

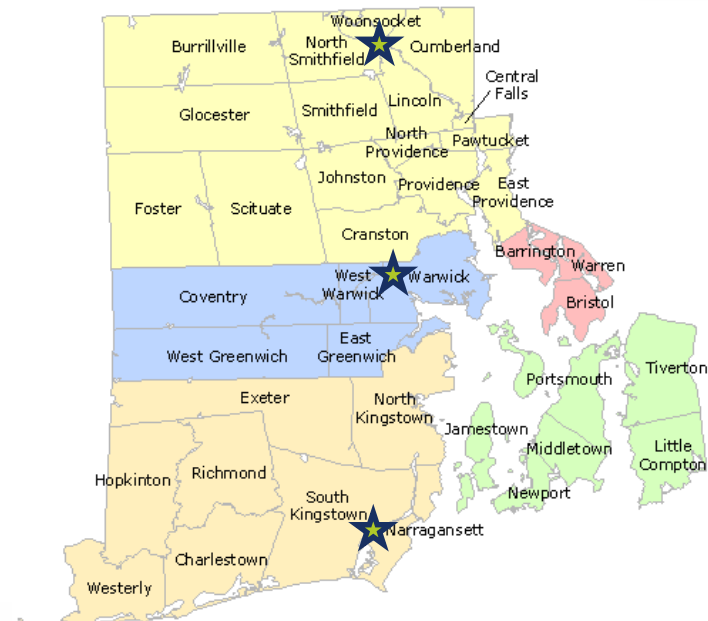


*CTC High Risk Patient
Management Strategy*

April 2016

Thundermist is:

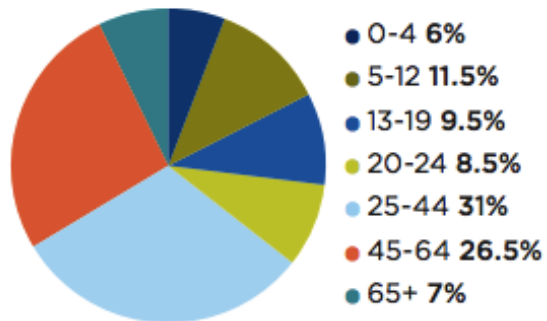
- A Federally Qualified Community Health Center established in 1969 with sites in three Rhode Island communities
 - Woonsocket
 - West Warwick
 - South County



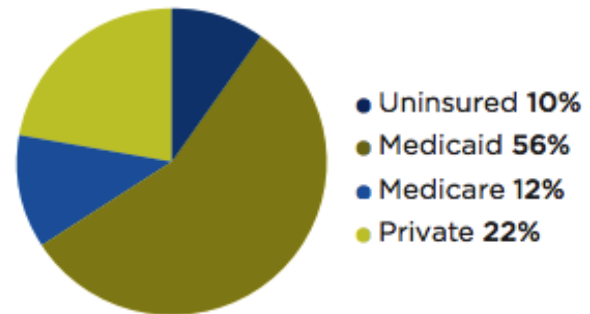


Patient Demographics

Patients by Age



Patient Insurance Status



2015 Total Visits: 192,271

2015 Total Patients: 42,024

* Data from on 2015 UDS Report

CTC Advanced Collaborative

- Goal: reducing the total cost of care
- One approach: focus on high risk patients



High Risk Patients

- Who are high risk patients?
- It depends on who you ask.
- CTC Category #1 high cost/utilization
- CTC Category #2 poorly controlled complex patients
- CTC Category #3 payer defined and practice confirmed patient group

