

# Hot Spotting for the Triple Aim

Oregon Rural Health Conference  
October 26<sup>th</sup>, 2012

# Peace Harbor Hospital Journey

- ▶ 1995 – Formal Charity Care program adopted
- ▶ Early 2000s – Significant increase in Uncompensated Care
- ▶ 2008 – Received Regence grant for first RN Care Coordinator
- ▶ 2008 – Began identifying ED frequent fliers
- ▶ 2010 – HRSA 3 yr \$300,000 grant awarded for 2<sup>nd</sup> RN Care Coordinator
- ▶ 2010 – Opened same day walk in clinic
- ▶ 2011 – Opened Primary Care on Saturdays
- ▶ 2012 – Decreased uncompensated care by 20%

# Charity Care program importance

- ▶ “Bridge Assistance” for those who cannot pay through insurance or private means
- ▶ Those at or under 200% FPL and limited assets do not pay and do not receive a bill
- ▶ Over time, developed a base of 1,500 patients (8%) on Bridge. Able to sort data based on Bridge as primary “insurance”. Managed care plan!
- ▶ Incentives aligned with Triple Aim of better quality, better health and contained cost. Win/Win/Win!
- ▶ Bridge patients get gold standard of care!

# Identifying patients for Care Coordination

Private Pay, 22 patients (6%), \$658,000 in charges (56%)

High Utilization Data Run Date 9/28/12								
Previous 6 months								
MRN	ED		Inpatient		Outpatient		Total	
	Visits	Charge	Visits	Charge	Visits	Charge	#	Charges
60245749	0	0.00	1	71,224.10	1	4,086.71	2	\$75,311
60201293	0	0.00	1	37,179.56	2	30,254.59	3	\$67,434
02743808	0	0.00	1	51,168.50	1	161.86	2	\$51,330
02714755	0	0.00	1	49,600.06	0	0.00	1	\$49,600
01766122	0	0.00	1	44,201.62	1	907.11	2	\$45,109
60214769	0	0.00	1	40,428.93	0	0.00	1	\$40,429
01041150	0	0.00	0	0.00	3	37,546.60	3	\$37,547
02277727	1	9,770.94	0	0.00	3	22,816.43	4	\$32,587
02747334	1	3,693.16	1	24,468.28	0	0.00	2	\$28,161
01847208	0	0.00	1	26,535.67	0	0.00	1	\$26,536
02657857	0	0.00	0	0.00	4	25,719.45	4	\$25,719
01647694	0	0.00	1	22,872.12	0	0.00	1	\$22,872
01430990	1	639.48	1	20,964.89	0	0.00	2	\$21,604
01698180	0	0.00	1	20,827.70	0	0.00	1	\$20,828
02743747	2	14,682.65	0	0.00	1	2,597.08	3	\$17,280
02644826	5	16,545.87	0	0.00	1	131.43	6	\$16,677
60112177	0	0.00	0	0.00	1	16,095.06	1	\$16,095
60199192	0	0.00	0	0.00	1	15,980.80	1	\$15,981
01018092	2	13,834.27	0	0.00	0	0.00	2	\$13,834
01101609	0	0.00	0	0.00	1	11,057.79	1	\$11,058
01005781	0	0.00	0	0.00	1	10,993.10	1	\$10,993
02489644	2	8,274.58	0	0.00	1	8,274.58	3	\$10,932

# Identifying patients for Care Coordination

Bridge Assistance, 19 patients (8%), \$858,000 in charges (59%)

