Clinical Communication Center

Health Answers

ICM Conference

September 20th & 21st, 2016

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Director Clinical Communications Center
Clinical Communication Center Goal

Health Answers aims to facilitate seamless transitions by:

• Facilitate seamless transitions
• Provide timely health information and follow up
• Direct care to the most appropriate setting
• Facilitate access to care for our patients and members
• Improve clinical quality and the patient experience through the care continuum
• Improve handoffs and connections with our patients/members
Nurse Advice Line

24/7 Advice line for SelectHealth members & uninsured patients

Nurse Advise Line at Health Answers allows us to better fulfill our mission to help people live the healthiest lives possible by:

• Making reliable health information easily accessible
• Directing people to the appropriate care setting (911, ED, InstaCare, Connect Care, home/self care and health information)
• Supporting adherence to prescribed care

Post Discharge Calls

Post-discharge calling for Intermountain inpatients and ED patients

Purpose of the Call:

• Ensure understanding of discharge instructions
• Ensure understanding of medication instructions
• Determine ability to fill prescriptions
• Ensure follow up appointment schedule set
• Address barriers to follow appointments
### Nurse Advice Line Calls
#### July 2015- August 2016

<table>
<thead>
<tr>
<th>Dispositions</th>
<th>SelectHealth</th>
<th>Uninsured</th>
</tr>
</thead>
<tbody>
<tr>
<td>911</td>
<td>16</td>
<td>3</td>
</tr>
<tr>
<td>ED</td>
<td>259</td>
<td>34</td>
</tr>
<tr>
<td>InstaCare</td>
<td>554</td>
<td>50</td>
</tr>
<tr>
<td>PCP</td>
<td>392</td>
<td>29</td>
</tr>
<tr>
<td>Home/Self Care</td>
<td>505</td>
<td>47</td>
</tr>
<tr>
<td>Information Only</td>
<td>227</td>
<td>23</td>
</tr>
<tr>
<td>Other(L&amp;D, Poison Control, Dentist etc.)</td>
<td>134</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Calls</strong></td>
<td><strong>2087</strong></td>
<td><strong>187</strong></td>
</tr>
</tbody>
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#### Most Common Calls
- Information
- Fever
- Medication questions
- Abdominal Pain
- Vomiting
- Diarrhea
- Headache
- Sore Throat
- Head Injury
- Cough
Intermountain (Voice) Post-Discharge Calls Roll Out

- June 2015 - Creation of Health Answers team within Integrated Care Management
- June 2016 – All 22 Intermountain hospitals are utilizing Voice
Implementation of Enterprise-Wide Post-Discharge Calls

<table>
<thead>
<tr>
<th>Program Module</th>
<th>Patients Called with Voice</th>
<th>Patients Engaging with Voice Call (First Medical)</th>
<th>Patients Requiring Intervention</th>
<th>Median Time to Intervene (Min)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED</td>
<td>80,894</td>
<td>43% (34,713)</td>
<td>12% (4,096)</td>
<td>20</td>
</tr>
<tr>
<td>Inpatient</td>
<td>18,753</td>
<td>60% (11,220)</td>
<td>20% (2,236)</td>
<td>28</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>99,647</strong></td>
<td><strong>46% (45,933)</strong></td>
<td><strong>14% (6,332)</strong></td>
<td><strong>24</strong></td>
</tr>
</tbody>
</table>

- From launch to July 2016: have called 339,986 patients with automated call; reached 223,543 and Health Answers have called back 21,957 patients
  - Inpatient post-discharge
    - Due to reduction in 30-day readmissions rates, have realized cost savings of $1.2 million
  - Emergency department post-discharge
    - Due to reduction in 5-day ED bounce backs 30-day readmissions rates, have realized cost savings of $705,936
Care Manager Impact

- D/C Education to patients
- No duplication of calls
- Triage Line Education
- Documentation in EMR
- Coordination of calls
- Warm handovers
Future Clinical Communications Center Services