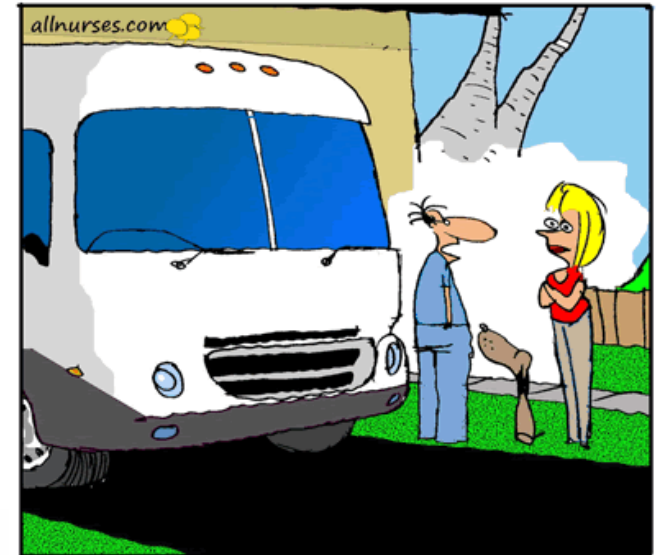
Category #1 High Cost/Utilization

- 3 or more emergency room visits in the last six (6) months

and/or

- 3 or more hospitalizations in the last (6) months

“I spent so much time going back and forth to the hospital, I bought an RV, and I’ll just live in the parking lot”

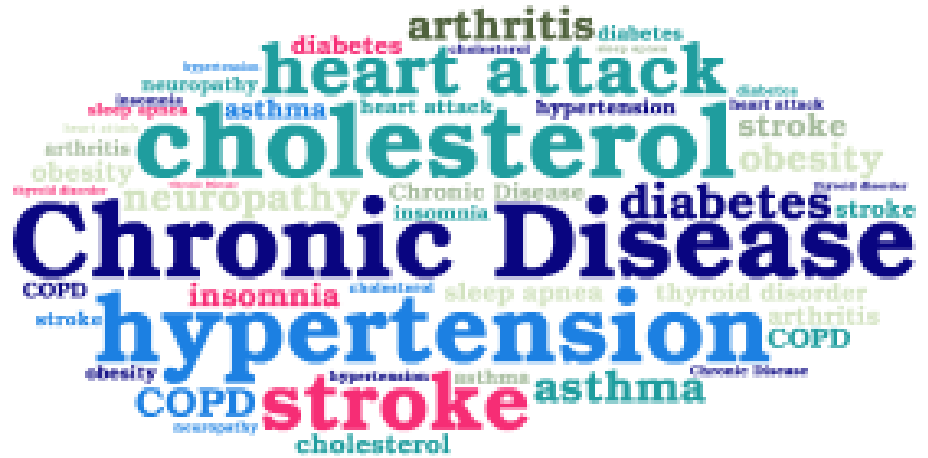


Category #2 Poorly Controlled/Complex Patient

- Patients with 3 or more of the following chronic conditions:
 - Diabetes and the most recent HbA1c measurement is greater than 9
 - Asthma
 - COPD
 - Hypertension (greater than 140/90 for ages 18-59; greater than 150/90 for ages 60+)

Category #2 Poorly Controlled/Complex Patient cont'd.

