

The logo for AtlantiCare features the word "AtlantiCare" in a sans-serif font. "Atlanti" is in a dark red color, and "Care" is in a dark blue color. A blue swoosh underline is positioned under the "A" and "t" of "Atlanti".

AtlantiCare

Taking You Well Into The Future

The Enhanced Care Center

Improving Care for Patients with Diabetes and Hypertension

04/09/2015





High Level Project Interventions

- Improving Care for Patients with Diabetes/Hypertension
- Practice is in Atlantic City
- Opened 1-3-2014- 15 months of data
- Submitting NCQA PCMH application in July 2015
- Utilize health coaches and a social worker in care team
- Utilize morning huddles and virtual visits
- Utilize ECW EHR and patient registry





Patient Demographics

- Total of 352 active patients
- 57% male, 43% female
- Average age is 53.8 years
- 41% speak a language other than English
- 69% have Medicaid, 23% Charity Care, 6% Medicare with Medicaid and 2% pending Medicaid (completing PE applications on site)



Response to the Monthly Survey

- Finding the Learning Collaboratives to be helpful
- Project is on target
- Project has support from senior leaders
- Completed 2 PDSA Cycles of Improvement (Social work intervention and ED utilization)



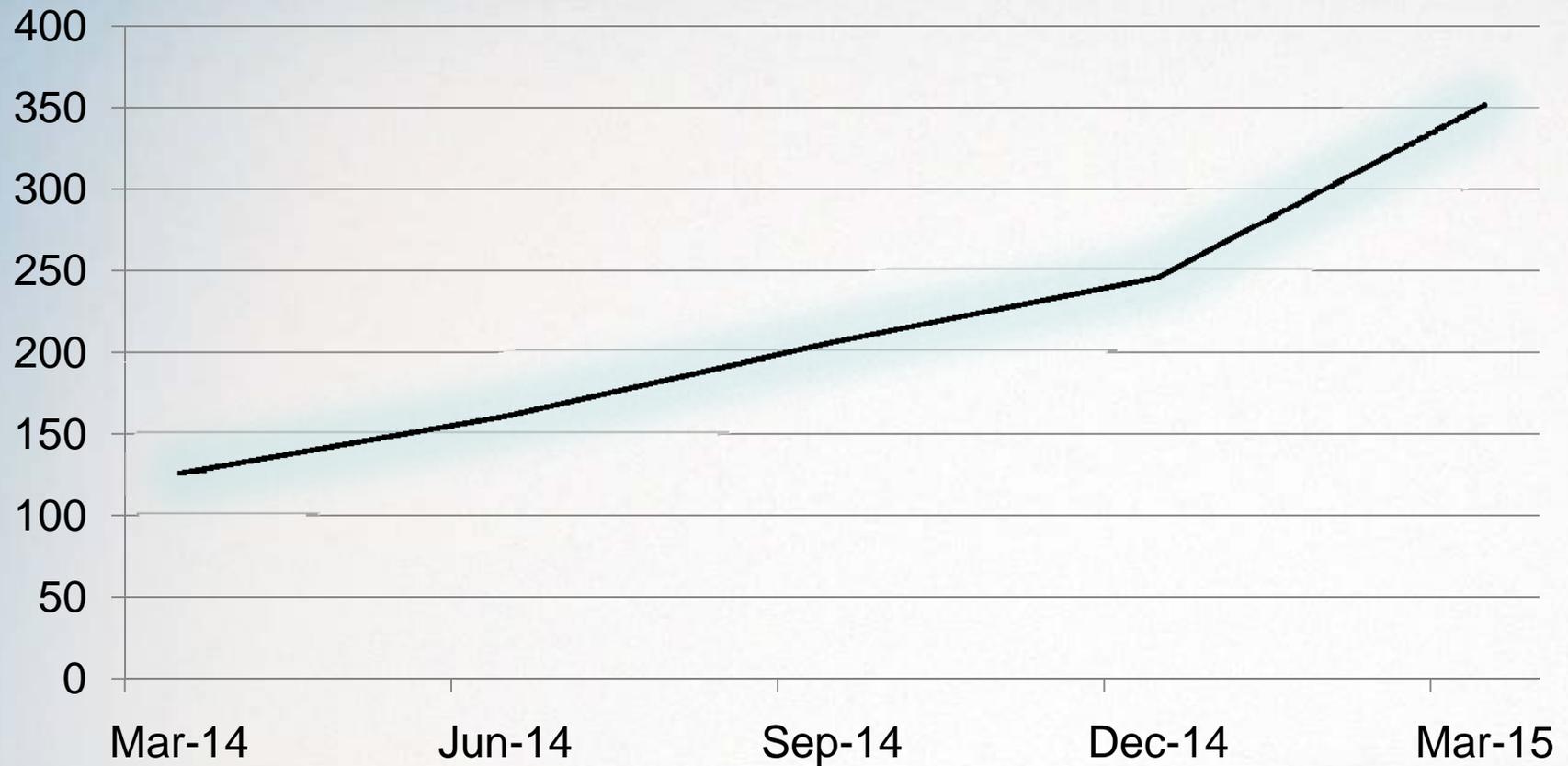
Project Achievements to Date

- Best Growth- Enrolled and providing care to 352 patients
- Best Quality- Collecting health outcome data for Stage 3 and Stage 4
- Best Customer Experience-Collecting cohort customer experience data via CG-CAHPS- moving to Press Ganey
- Best Finances- Maintaining costs on current budget





Best Growth



Best Quality- Stage 3

Clinical Indicators	Percentage of Patients
% patients with A1c <8	63%
% patients with BP < 140/90	76.3%
% patients with LDL <100	60%
% patients with retinal eye exam	28.8% (upcoming NJ Commission for the Blind session)
% patients with foot exam	100%
% patients with Micro albumin test	61%