High Utilization Bridge Pat Data Run Date 9/28/12												
Previous 6 months					ED		Inpatient		Outpatient		Total	
MRN	Patient Name	DOB	Clinical PCP	Employer	Visits	Charge	Visits	Charge	Visits	Charge	Visits	Charges
01748670					0	0.00	2	157,807.68	1	2,102.83	3	\$159,911
60122995					2	3,425.88	1	100,616.51	0	0.00	3	\$104,042
01410013					0	0.00	2	91,881.28	0	0.00	2	\$91,881
01760416					0	0.00	1	33,885.00	2	14,898.89	3	\$48,784
60113866					1	1,663.85	1	35,182.01	2	10,532.56	4	\$47,378
01607227					2	1,202.71	1	45,917.48	0	0.00	3	\$47,120
01840501					0	0.00	1	35,535.31	1	3,891.92	2	\$39,427
01406843					1	1,912.21	1	31,296.62	0	0.00	2	\$33,209
01361298					0	0.00	1	31,869.18	0	0.00	1	\$31,869
60227308					1	1,603.86	0	0.00	3	29,698.59	4	\$31,302
01687037					2	3,252.37	1	25,202.30	4	2,759.68	7	\$31,214
60108096					0	0.00	1	30,799.06	2	326.85	3	\$31,126
01343905					1	1,581.45	1	23,210.33	2	266.20	4	\$25,058
01523512					0	0.00	1	8,579.48	1	16,301.71	2	\$24,881
01392287					1	4,533.83	0	0.00	2	19,615.13	3	\$24,149
02736578					0	0.00	0	0.00	1	23,794.73	1	\$23,795
60281523					0	0.00	0	0.00	2	21,601.15	2	\$21,601
02329914					0	0.00	0	0.00	4	21,135.94	4	\$21,136
01544805					1	6,136.95	0	0.00	1	14,110.75	2	\$20,248

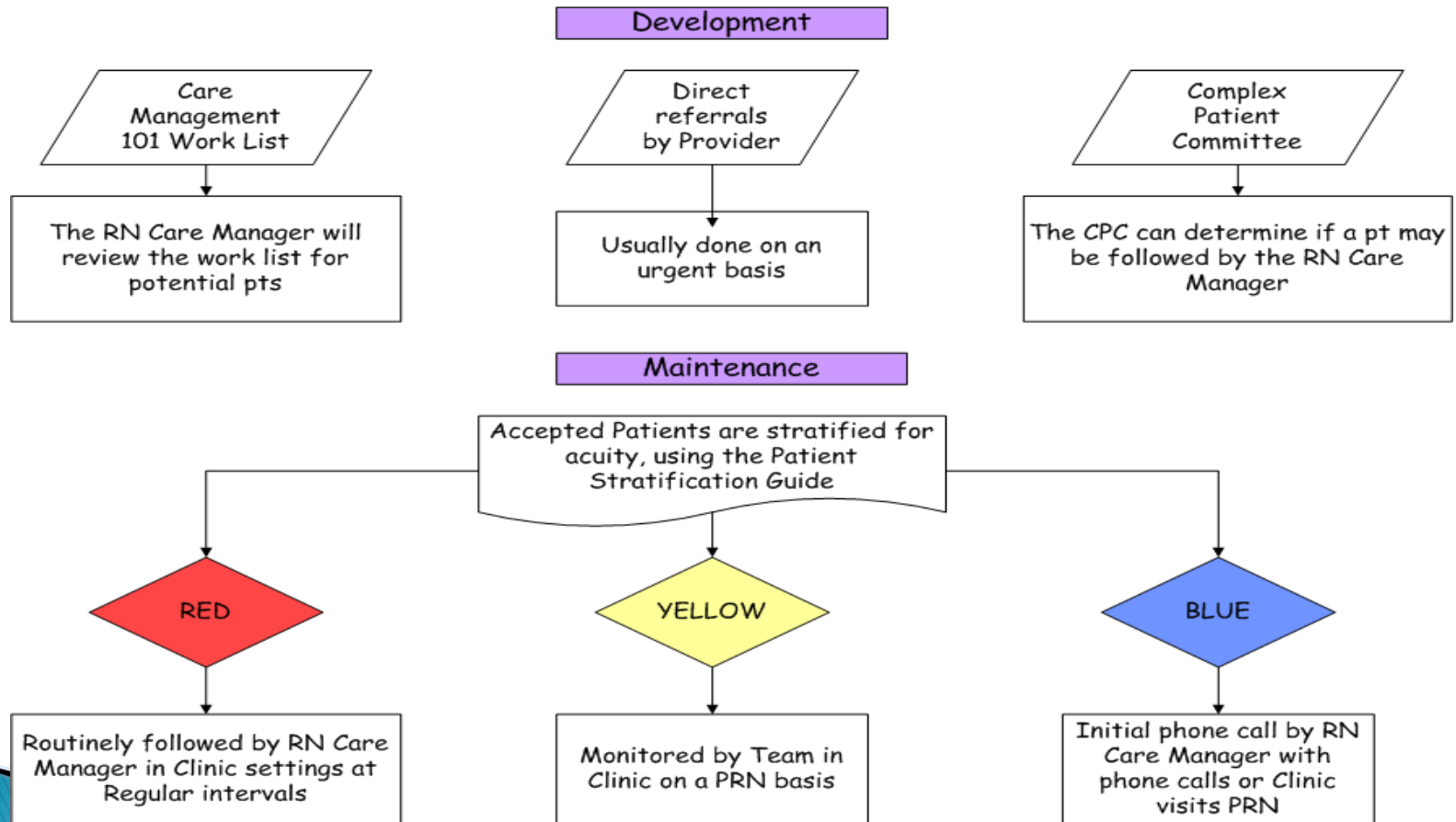
# Identifying patients for Care Coordination

