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# Supportive Care For Super-Utilizers Of A Managed Care Organization

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# Acknowledgments



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- Ohana Health Plan (WellCare Inc.)
- Ohana Members who participated in the pilot
- Journal of Palliative Medicine

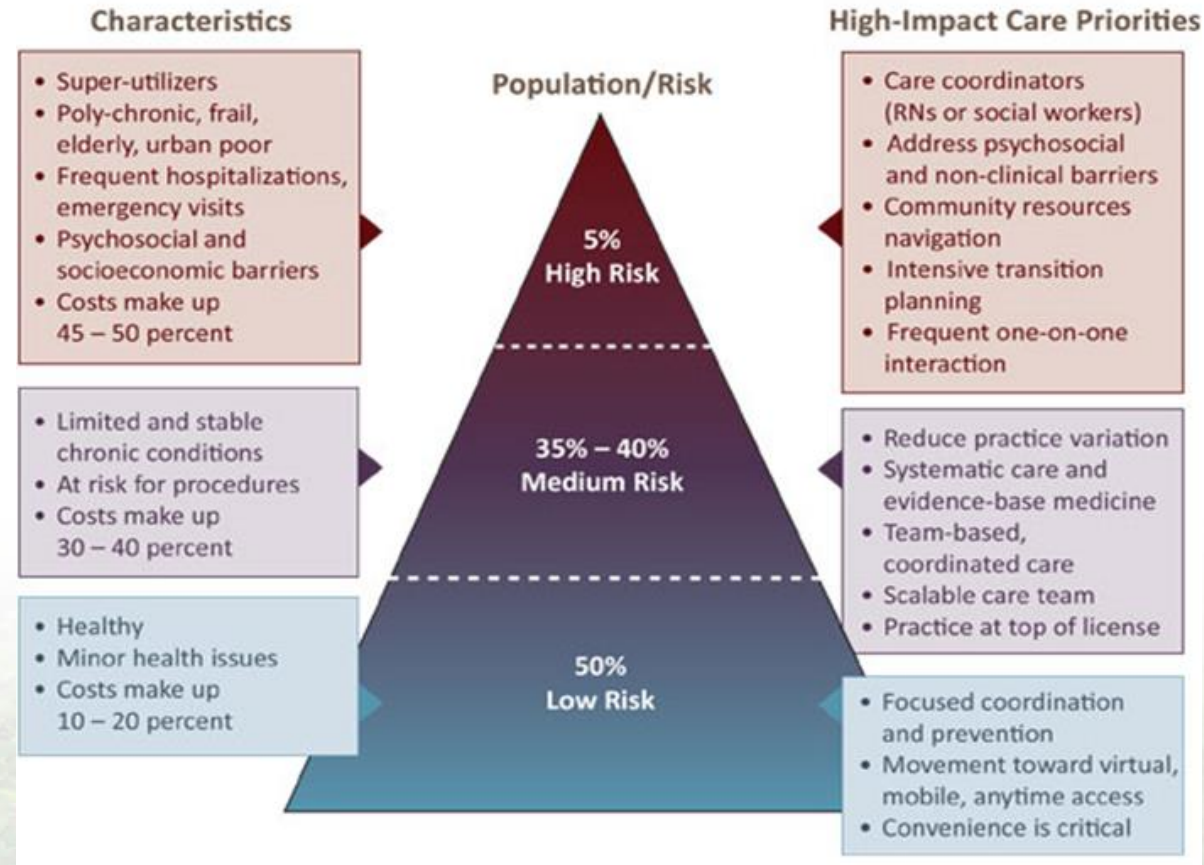






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## Population Health Pyramid



