LEVERAGING ANALYTICS & CLINICAL TRANSFORMATION TO ACHIEVE "A BETTER WAY TO CARE"

THE CHALLENGE

Delivering the right care at the right time is essential in any population health approach. This early identification is especially vital in a value-based purchasing payment system, in which Encompass has already begun to participate in six states.

Three specific challenges exist for Encompass in managing their home health population:
 • Identifying patients who need additional touchpoints to prevent rehospitalizations and improve outcomes
 • Identifying patients who could benefit from hospice care
 •Identifying discharged patients who could benefit from additional home health care

The challenge does not end there. Once identified, a solution is needed to manage and monitor these specific subsets of patients. That is where Medalogix comes in. By leveraging Medalogix's predictive analytics and clinical workflows, Encompass is able to apply a clinical transformation approach to its guiding principle of "a better way to care."

MEASURE OF SUCCESS

By leveraging the Medalogix suite of analytical tools and intervention pathways Encompass hoped to better manage their patient population towards improved clinical outcomes while also realizing significant financial benefit.

THE PROJECT

Encompass has deployed the three Medalogix tools: Bridge, Touch & Nurture over the course of the last three years. Leveraging a native interface with the EMR vendor, Medalogix risks stratifies the entire patient population in order to manage the group by exception. Encompass deployed a centralized operational model with both clinical and non-clinical staff (dependent on the product) so that utilization and adoption stayed high.

Medalogix Bridge adds predictive insights and operational efficiency to dual home health and hospice providers' patient transfer process. The solution combines a patient risk ranking for mortality with a clinical workflow tool that facilitates communication between service lines - all to provide hospice beneficiaries a higher quality of life, at the

CORPORATE PARTNER:
Medalogix is a healthcare technology company that analyzes home health clinical data to identify relative risk in a patient population. The resulting data insights are then presented to users in a format that facilitates appropriate interventions to better manage and coordinate care.

AGENCY PARTNER:
Encompass, headquartered in Texas, was founded in 1998 and is one of the largest Medicare certified Home Health, Hospice and Pediatric services providers in the nation—serving more than 65,000 patients annually. With locations across the nation, its team of healthcare professionals delivers comprehensive care to keep adults, children and adolescents on the path toward positive results. Encompass is also a proud 2016 Fortune Magazine 100 Best Companies to Work For.

end of life.

Medalogix Touch enhances and automates a home health clinical team's touchpoints. The application's predictive risk rankings and automated calling features enable home health providers to better identify and manage their most at-risk patients and complete more fully-reimbursable episodes without transfers. The solution is especially helpful in helping manage BPCI and VBP populations.

Medalogix Nurture adds predictive insights and operational efficiency to home health providers' post discharged-patient calling programs. The solution consists of a discharged-patient monitoring tool that facilitates contact with patients who may need your care again - all to ensure the patients who need you most continue to receive the care they require.

PROJECT TIMELINE

Encompass has been utilizing Medalogix tools for 3 years.

BEFORE AND AFTER MEASURES OF SUCCESS

Bridge Results

Encompass has realized several significant benefits of the Bridge CCM program after implementing it in March 2015:
 • Growth of total hospice days: Since the Bridge deployment, Encompass has experienced a growth of more than 74% in total hospice days over the course of 22 months.

Touch Results

Since beginning the Touch program, Encompass has enrolled more than 1,600 patients in automated calls.•
Readmission reduction:

  • Encompass decreased the risk of avoidable inpatient readmissions by more than 50 percent for the CJR and BPCI programs.

  • For VBP states, the overall re-hospitalization rate for Touch patients dropped from 20.1% to 13.6%, yielding an absolute risk reduction of 6.5%; this reflects a 32% reduction in re-hospitalizations for patients on MLX Touch automated calls.

Nurture Results

In April of 2016, Encompass began using Nurture & they've experienced significant improvements, like:

  • New admission generation: In the first nine months of use, Nurture has facilitated more than 5,000 patient contacts, resulting in identification of 276 patients in need of home care.

  • Earlier identification of customer service-related issues: Post-discharge calls give patients the opportunity to discuss their level of satisfaction with the care provided by Encompass.

UNEXPECTED OUTCOMES

Bridge Results

  • Improved patient experience: Bridge helps facilitate discussion and ultimately a timely transition to a level of care in line with a patient's wishes.

  • Streamlined processes: Encompass was able to achieve process efficiencies by leveraging the risk ranking, automated workflows and triggers available within the Bridge application. These workflows allowed Bridge facilitators to easily monitor and prioritize groups of patients according to risk, need for coordination with other team members or need for palliative or other appropriate programs.

Touch Results

  • Improved resource management and scalability: The predictive logic within Touch identifies those patients at highest risk so that resources can be deployed to treat a specific subset of patients. Without a predictive model, Encompass would have to treat a much larger number of patients to achieve that same level of impact. In addition, they'd have to make all of those calls manually. The annual savings on using Touch to reach 25% of their population versus making manual calls to a random 47% of the population is over $1M.

• Improved patient satisfaction: Medalogix Touch has enhanced Encompass' ability to communicate with patients and caregivers by engaging them with automated calls.

Nurture Results

 • Earlier identification of customer service-related issues: Post-discharge calls give patients the opportunity to discuss their level of satisfaction with the care provided by Encompass. It also presents the opportunity to clarify or intervene on any issues that were unresolved prior to discharge, before the patient has been presented with a satisfaction survey.

  • Assurance that the right patients are being called at the right time: Since the Nurture risk stratification groups patients according to their potential to need additional care, Encompass was able to quickly act on those patients at highest risk post-discharge while waiting longer to call all others.

  • Ease of managing and tracking calls: Because Nurture has a built-in scheduling and follow up system, Encompass can easily manage which patients have already been called, which of those need additional calls and which need referral to home health or other levels of care.

HAVE QUESTIONS OR COMMENTS?

For more information about this case study please contact Conor Farley at cfarley@medalogix.com.