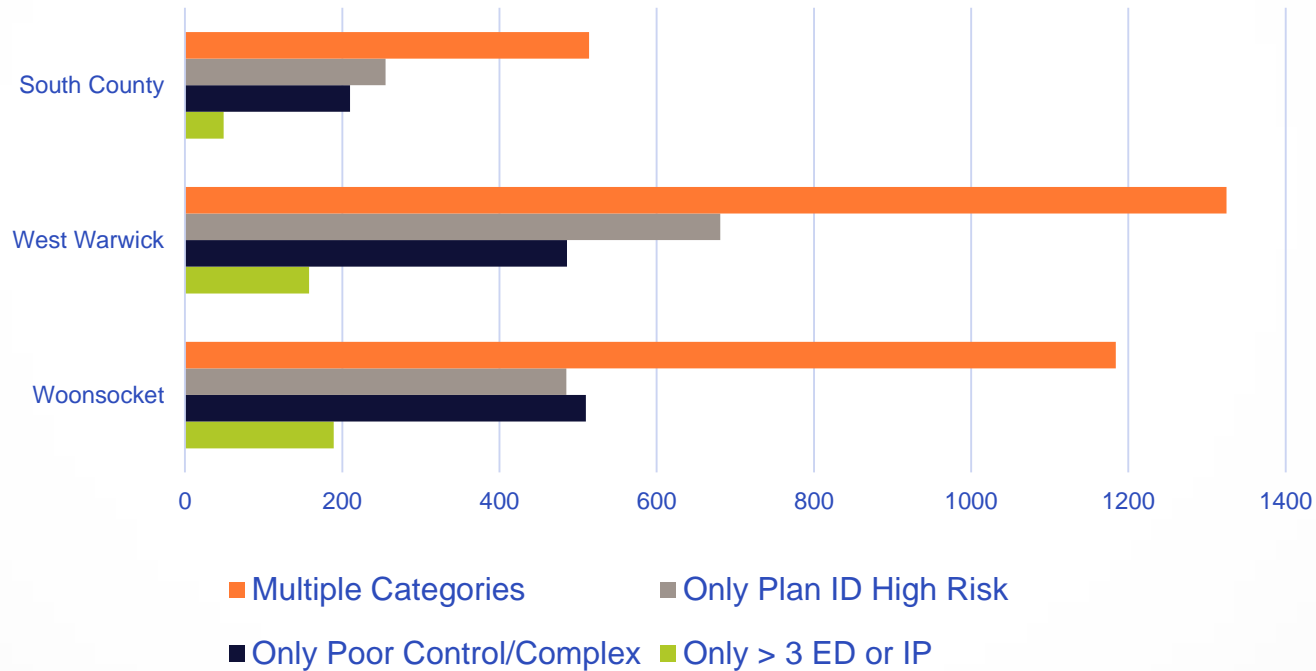
- CHF
- Depression
- Schizophrenia
- Bi-polar disorder



Category #3 payer defined and practice confirmed patient group

- **UnitedHealthcare:** commercial and managed Medicaid
- **Blue Cross Blue Shield:** commercial and Medicare Advantage
- **Tufts Health Plan:** commercial
- **NHPRI:** managed Medicaid
- **MAPCP:** Medicare fee for service

CTC High Risk Distribution



Nurse Care Manager Caseload for 4,435 Patients

- Woonsocket: 1701 (4 NCM's) 425 / NCM
- West Warwick: 1770 (3 NCM's) 590 / NCM
- South County: 691 (1 NCM) 691 / NCM



Provider Evaluation of Payer Identified High Risk Patients

- Providers thought that further efforts for many of these patients would not result in reduced cost or benefit to patient
- Some patients were one-time high cost (motorcycle accident)
- Some patients had high cost chronic conditions (cancer)
-Something is missing