Bridge Assistance, 24 patients (10%), \$276,000 in charges (19%)

High Utilization Bridge Pat Data Run Date 9/28/12												
Previous 6 months					ED		Inpatient		Outpatient		Total	
MRN	Patient Name	DOB	Clinical PCP	Employer	Visits	Charge	Visits	Charge	Visits	Charge	Visits	Charges
01897993					5	11,154.63	0	0.00	0	0.00	5	\$11,155
02717566					4	5,636.23	0	0.00	1	2,448.71	5	\$8,085
02070849					4	5,802.16	0	0.00	0	0.00	4	\$5,802
01800040					4	3,075.19	0	0.00	0	0.00	4	\$3,075
60278731					3	3,852.58	0	0.00	1	146.51	4	\$3,999
01861639					3	2,494.19	0	0.00	0	0.00	3	\$2,494
60122995					2	3,425.88	1	100,616.51	0	0.00	3	\$104,042
01607227					2	1,202.71	1	45,917.48	0	0.00	3	\$47,120
01687037					2	3,252.37	1	25,202.30	4	2,759.68	7	\$31,214
01682996					2	9,886.61	0	0.00	1	2,167.20	3	\$12,054
60072270					2	6,081.93	0	0.00	1	1,937.50	3	\$8,019
01528971					2	5,130.28	0	0.00	0	0.00	2	\$5,130
02339594					2	3,471.54	0	0.00	1	984.63	3	\$4,456
01348817					2	4,153.69	0	0.00	0	0.00	2	\$4,154
02304375					2	4,006.97	0	0.00	0	0.00	2	\$4,007
01765761					2	3,405.34	0	0.00	2	538.65	4	\$3,944
01440441					2	1,892.18	0	0.00	1	1,155.40	3	\$3,048
01812562					2	1,434.51	0	0.00	1	1,590.38	3	\$3,025
01843526					2	1,875.43	0	0.00	1	792.98	3	\$2,668
60174900					2	2,513.00	0	0.00	0	0.00	2	\$2,513
01826343					2	1,395.48	0	0.00	1	927.50	3	\$2,323
02733699					2	2,145.20	0	0.00	0	0.00	2	\$2,145
60174194					2	1,221.54	0	0.00	0	0.00	2	\$1,222
02735895					2	993.85	0	0.00	0	0.00	2	\$994

# Patients referred to Planned Care

## Process for RN Care Manager Panel Management



# Care Delivery Enhancements

## ▶ RN Care Coordinators

- ▶ RN contact for Patients with complex illnesses.
- ▶ Providing 1-1 RN level services to clinic patients
- ▶ Co-visits with Providers to facilitate patient care
- ▶ Assisting Providers with office visits (physician ordered services including pt education)

## ▶ Integrated Behavioral Health Workers

- ▶ Help patients with basic counseling real-time during office visits
- ▶ Provide screening for depression/anxiety
- ▶ Help patients make lifestyle changes
- ▶ Assist patients at risk for substance abuse
- ▶ Provide social work services



