

Care Coordination Infrastructure for Population Health

Challenge

The client's clinics were staffed by a combination of system-employed physicians and a large nonprofit network of 2,000 plus primary and specialty care providers. The client desired a collaborative partnership between the health system, physicians and payors to manage the health of populations under a total-cost-of-care contract. Their objective was to lay the foundation for accountable care by establishing a care coordination infrastructure to support physicians in realizing improved quality, improved patient experience and decreased total cost of care.

Solution

We helped the client create a solid care coordination infrastructure by:

- Risk-stratifying the patient population to ascertain the small percentage of the entire population that accounted for almost 50% of the cost of care
- Embedding Ambulatory Care Coordinators in 15 clinics within six months, so they could partner with physicians in engaging patients in care-management strategies
- Carrying out care coordination efforts including proactive outreach to mid- to high-risk patients and reactive outreach to low-risk patients upon hospitalization, resulting in a readmission reduction of approximately 12%
- Developing a health assessment to include health history, utilization history, functional status, psychosocial support and medication management — and 60% of high-risk patients were being actively managed within two months of identification

About the Client:

- *A large integrated network (non-profit academic health system)*
- *Owned and operated seven hospitals, including a large pediatric hospital and over 30 primary care/specialty clinics across a major metropolitan area*

Contact us for information on how we can help you reach your goals.

schumacherclinical.com | 800.893.9698