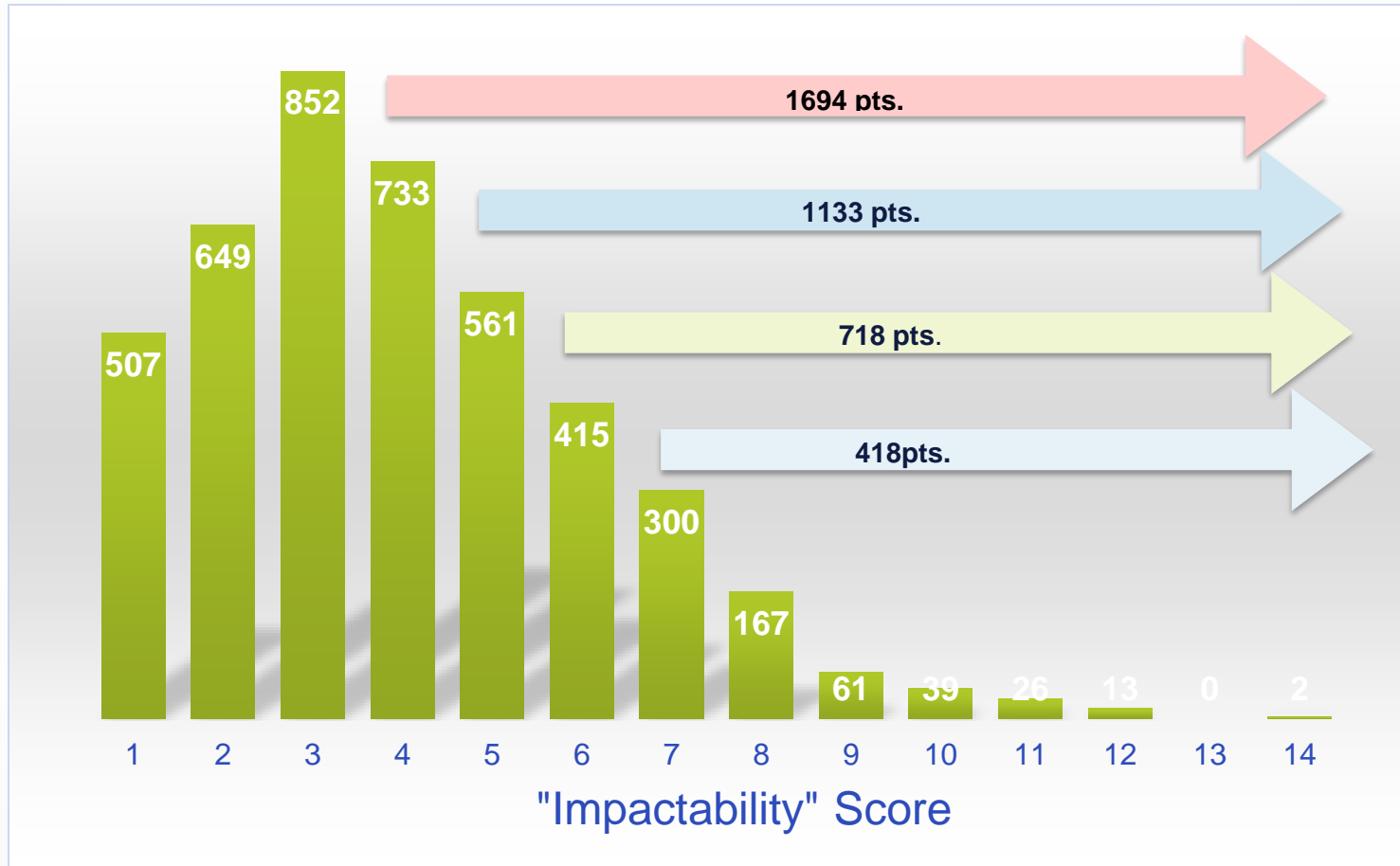
“Impactable” Risk Algorithm

Description	Points
3+ ED or IP Visits	3
ED or IP Visits for BH	3
2+ No Shows	2
Homeless	2
Uninsured	2
HbA1C > 9	1
Poorly Controlled Asthma	1
Active Addiction Diagnosis	1
10+ Active Medications	1
Incomplete Referrals > 6 Months	1
BMI > 35	1
Active Smoker	1
Total Possible Points	19



Recognizes cumulative impact of health, utilization, behavior, and social factors that we can measure and supports structured allocation of resources to maximize impact.

“Impactability” Distribution



Intersection of Payer High Risk and “Impactability”

“Impactability” Score Greater than or equal to:	Focus Population	The number of plan identified patients	Patients / NCM
≥ 4	1694	562 (33.2%)	221
≥ 5	1133	367 (32.4%)	142
≥ 6	718	213 (29.7%)	88

Impact Strategies

- Utilize existing resources for maximum impact (CHT, NCM, Social Service, BH, Tobacco Cessation, etc.)
- Match specific interventions for each “impactability” factor
- Maximize engagement through use of pre-visit planning and missed opportunity reporting (QI tools)
- Emphasize pre-existing relationships in case assignment process

Workflow for Patient Intervention

- Quarterly report with “Impactability” Score is divvied up into **caseloads for NCMs, CHT workers, BH and SS staff**. Caseloads assigned based on information gleaned from the high risk categories and “Impactability” items.
 - Staff actively outreach to the patients in their caseload.
- Daily **pre-visit planning report** is produced to identify any high risk patients with an “Impactability” Score of 4+ that are having a visit in the next week.
 - Staff with patients on this pre-visit planning report make plans to try and see the patient when they are on site for a visit.

Results

