

# Leveraging data

to customize a plan of action results in gap closure & avoidable utilization cost savings

## Why CareAllies?

The practice transformation team works in direct partnership with CareAllies-contracted physicians, the provider engagement team, and Cigna Healthcare Medicare Advantage, allowing physicians to achieve optimal results.

## Background

A busy family practice in Northwest Houston made up of 4 physicians and 5 nurse practitioners served patients of all ages, including the Medicare population.

Time, energy and money was being wasted overall due to workflow inefficiencies and lack of standardized processes. Additionally, a review of key metrics identified All Cause Readmission as an area of opportunity.

## Approach and Results

### Deployed practice transformation team

- ▶ Completed intensive practice assessment that included practice observation, and key staff and clinician interviews
- ▶ Reviewed Stars, CAHPS<sup>1</sup>, ADK<sup>1</sup>, ERK<sup>1</sup> and other important metrics

### Readmission reduction plan was based on a root cause analysis

- ▶ Instituted “Call Us First” campaign in the practice to educate and activate all patients around ER utilization
- ▶ Utilized the LACE index to determine readmission risk on any post-discharge patient in order to implement the follow-up plan

### Next steps

- ▶ Pursuing Patient Centered Medical Home NCQA recognition (a nationally-recognized, multi-payer-endorsed gold standard of practice)

\$674,344<sup>2</sup>

estimated savings in ADK reduction

\$58,905<sup>2</sup>

estimated savings in ERK reduction

21%<sup>2</sup>

impact on STARS eligible members in practice

12%<sup>2</sup>

impact on STARS compliant members in the POD

<sup>1</sup> CAHPS: Consumer Assessment of Healthcare Providers and Systems; ADK: admits per thousand; ERK: emergency room visits per thousand

<sup>2</sup> Based on 2019 TX practice data. Practice level impacts have been translated to IPA impact estimations. Results may vary by IPA and practice.

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