



HEALTH PLAN AND CARE MANAGEMENT PROGRAMS

CASE STUDY

“ Our Comprehensive Care for Multimorbid Adults Program has resulted in shorter lengths of stay and 50% reduction in readmission rates. ”

– Efrat Shadmi, R.N., Ph.D.

Clalit Health is an integrated delivery system in Israel with 54% market share (4M members) and a prevalence of elderly, low-income and minority members. It has been using the Johns Hopkins ACG System for more than 10 years for a variety of applications, including provider reimbursement, utilization prediction and cost risk.



OVERVIEW

Clalit Health used the ACG System to identify high-risk patients for enrollment in a comprehensive complex care management program for its multimorbid population. This led **to a reduction in length of time spent in the hospital, reductions in readmission rates and lower costs.**

CHALLENGES

As people are living longer with complex medical conditions, the need to better understand how to manage a multimorbid population becomes increasingly important. Specifically, how to better deliver care to high need, high-cost patients through evidence-based practices, while also relieving the cost burden on physician practices.

METHODS USED

A total of 1,500 patients were enrolled in the intervention group (Comprehensive Care for Multimorbid Adults Program – CC-MAP) and were compared to a control group who received their usual primary care services. The ACG System was used to stratify the population to determine enrollment in CC-MAP. Specific applications of the ACG System included: **evaluating population casemix by primary care clinic, identification of high-risk patients, creation of customized ‘Primary Care Utilization Bands’ and segmentation of the population for concurrent and predicted morbidity and cost risk.**

RESULTS

CC-MAP incorporates a dedicated nurse in addition to the patient’s primary care physician. The nurse guides the patient’s comprehensive care plan and provides access to community resources and self-management tools as well as proactive follow-up. **Patients enrolled in CC-MAP demonstrated higher satisfaction with their care, reduced hospital days and 50% lower readmission rates compared to the control group.**

RECOMMENDATIONS

The findings confirmed that **CC-MAP is a successful approach to treat multimorbid patient populations in a holistic way while reducing utilization of health care resources and associated costs. As a result, Clalit Health plans to:**

- Implement CC-MAP organization-wide
- Develop a mental health component of the program
- Customize their EHR platform to manage multimorbid patients.