# Inclusion and Exclusion Criteria



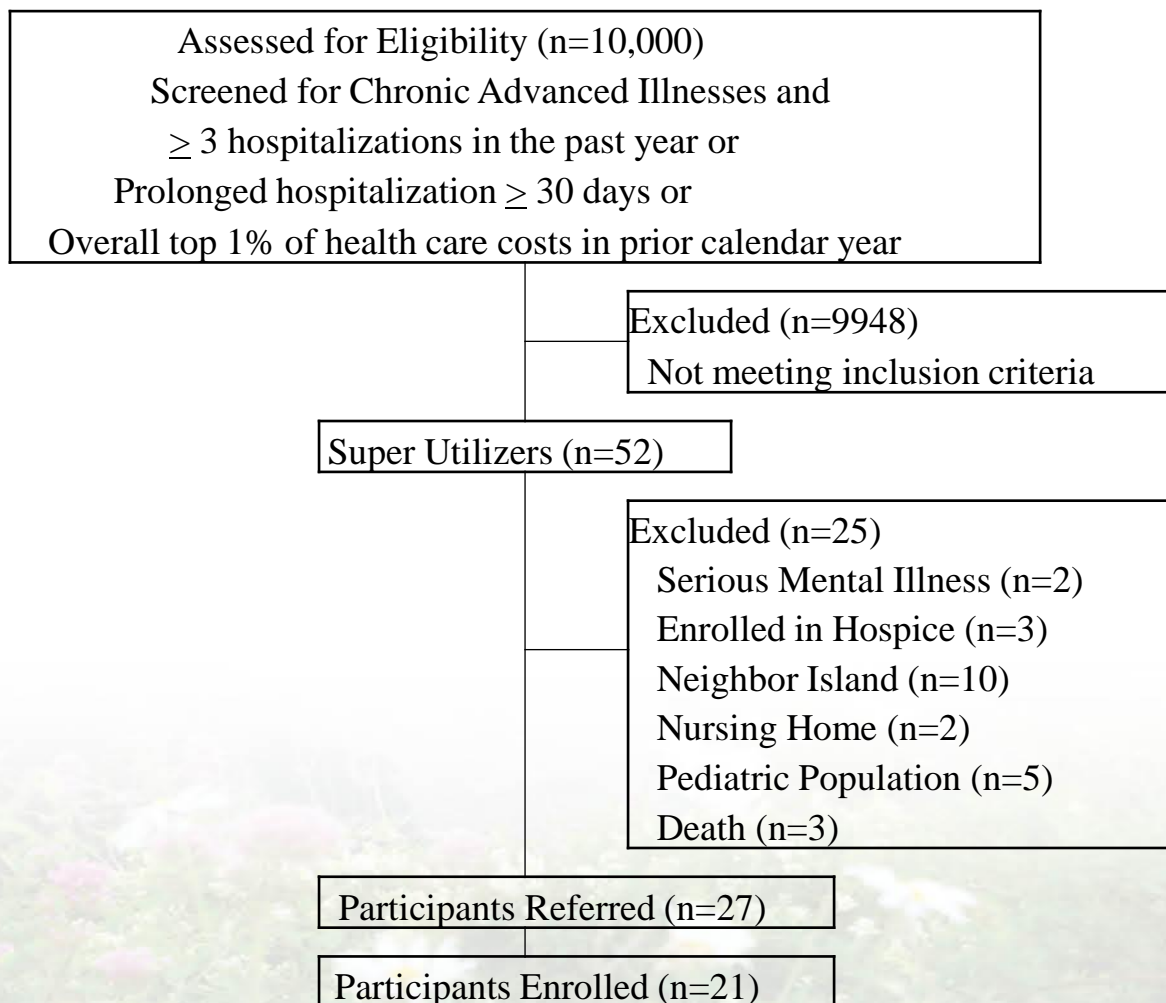
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- **Inclusion Criteria**
  - Advanced Chronic Illness *and*
  - 3 hospitalizations in the past year *or*
  - At least one prolonged length of stay (greater than 30 days) *or*
  - Overall costs = top 1% of healthcare costs in prior calendar year
- **Exclusion** – SMI, pediatric, nursing home, hospice, neighbor island
- **Source of Referrals** - Service coordination department



