Transforming Care: A Population Health Approach
An Integrated Health System

MemorialCare Medical Foundation

- MemorialCare Medical Group
- IPA Division – Greater Newport Physicians
- Outpatient Imaging and Surgery Centers
Physician Groups

• 217 employed Providers
  – 183 Physicians
  – 34 Mid-Level’s
• >1300 specialists
• 32 clinical locations
  – 6 Urgent Care Centers
• 900+ IPA Physicians
Coordinated Care

Predictable  Connected  Seamless
Data-driven  Success  Flexible
Well-funded  Accessible  Branded
Informed  Structured
Experienced  Support  Wellness
Smooth  Health-focused  Patient-centric
Value-based  Prevention  Technology
Coordinated  Easy  Evidence-based
Lean
Health Care’s Triple Aim

1. Service Excellence
2. Improved Quality
3. Reduced Per Capita Cost
Population Health

- Access
- Connectivity
- Engaging Patients
- Care Management
- Team-based Care
Connected Care

• Electronic Medical Records are accessible to primary care and acute care teams

• Moving from episodic care to integrated care
Engaging Patients
Care Management

Risk Stratification and Predictive Modelling

- **High-Cost Patients**: 5%
  - e.g., poorly controlled CHF with multiple comorbidities

- **Rising-Risk Patients**: 20%
  - e.g., patient with diabetes and depression

- **At-Risk Patients**: 40%
  - e.g., pre-diabetic patient

- **Healthy Patients**: 35%
  - e.g., patient with no disease diagnosis
Care Management

- **Wellness & Prevention**
  - Health Coach ER Follow-up
  - Vaccination Outreach
  - Cancer Screening

- **Ambulatory Care Management**
  - 24/7 Telephone Advice Nurse
  - Clinic-based Case Management
  - Low Back Pain Program
  - Anti-coagulation Clinic

- **Specialty Care Management**
  - Complex Care Management
  - High Risk Care Management
  - Virtual Care Conference

- **Inpatient Care Management**
  - Dedicated 24/7 Hospitalists
  - Discharge Clinic
  - After hours RN Triage
  - Repatriation/Concurrent Review
  - Care Transitions Program

- **Disease Management**
  - COPD Program
  - CHF Program
  - Diabetes Program
  - Palliative Care Program
  - Pharmacist/Medication Reconciliation
Virtual Care Clinic

- Inpatient admissions lowered by 42%
- ER visits lowered by 82%
- Cost of claims paid decreased by 41%
- Average cost savings per case: $3,913
Team Based Care

- Patient Centered Medical Home
- Coordination of Care
Accountable Care