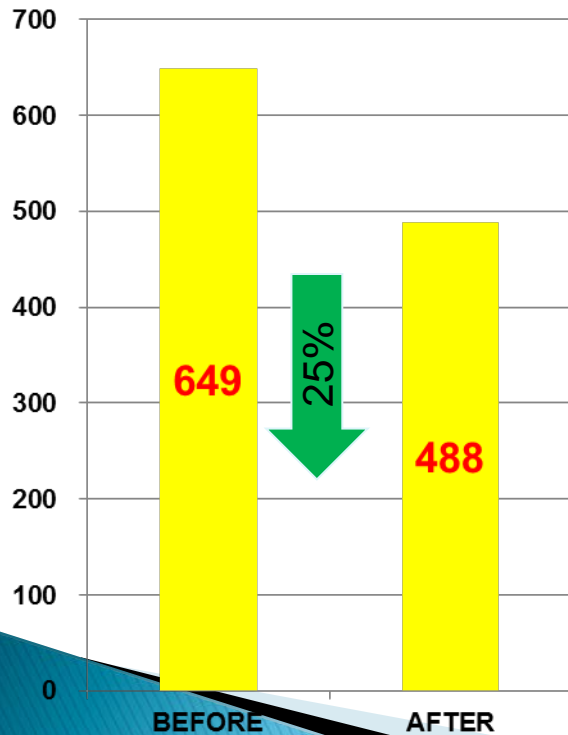
# Decrease in ED Visits & Charges

12 months Before/After Admission to RNCM Program

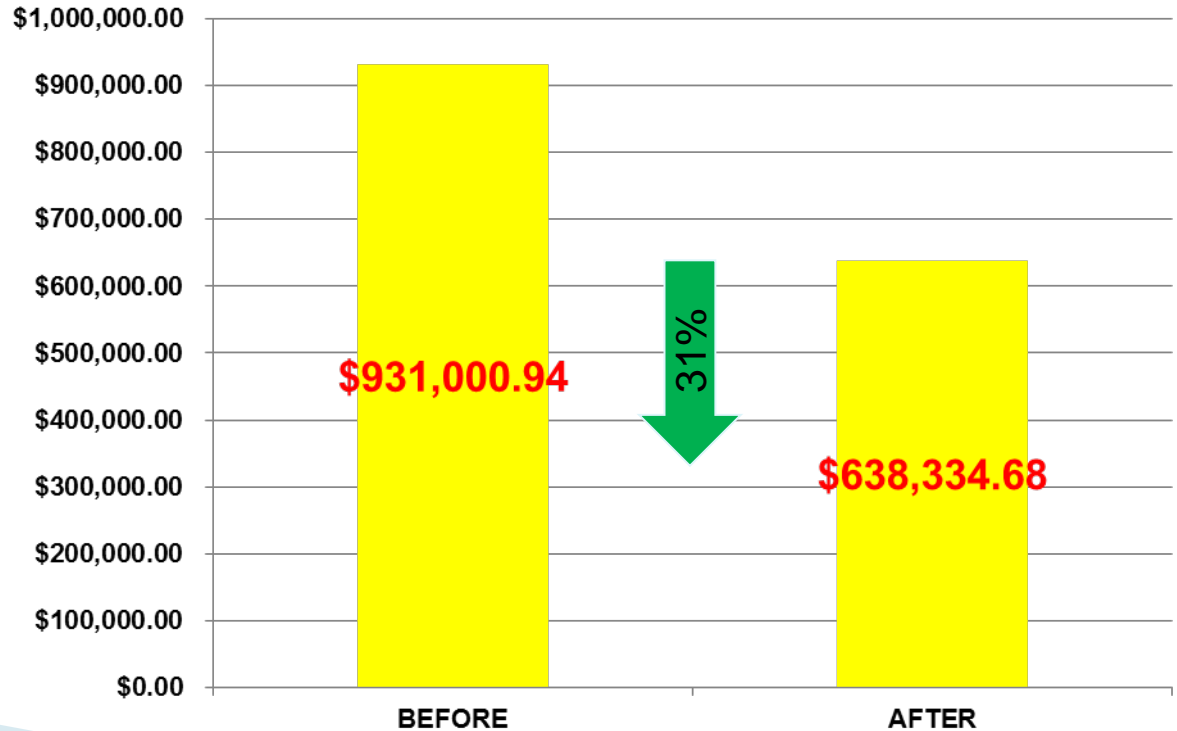
Data collected from 207 patients active/inactive in program from 6/09 to 6/11

