Improving Outcomes is a CMS Focus

• Improve the patient experience of care
• Improve the health of the populations
• Reduce the per capita cost of health care
The Importance of Patient Engagement

Without full engagement by a patient or family we have no hope of improving outcomes consistently or maintaining improved outcomes.
“Everyone looks the same in a hospital gown”

Why are patients unengaged?
“They live where?”

The typical Medicaid HCBS / LTSS recipient is probably not your next door neighbor. Once a participant goes home, our ability to control the environment is eliminated.
Reasons for a Lack of Engagement

- Clinical
- Physical / Psychological
- Nutritional
- Pharmacological
- Generational
- Financial
- Education
Unlocking the Secret

Showing that you care.

Investing the time and energy in fostering a relationship that embraces the client as an individual, not a diagnosis, a paycheck or a nuisance.

IHI Triple Aim

Improve the patient experience of care
Pre-Acute Interventions

Call Center Initiative – The Navigator Project

We catch health concerns before a hospitalization is necessary.

- Home and Community Based Services
- Coordination of Care
- Physician Visits
- Home Health

Improve the patient experience of care
Improve the health of the populations
Reduce the per capita cost of health care
Post-Acute Care in the Home

- Home and Community Based Services
- Private Pay
- Home Health
- House Call Physicians
- Hospice
What does Transitional Care look like?

Roadmap to Recovery

My Care Coach _______________________
Phone _______________________

Acute Hospital

Your personal Care Coach

HELPs along the way

Skilled Nursing and Rehabilitation

“Getting you stronger!”

Home Health

“Keeping you on the right track.”

Harden Care Calls

Healthy House Visits

Nurse Practitioner

“I’m still here to help.”

Harden HELPS
Healthcare for Empowered Living Program

My Plan:

____________________________

____________________________

____________________________

____________________________

Healthy You!
The Results

We benchmarked our program against the current national average for readmissions: 21%

Our results dropped the readmission rate to 6.8% for "cause" 30 Day Readmissions

Improve the health of the populations
Reduce the per capita cost of health care

Notes: Hospital Compare data from www.cms.gov/hospitalcompare as available 5/13/13. HC Annualized Data is 3 year average annualized. New Hospital Compare Data set for 2012 will be released July 2013 for better comparison to "control" group and updated National Averages.

* INDEX patients are those that have been identified as LIKELY TO BE INCLUDED IN CMS INDEX GROUP

Confidential and Proprietary
Who benefits?

- The Patient
  - Improved Health Status
  - Improved Care Experience
- Managed Care Organizations
  - Decreased cost
  - Easier to meet HEDIS Measures
  - Higher CAHPS Survey Results
- State Medicaid Agencies
  - Improved quality and outcomes
  - Reduced expenditures
- The Legislature
  - Less expensive care
  - More satisfied constituents
  - Evidence Based Results
How can we collaborate to reach our goals?

- Provide creative solution to existing barriers
- Educate on HCBS and the advantages of these services
- Discuss best practices to spark the exchange of ideas and find a solution to your concerns
- Partner with stakeholders to develop, implement and succeed in the advancement of HCBS nationally.
Discussion
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