1. CHF Program
   - Three call, disease specific script, multi-day outreach follow up program
   - Implementation in progress

2. Mom/Baby Pilot—South Region
   - OB and NICU specific follow up programs
   - Implementation in progress

3. Additional future programs
   - Behavioral Health Post Discharge Calls
   - Bundled Payment Programs
   - SDS
   - Homecare
   - Expansion of Triage Line to other payers

4. Remote Patient Monitoring
   - Clinical Support
Questions?
Prescribed Devices

Consumer BYOD

Home Care

Chronic Disease

Wellness

• Home Care Management
  - Homecare, Hospice, etc.

• Severe Chronic
  - Heart Failure, COPD, etc.

• Care Management
  - Geriatric Clinics, Comp Care Clinic
  - Facility Care Coordination, Homecare, Hospice, etc.

• Primary Care
  - Diabetes, BP, Anticoag

• W&N
  - NICU early discharge, Prenatal visits

• Preventive
  - Lifestyle, wellness

Continuous Monitoring
High Acuity Care
Clinical Devices

Periodic Monitoring
Low Acuity Care
BYOD
Remote Patient Monitoring

Clinical Communication Center

Data Management

Logistics Management

Technology Platform
Team Based Care

Collaboration, Quality
• Improved patient experience
• Patients stay in community
• Multidisciplinary team
• Convenient access to specialists
• Care team collaboration
TeleHealth is an Integrated Service

- **Outreach Services**
  - Clinical, Employers, Institutional

- **Direct to Consumer**
  - Urgent Care, Primary Care

- **Remote Patient Monitoring**
  - Patient Monitoring, Homecare, Chronic Disease, Wellness

- **Clinical Consulting Services**
  - ICU, Stroke, Crises Care, Infectious Disease, Pharmacy, Pediatrics

- **Infrastructure**
- **Clinical Transformation**
- **Regulatory / Business**

**Proof of Concept**
- **Pilot Deployment**
- **System Expansion**
System Wide Programs

**ICU Critical Care**
- 21 ICU’s
- 170 daily census
- 33% mortality drop

**Stroke Care**
- 3 min. median response
- 581 consults, 17% tPA
- < 60 minutes to tPA

**Fall Risk Mgmt.**
- Acute Care patients
- Safety, cost
- 2017 – 2018

**ED Crisis Care**
- > 10 locations
- < 20 min. response
- 520 consults

**Newborn Critical Care**
- 19 locations
- 250 consults
- 31+ avoided transfers

**Infectious Disease**
- 15 locations
- National executive order
- 2016 – 2018 deploy
Additional Services

- Interpretation (translation) services
- Provider care conferences
- Nephrology
- Oncology
- Nutrition
- Diabetes education
- Psychiatry
- Speech Therapy
- Pharmacy Validation
- Simulation
- Genetic counseling
- Lactation
- Wound Care
- Pediatrics
  - Craniofacial
  - Ultrasound mentor
  - Trauma
  - Nutrition
  - Critical Care
Community
Connecting with Partners

Regional
• Utah
• Idaho
• Wyoming
• Nevada
• Montana

Services
• Critical Care
• Pediatrics
• Neonatal
• Stroke
• ...

= service agreement  = future opportunity
“Wow - Just what a doctor visit should be and none of what it shouldn't! Rapid reasoned diagnosis of my condition and a plan to get well performed while I laid in bed Sunday morning. No taking work of to fit in their schedule No travel (my foot was hurt and getting around was painful) No wait No sitting around sick people None of the tens of annoying things about a typical visit. IHC you have won a patient back with this technology!”
Integrated Care Management

• Care coordination team
• Transitions of care
• Patient engagement & self support
• Education, navigation, coaching
• Right service, right time, right setting
• Reduce cost of care
• Reduce travel

TeleHealth opportunities
Any Location

- Hospital
- Clinic
- Home
- Skilled Nursing Facility
- Work
- School