**SAVINGS**  
**\$292,666.26**

### ED Visits - 12 months



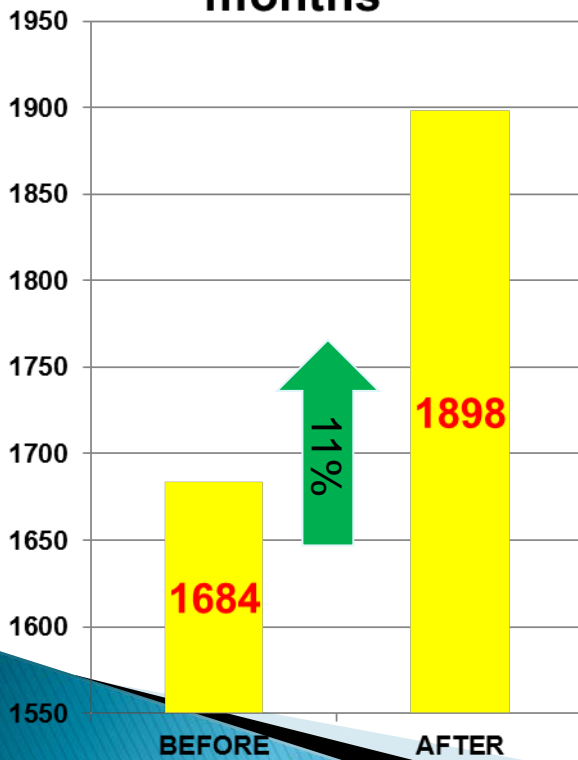
### ED Charges - 12 months



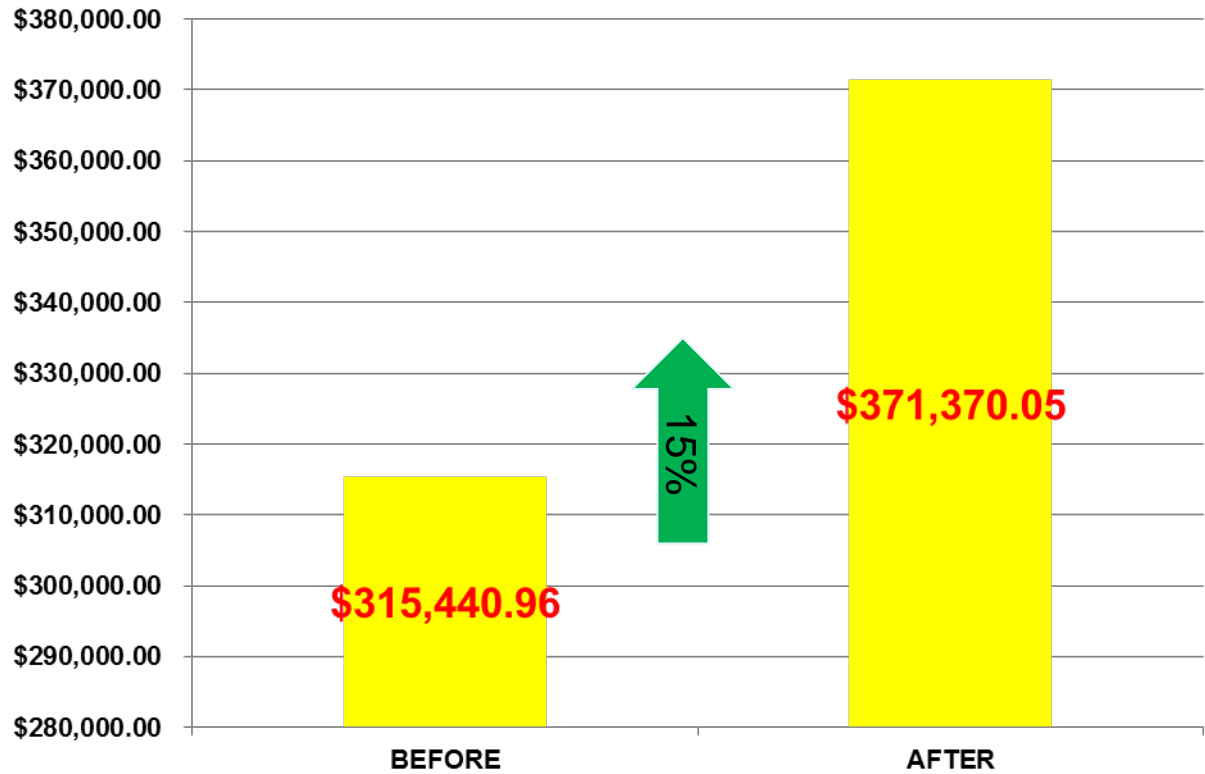
Increase in Clinic Visits & Charges  
12 months Before/After Admission to RNCM Program  
Data collected from 207 patients active/inactive in  
program from 6/09 to 6/11