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# Referral Flow Diagram





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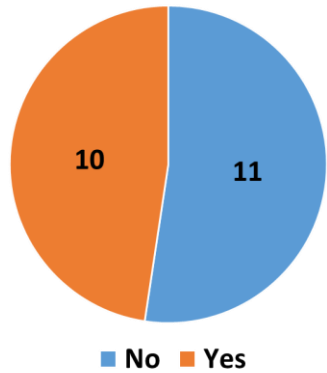
- August 2017 – August 2018, 27 referred and 21 enrolled
- Hospice like services – interdisciplinary team
- Care Coordination – PCP, Specialists, Service Coordinators
- Duration of services - 90 days
- 24 x7 triage availability via phone or in-person by RN
- Rate of Reimbursement – routine home hospice rate

# Demographics (N = 21)

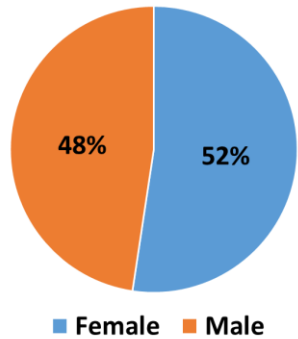


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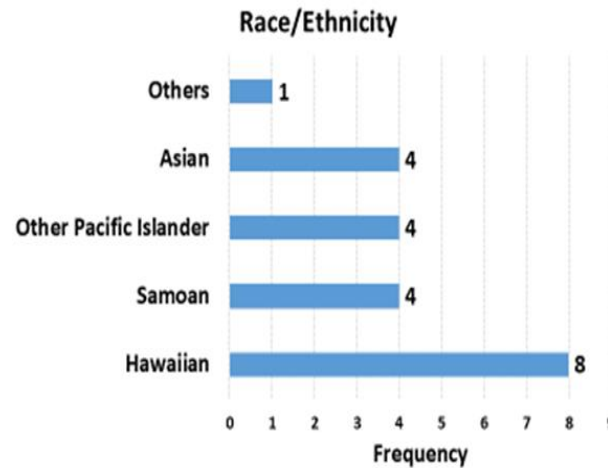
Medicare



