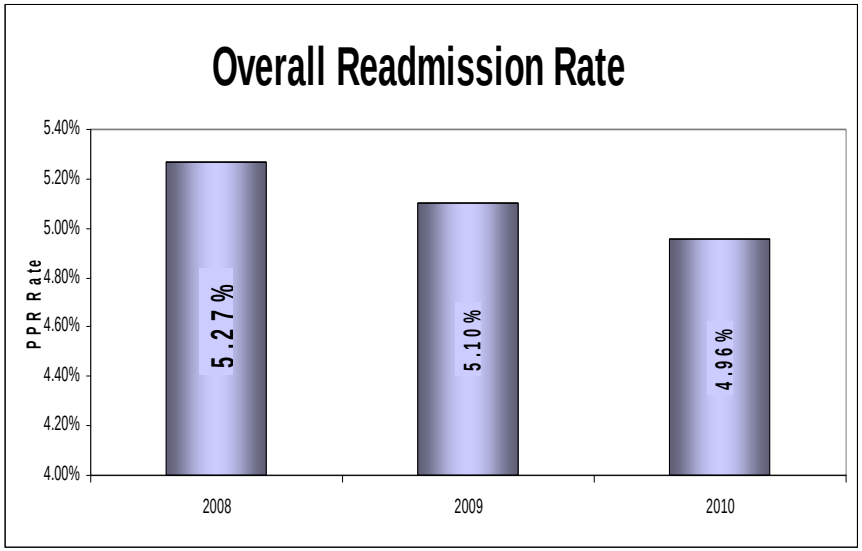
Independent Health

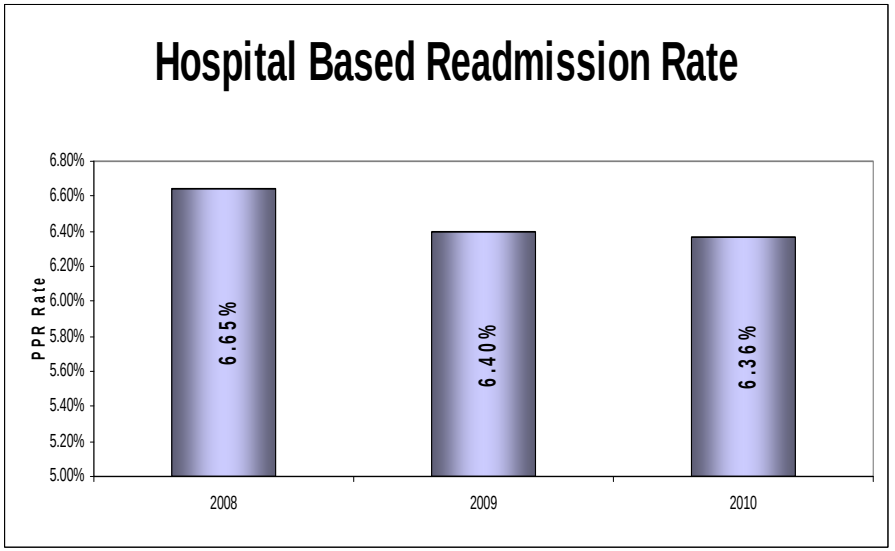
Partners

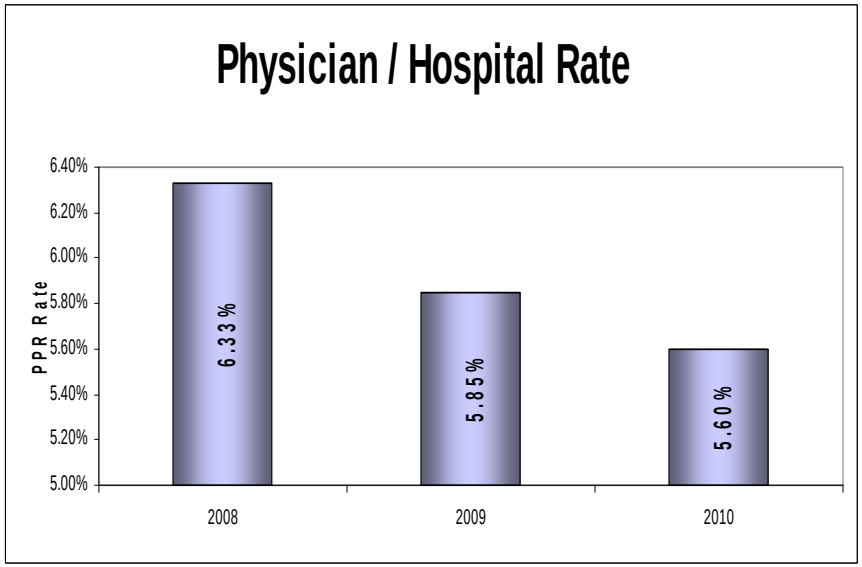
Hospital Based	Patient Centered Medical Home (P.C.M.H.)	Physician / Healthcare System (Moderately Integrated)
▪ Financial incentives not aligned ▪ Lack of buy in from medical staff ▪ "Health Plan" Program ▪ Other priorities	▪ Financial alignment ▪ Practice based care coordinators ▪ Practice Patterns ▪ Lack of resources	▪ Financial alignment ▪ Strong PCP buy in and involvement ▪ Practice based care coordinators ▪ Integrated home care ▪ Desire to move to ACO model of care

