

Scripps Home Based Care Program

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Susan Erickson RN, MPH
AVP Care Management
Scripps Health Care System
San Diego, CA 92121

Scripps Health Care System

Integrated health system in San Diego, CA

- Not-for-Profit
- 5 Hospitals / 2 Trauma Centers / 4 EDs
- 26+ Clinics/UCC/Health Express Centers
- Knox Keene License / Health Plan
- 15,000 Employees
- 3,000 Affiliated Physicians

~ 250,000 Value Based Lives

- 42,000 MSSP ACO
- 150,000 Health Plan (MA Senior, Commercial, IPA)
- 14,000 Qualcomm Premier ACO
- 40,000 Commercial ACO

Hospital System  **Population Mgmt**

Scripps Home Based Care

Objective: Provide home based care services to vulnerable, high cost/utilization patients who are not well established with their PCP or who need short term in home primary care

Goal: Improve care, lower costs, enhance patient experience, transition from HBC to most appropriate care environment

Services: Primary care, palliative care, care coordination, psycho-social support, home care (aid) support and referral to community services

Patient Participation: ~ 6 months (longer as needed) then transition back to their PCP, to hospice or other disposition as appropriate

Patient Identification: Analytics + provider referral

Target Population: Significant medical conditions; history of ED/UCC utilizations or IP admissions; Not well established with their PCP or difficulty getting to Scripps facilities for care; care gap / risk score opportunities

Scripps Home Based Care Program

Phase 1 Pilot:

- 30 Medicare Advantage Members
- September 2019 - February 2020
- Model: MD + RN Care Managers
- Provider costs paid by health plan per contract
- Current enrollment = 79 patients / 120 since program start
- Disposition: 26 Hospice; 18 back to PCP; 6 deceased

Phase 2 Expansion:

- 200 MSSP ACO + 200 Medicare Advantage
- April 2020 to present
- Model: MD + Nurse Practitioner
- PMPM paid by ACO/Health Plan
- Revenue offset for ACO
- RAF/HCC score pick up for Health Plan
- Current enrollment 60 ACO / 75 since program start
- MA enrollment in new model pending completion of contract

Lessons Learned

- RN care not reimbursable
- Too many cooks in model
- EPIC access critical
- Need to scale to get efficiencies

Lesson Learned

- Critical to engage physicians upfront
- Physicians need to trust HBC physicians
- Need flexible model in COVID times

All Payer Patient Enrollment HBC = 194 Current / 367 since start 9/19

Scripps Home Based Care Program Flow

Identify + Engage	Prep	Enrollment Initial Visit	Ongoing Care
<p>Identify patient per analytics / provider referral</p> <p>Chart review to determine fit with program</p> <p>Outreach to explain program, engage, schedule initial visit</p> <p>Notify PCP via EPIC in basket + Good Med MD outreach to PCP</p>	<p>Advance Practice Pharmacist med review and recommendations</p> <p>Med Rec Tech updates med list</p> <p>Clinical Documentation team chart review and suggestions re: closing gaps in care</p> <p>MD / NP review</p>	<p>MD + <i>Med Tech</i> initial visit</p> <p>Determine patient issues/concerns</p> <p>Assess</p> <p>Med Reconciliation</p> <p>Goals of care discussion, POLST</p> <p>Review plan</p> <p>Med tech coordinates f/u services</p>	<p>Follow up visits by NP – biweekly till patient stabilized then 1+ / month</p> <p>SW referral for home or telephonic visit</p> <p>24/7 patient call line</p> <p>Daily 30 minute team huddle – problems/issues; new patients</p> <p>Weekly IDT conference</p>

Scripps Home Based Care Metrics

HOME BASED CARE	Source
Patient Identification (Analytics / Referral)	Analytics – Med Insight Referral - PRN
Enrollment (Initial home visit completed)	Program Tracker
Engagement Rate / Decline Reasons	Program Tracker
Duration in Program	Program Tracker
Utilization and Cost : (6 months pre/post program) <ul style="list-style-type: none"> • ED • Hospital • Total Spend 	Pre/Post - Data Scientists Matched Controls - Data Scientists / TBD
Advance Care Planning <ul style="list-style-type: none"> • Goals of Care / POLST Completed 	Documentation in EHR
Quality Gap Closure / HCC Score	MA/ACO Quality Data RAF Scores (MA)
Disposition (Discharge Date) <ul style="list-style-type: none"> • Back to PCP – Hospice – Death - Other 	Program Tracker
Satisfaction (Tools TBD) <ul style="list-style-type: none"> • Patient • Provider 	TBD