% patients having diabetic education	100%
% patients with depression screening/treatment	100%



Best Quality-Stage 4

- Nuance and Premier support for chart selection
- Considering Verisk as Predictive Modeling tool
- Internal data abstraction
- Early results indicating need to focus on process improvement projects for several Stage 4 measures



Best Customer Experience

Response Rates from Oct 1, 2014 to Dec 31, 2014

January 27, 2015

CGCAHPS

CGCAHPS 6MO - Enhanced Care Center

Unit	Sampled	Non-Deliverable	Returned	Response Rate
ECC - Enhanced Care Center	177	15	30	18.5%
ECC - Plex	177	15	30	18.5%



Best Customer Experience

	Picker Dimensions	Benchmarks	Calendar Year-to-Date	ECC - Plex		
Overall		NRC Average*	Current YTD	Qtr 1 2015‡	Qtr 4 2014	Qtr 3 2014
Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?		81.8%	72.2%µ PR=15	72.2%µ	78.3%µ	85.2%µ



Best Customer Experience

Key Drivers		NRC Average*	Current YTD	Qtr 1 2015‡	Qtr 4 2014	Qtr 3 2014
In the last 6 months, how often did this provider show respect for what you had to say?	Respect for Patient Preferences	90.1%	78.9%µ PR=6	78.9%µ	75.0%µ	92.6%µ
In the last 6 months, how often did this provider listen carefully to you?	Respect for Patient Preferences	87.6%	84.2%µ PR=27	84.2%µ	73.9%µ	92.3%µ
In the last 6 months, how often did this provider give you easy to understand information about these health questions or concerns?	Information and Education	84.7%	78.6%µ PR=20	78.6%µ	55.6%µ	77.8%µ



Best Customer Experience

Highest Scores	NRC Average*	Current YTD	Qtr 1 2015‡	Qtr 4 2014	Qtr 3 2014
When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?	80.7%	100.0%μ PR=100	100.0%μ	100.0%μ	93.3%μ
In the last 6 months, did anyone in this provider's office talk with you about specific goals for your health?	59.2%	94.7%μ PR=99	94.7%μ	73.9%μ	88.9%μ
In the last 6 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?	87.2%	94.1%μ PR=78	94.1%μ	80.0%μ	88.5%μ