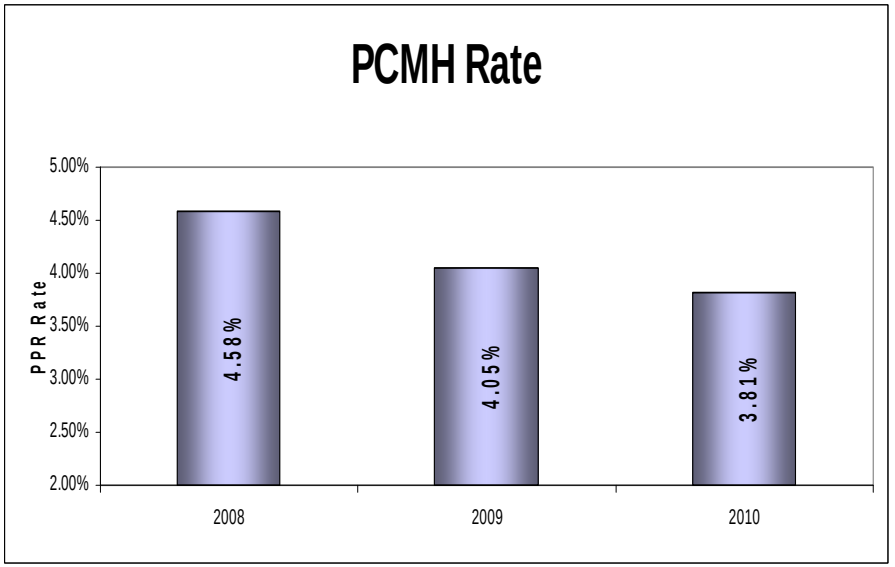
Independent Health

Readmission Rates

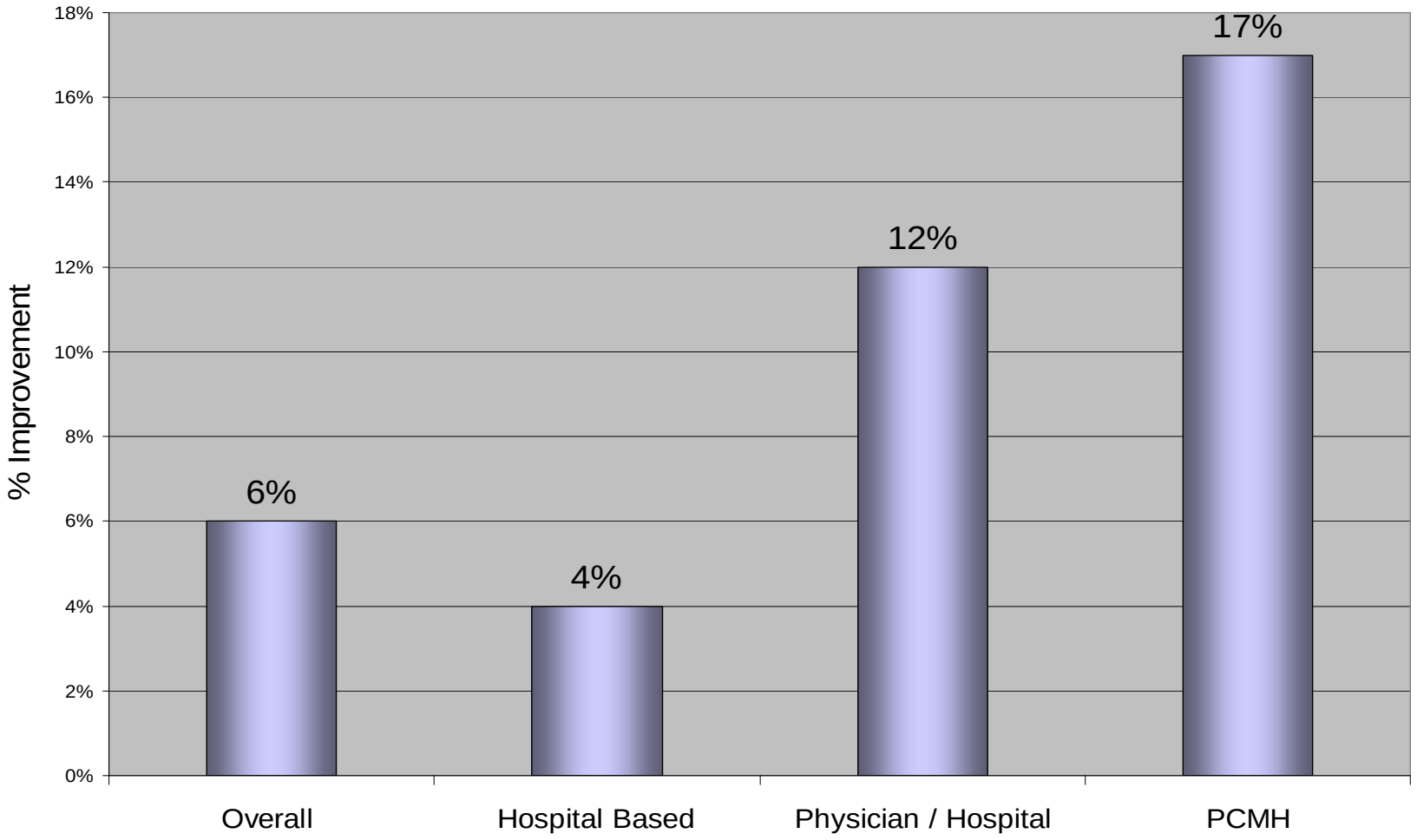






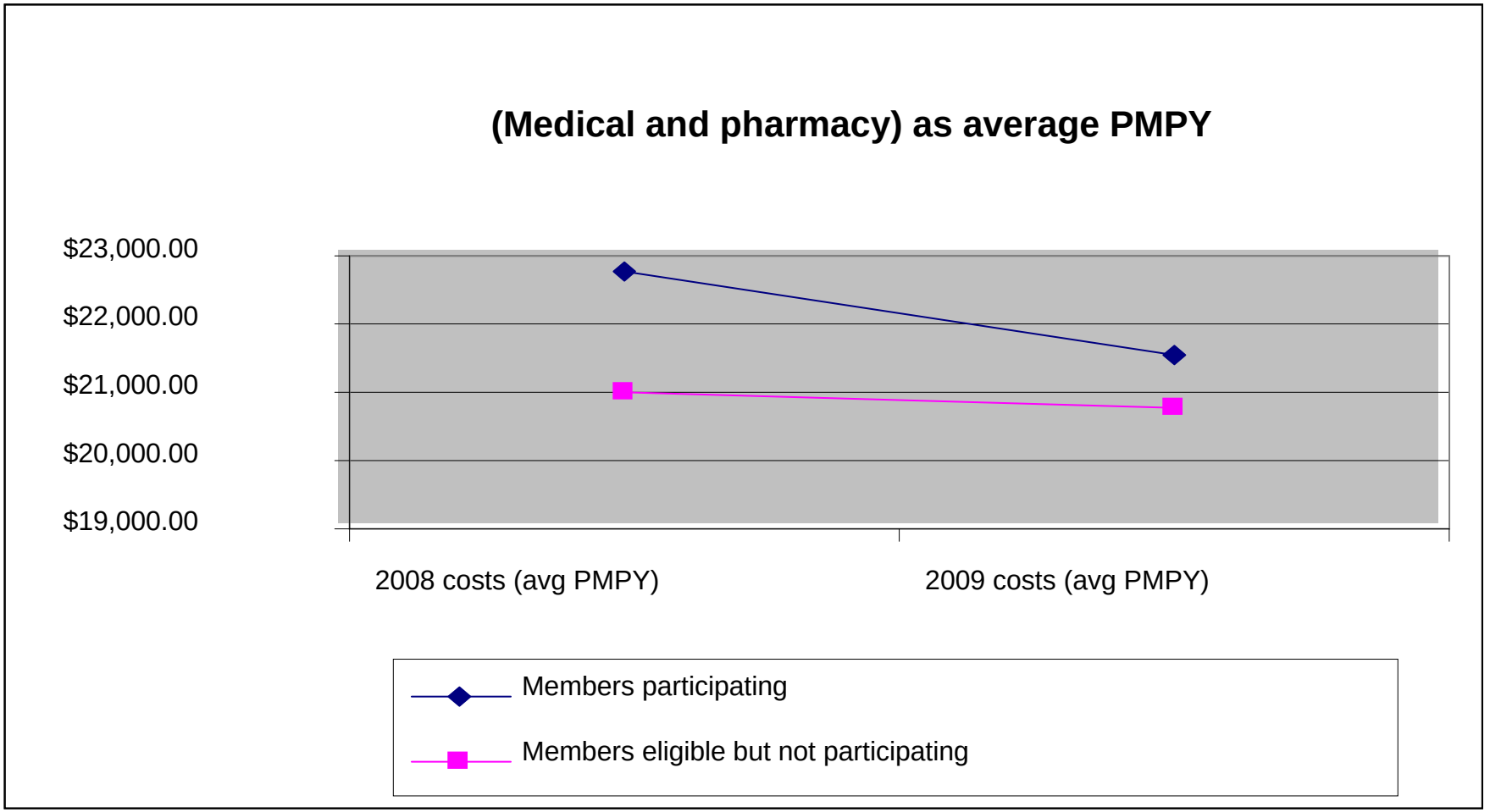


Results



Independent Health

MTM Impact Analysis: Total costs



Independent Health

Lessons:

- Agree to measurement
- Involve physicians upfront
- Engage patient / member
- Medication management key opportunities

- Timely communication difficult without integrated electronic support
- Focus on new healthcare delivery model vs. “Program:

Independent Health