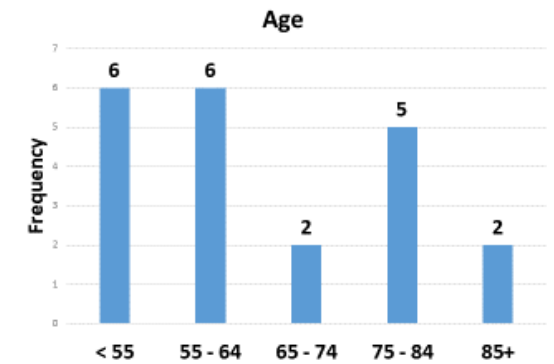
Gender



Race/Ethnicity



Age Distribution



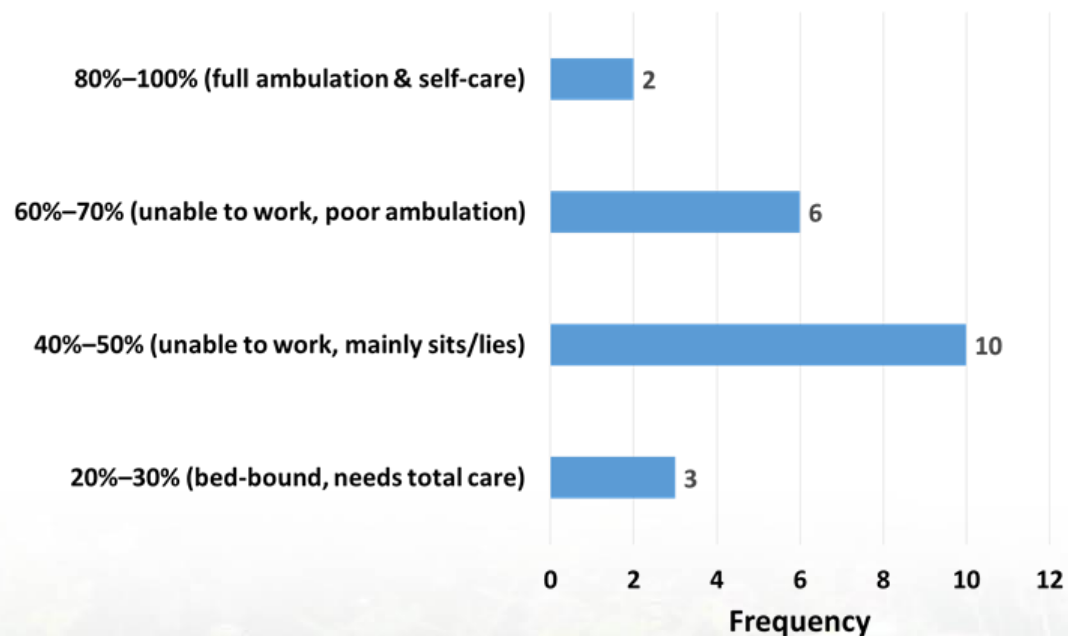




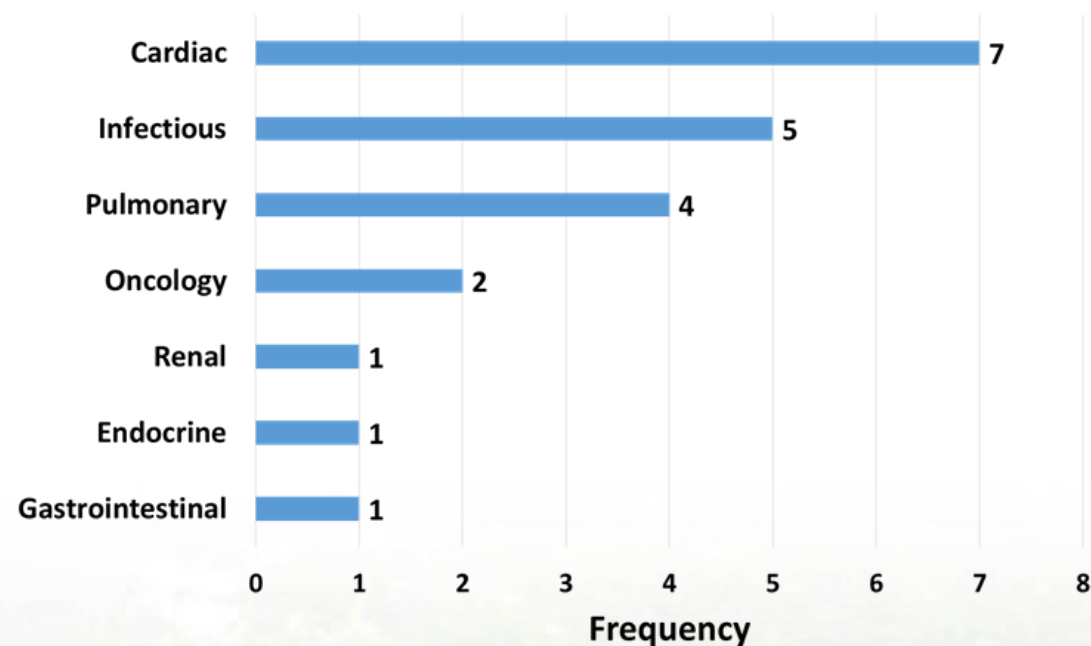
# Clinical Characteristics (N = 21)

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**Palliative Performance Scale (PPS)**



