Working Together Across the Continuum of Care:

Collaboration & Partnership Development to Improve Care

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Sutter Health: Valley Area

Care Coordination: Continuum of Care Strategy

Admission Prevention

Ambulatory Complex Care Coordination

Outpatient Service Coordination & Expansion

Complex High Risk Patient

Transition

ED Care Coordination

Zone

Inpatient Status

Observation Status: Specialized Care Unit

SNF Care Coord.

Robust Services & Support

Rigorous Management

Physician Leadership and Communication
Care Coordination and Population Risk Complexity

10% of the Population Utilizes 60% of the Resources

WHAT
• Know Your Goals

WHO
• Know Your Population

HOW
• Target The Intervention

PAC PROGRAM: DRIVING FORCES

Reimbursement & Complexity Challenges

The Good: Medicare

The Pretty Good: Managed Care

The Not So Good: MediCal & Uninsured
PAC STRATEGY: Partnerships & Network Development

- PAC/SNF Preferred Network
- Medical Management: SNFist Program

Care Coordination

- Ambulatory Case Management: SNF Component

- ED Case Management: SNF Pathway

- Continuum expansion: alternative sites

PERFORMANCE MEASUREMENT

Access Measures

1. Total Admissions
2. Total Sutter Admissions
3. Sutter Medicare Admissions
4. Sutter Managed Care Admissions
5. Sutter MediCal Managed Care Admissions
6. Sutter MediCal FFS Admissions

Quality Measures

1. 30-day Hospital readmissions rate (all cause)
2. LOS
3. 5 Star Rating
4. Nursing Staff PPD
5. Antipsychotic Utilization Rate
6. Nosocomial Infection Rate
7. Falls w/injury
GUIDING PRINCIPLES

- Partner with the community and other care providers
- Fill in the gaps of service: don’t duplicate
- Tailor interventions to the client’s needs.
- Focus on effectiveness & efficiency
- Empower the client to be a co-manager in their health

TEAM WORK
CDS: KEY LESSONS

- Trust
- Focus
- Talent
- Synergy
- Bond

TRUST
COLLABORATION & TRUST

TRUST CHARACTERISTICS

- Professional competence and spirited personal integrity (Aretê)
- Intelligent good sense and practical wisdom (Phronēsis)
- Good will and respect for the troops (Eūnoiâ)
- "Aristotle believed these three characteristics to be the intelligence of the speaker (correctness of opinions, or competence), the character of the speaker (reliability – a competence factor, and honesty – a measure of intentions), and the goodwill of the speaker (favorable intentions towards the listener)."
Our Future Is Only Limited By Our Imagination

2016 Readmission Target Performance

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<th>Target</th>
<th>Threshold</th>
<th>SAH</th>
<th>SAFH</th>
<th>SDH</th>
<th>SMCS</th>
<th>SRMC</th>
<th>SSRC</th>
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% Difference to Threshold
- 0.3
- 1.7
- 3.3
- 0.4
- 0.5
- 0.2
- 1.0
- 4.8

% Improvement Needed
- 3.0%
- -21.4%
- -51.0%
- 4.1%
- -4.8%
- -2.5%
- 9.1%
- -94.1%

Cases to Threshold
- 6
- -
- 91
- -
- 141
- -

% Difference to Target
- 2.5
- 0.5
- -1.1
- 2.6
- 1.8
- 2.0
- 3.2
- -2.6

% Improvement Needed
- 14.8%
- 3.8%
- -17.1%
- 23.6%
- 18.7%
- 20.5%
- 29.5%
- -50.3%

Cases to Target
- 53
- 15
- -
- 574
- 264
- 65
- 454
- -