**CHARGES**  
**\$55,929.09**

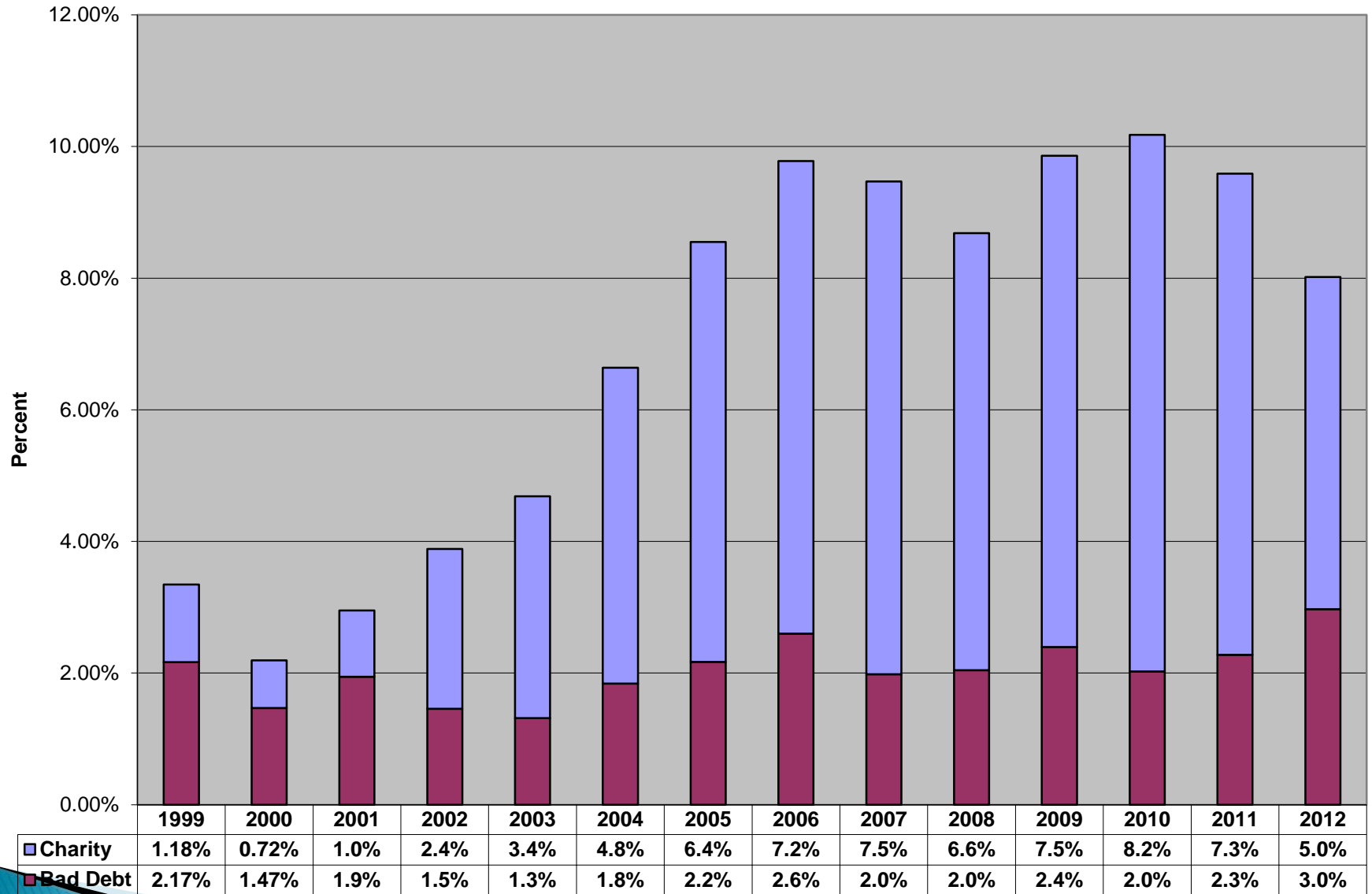
**Clinic Visits - 12 months**



**Clinic Charges - 12 months**



# BD & Charity % of Gross Revenue



Year

# Summary of Key Learnings

- ▶ Use your charity care program to your advantage as a vehicle for managing patients.
- ▶ Establish a “Medical Home” or Care Management team able to manage frequent fliers.
- ▶ Use data from your billing system to “Hot Spot” frequent fliers to ED and Hospital.
- ▶ Engage physicians to take team approach to patient care. May be more difficult with non-employed providers.
- ▶ Model can be extended to CCO use.

# Questions and Discussion