**Diagnosis**

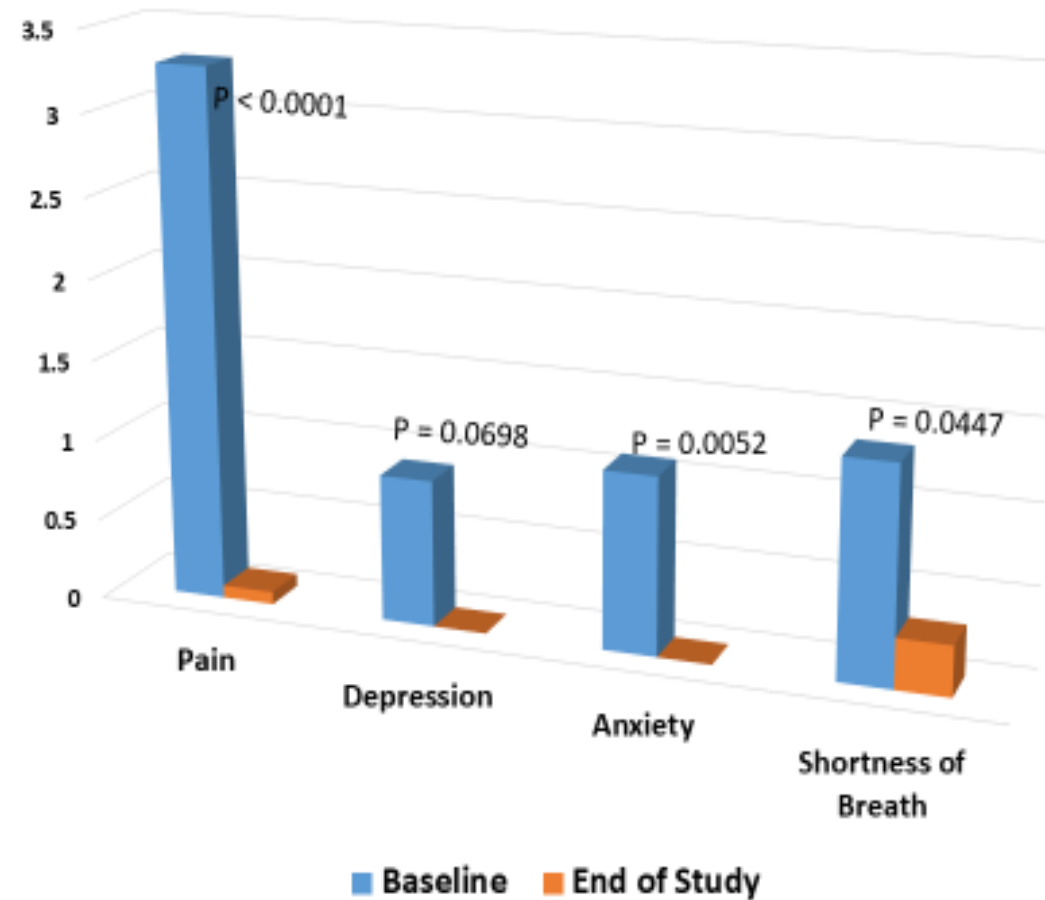




# Edmonton Symptom Assessment Scale



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# Utilization Data - PMPM



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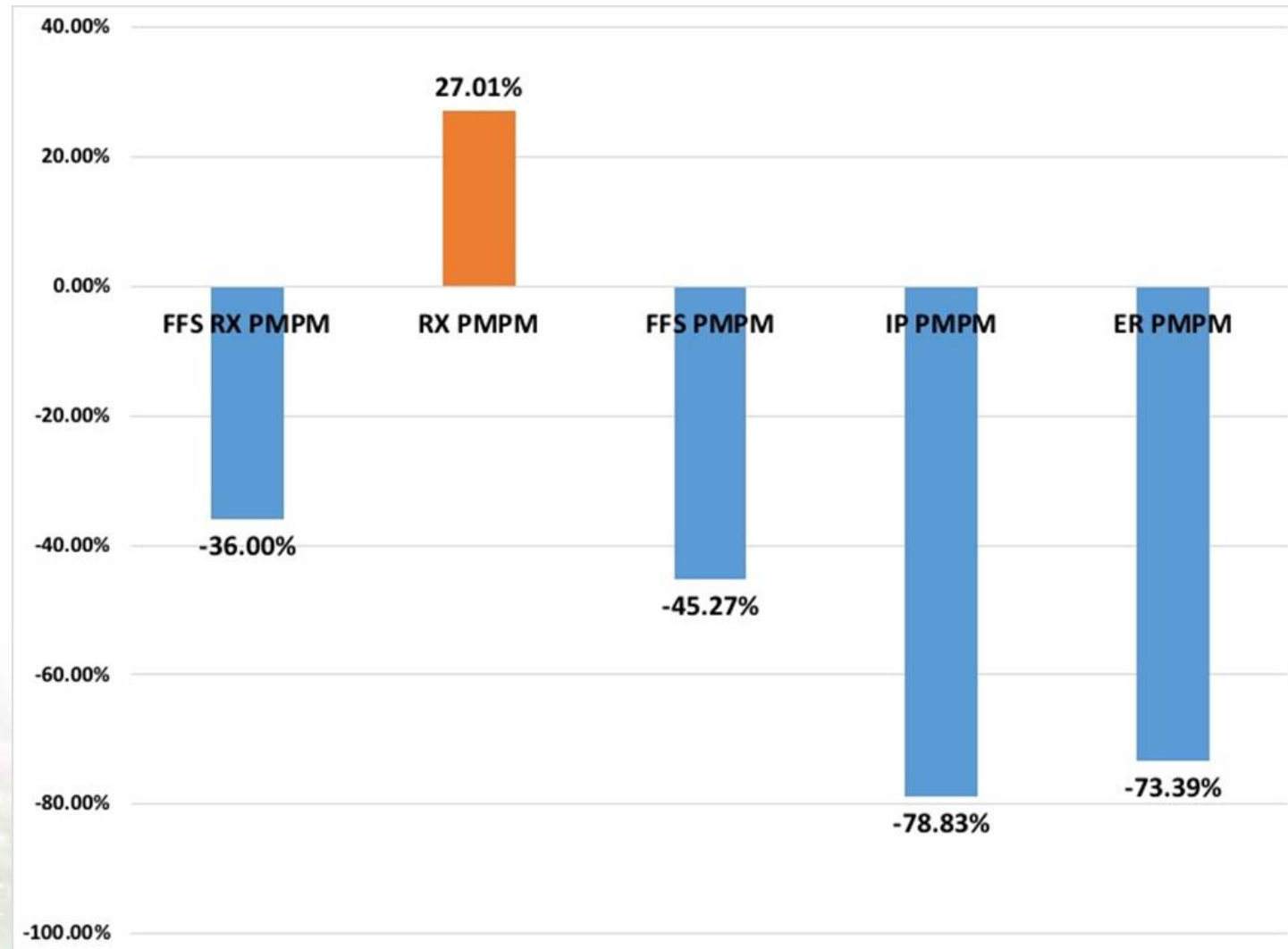
FFS RX PMPM = overall net cost change (includes all patient care costs including pharmacy)

RX PMPM = pharmacy costs exclusively

FFS PMPM = fee for service (includes all patient care costs except pharmacy)

IP PMPM = all costs associated with inpatient hospitalization

ER PMPM = all costs associated with emergency department visits



# Per 1000 Members Annualized



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- ED visits decreased 79%
  - Before: 5785/1000
  - After: 1188/1000
- IP admission rate decreased 75%
  - Before: 3108/1000
  - After 772/1000
- Overall net savings: 36%



# Goals of Care



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— THE PLACE OF THE BRIDGE —



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Supportive care has the potential to be a clinically, emotionally and financially beneficial solution in treating costly and complex super-utilizers in managed care organizations.