Strategies to improve Care Management for High Utilizers

Approaches in Primary Care

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High Utilization of Health Care Costs

- Emergency Room use
- Unmanaged Chronic Conditions
- Comorbid conditions – chronic medical conditions and psychiatric conditions
High ER Utilization

• 30%-35% visits are “avoidable”

• $429,712,468 for “avoidable” ER visits in MO
  – NACHC 2006 Access to Community Health Databook

• Having regular provider is a better predictor of seeking care and improves outcomes
Unmanaged Chronic Medical Conditions

Health Home Initiative Measures

- Diabetes
- HTN
- CAD/CVD
- Hospital and ER follow-up
- Asthma
- BMI
- Medication Adherence
Benefits of targeted care

• Improve Health Outcomes
• Cost Offset
• Efficient use of clinic/staff resources
Factors in the increase of ER use

• Elderly/chronically ill population rising
• Lack of or overworked Primary Care
• Access
• Same day care
• Preference and habit
Percentage of HH patients that have utilized ER 3 or more times in 2012
Percentage of total ER visits by "High Utilizers"
Strategies for impacting High Utilization

• Assessment of Needs
• Health education
• Self Management Skills
• Engagement in Primary Care team
• Planned visits
Assessment of Needs

• Social
• Physical Health
• Behavioral Health
Health Education and Health Literacy

• Disease & disease process
• Self Management related to disease
• Health Literacy
Self Management Skills

- Problem Solving
- Social Skills
- Mood Management
- Self Monitoring
Engagement

• Relationship Building
• Convenience
• Incentives for seeking care at clinic
Engagement Strategies

- **PCP**
  - Increase Office visits
  - Scheduling flexibility

- **NCM**
  - Increased contact (visits and/or phone)
  - Education
  - Goal setting

- **BHC**
  - Increased contact (visits and/or phone)
  - Self management skills
  - Behavioral Interventions
Increase Clinic Visits

- ED/Hospitalization follow-up
- Starting new medication
- Around A1C test
- New diagnosis
- Goal setting
Team Approach

• Approaches to Medical Management
  • Standing Orders
  • Case Management
  • Care Paths

• Identify targeted population with Primary Care Team
Use of Databases

• High Utilization reports from MOHealth
• Proact – Medication Adherence
• EMR – reports based on lab values
• CyberAccess
Getting Started

- Get access to Databases
- Meet with HH director, NCMs, Medical Director, etc. to identify target population
- Survey Providers (with Medical Director approval)
- Block meeting agenda time to discuss target population
- Block meeting agenda time to educate staff on Behavioral Health issues related to High Utilizers
- Outline Care Path
- Meet with Administration to discuss current approaches to medical management of identified population
- Interview patients