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.
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.