Best Finance

Role/Staff	New vs. Existing	Staff Name	Skills Required	As of December 31, 2014 FTE	Employment Status	Hire Date	Start Date	Performance
Administrative Director	Existing	Sandy Festa, LCSW	Master's Degree and management experience	0.30	Full-time	6-20-1988	01-03-2014	Excellent
Physician	Existing	Dr. Ines Digenio	NJ Board Physician	0.50	Full-time	08-10-2009	01-03-2014	Excellent
Specialist	Existing	Cardiology, and other specialties	Ophthalmology, Cardiology, etc.	0.50	Part-time		01-03-2014	Excellent
Advanced Practice Nurse	Existing	Larider Ruffin, APN	Master's, NJ Board Certified	0.50	Full-time	04-11-2011	01-03-2014	Excellent
Health Coach	New	Christina Ruiz	Medical assistant certification	1.0	Full-time	02-10-2014	02-10-2014	Excellent
Health Coach	New	???	Medical assistant certification	1.0				
Diabetic Educator	TBH	TBH	Certified Diabetic Educator	1.00	Not recruiting	At this time		
Social Worker	New	Beth Schellhammer	BSW	1.00	Full-time	04-07-2014	04-07-2014	Excellent
IT Analyst	TBH	TBH	IT analysis experience	1.0	Hiring 1 st q 2015	Hiring 1 st q 2015		
Quality Data Extractor	TBH	TBH	Data Analysis	1.0	Hiring 1 st q 2015	Hiring 1 st q 2015		
RN Care Manager	TBH	TBH	Case management	1.00	Not recruiting	At this time		
Client Service Representative	Existing	Urvi Chheda	Prior front desk experience in medical practice	1.0	Full-time	03-28-2011	01-3-2014	Excellent
				7.8 FTE as of December 31, 2014				

Best Finance

2014 Enhanced Care Center Key Indicators

Review
Barriers
to Target

Progressing
Towards
Target

Target

Exceeds
Target

Best Financial	Maintain operating margin	3%	4%	---	yes	yes	yes	yes
	Hospitalizations per 1,000	<200	175	---	32 or 1 patient	326 or 12 patients	234 or 12 patients	114 or 7 patients
	ED visits per 1,000	<232	207	---	32 or 1 visit	136 or 5 visits	97 or 5 visits	326 or 20 visits
	Generic Drug Utilization	80%	80%	---	88%	88%	88%	88%

Reduce all cause/all payer re-admission rate*	15%	12%	---	0	8% or 1 patient	8% or 1 patient	0
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AtlantiCare Regional Medical Center
Retrospective Attribution (no project partners)
(E&M Services - CY 2011 and CY 2012)

<u>Attribution Category</u>	<u>Recipients</u>	<u>Visits</u>
ED/ER	19,013	42,970
Hospital-Based Clinic	8,433	26,840
Total	27,446	69,810

<u>AtlantiCare ED Visits</u>	<u>City</u>	<u>Mainland</u>	<u>Total</u>
Outpatient:			
Charity	20,042	9,340	29,382
Medicaid	3,809	2,231	6,040
Out of State Medicaid	371	199	570
Managed Medicaid	30,635	21,673	52,308
Dual Eligible	6,299	4,341	10,640
Total	61,156	37,784	98,940



Attribution List

Patients that had both diagnoses and also had ED or Clinic charges are as follow:

- CY 2013 : 789 patients
- CY 2014: 717 patients



Project Observations

- Focus on engaging patients on our attribution list
- Developing teams in hospital to focus on 10% improvement on Stage 4 measures
- Continue to review “do we have the right members on the team?”



Project Challenges

- Engaging attributed patients
- Developing hospital teams to address Stage 4 measure results



Project Successes

- Meeting all project milestones
- Hospital staff impressed with population management results we are obtaining for the generally medical underserved sectors of the community
- Comparing DSRIP results with other population management results such as ACO work with MSSP and other employer accounts



Questions and Answers

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