



TEAM of Care

Technology-Enabled Active Management

**Explore how Mobile technology empowered
the Hackensack ACO to improve patient
outcomes and reduce costs**

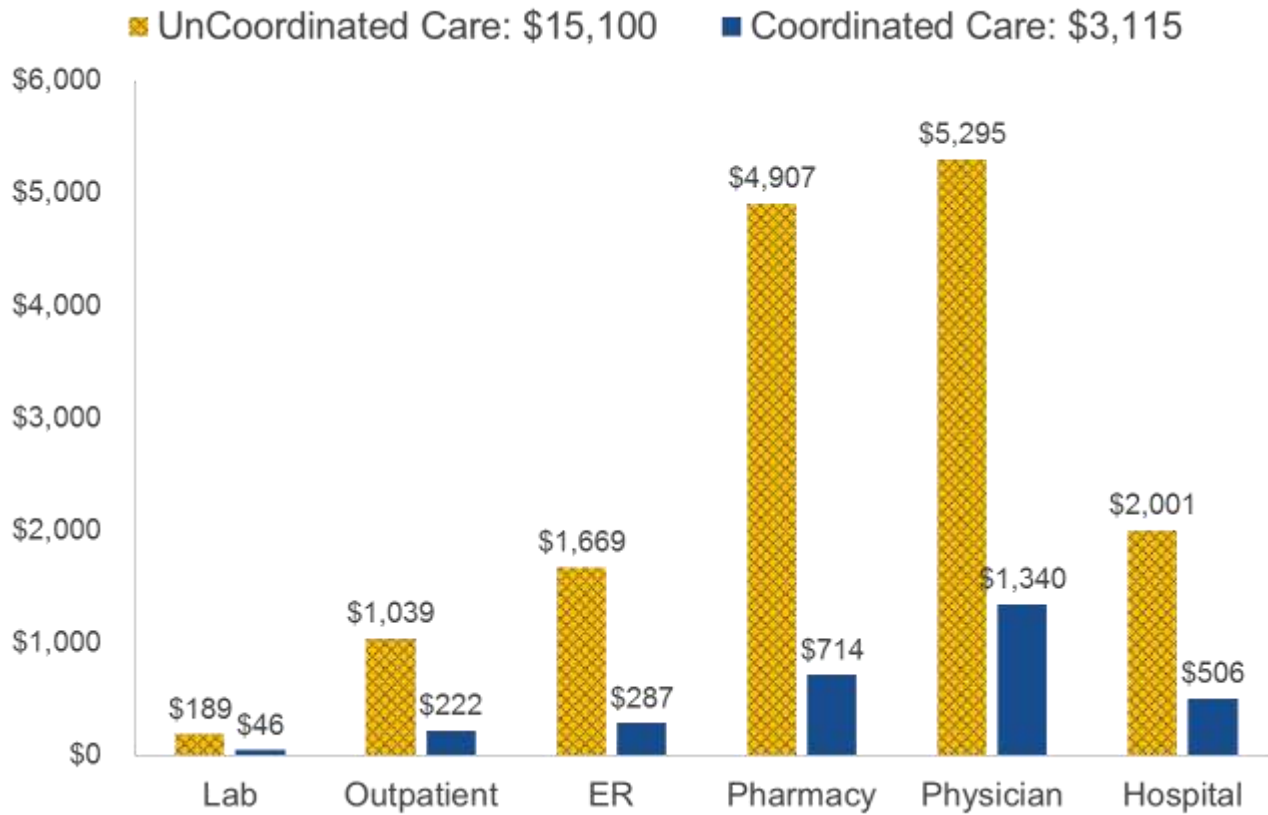


Learning Objectives

- ✓ Describe Lessons Learned by the ACO for performance: improving care outcomes, reducing costs of care
- ✓ Compare technology and operational impact of active care management versus retrospective care management
- ✓ Describe the technology infrastructure supporting the ACO including mobile enablement



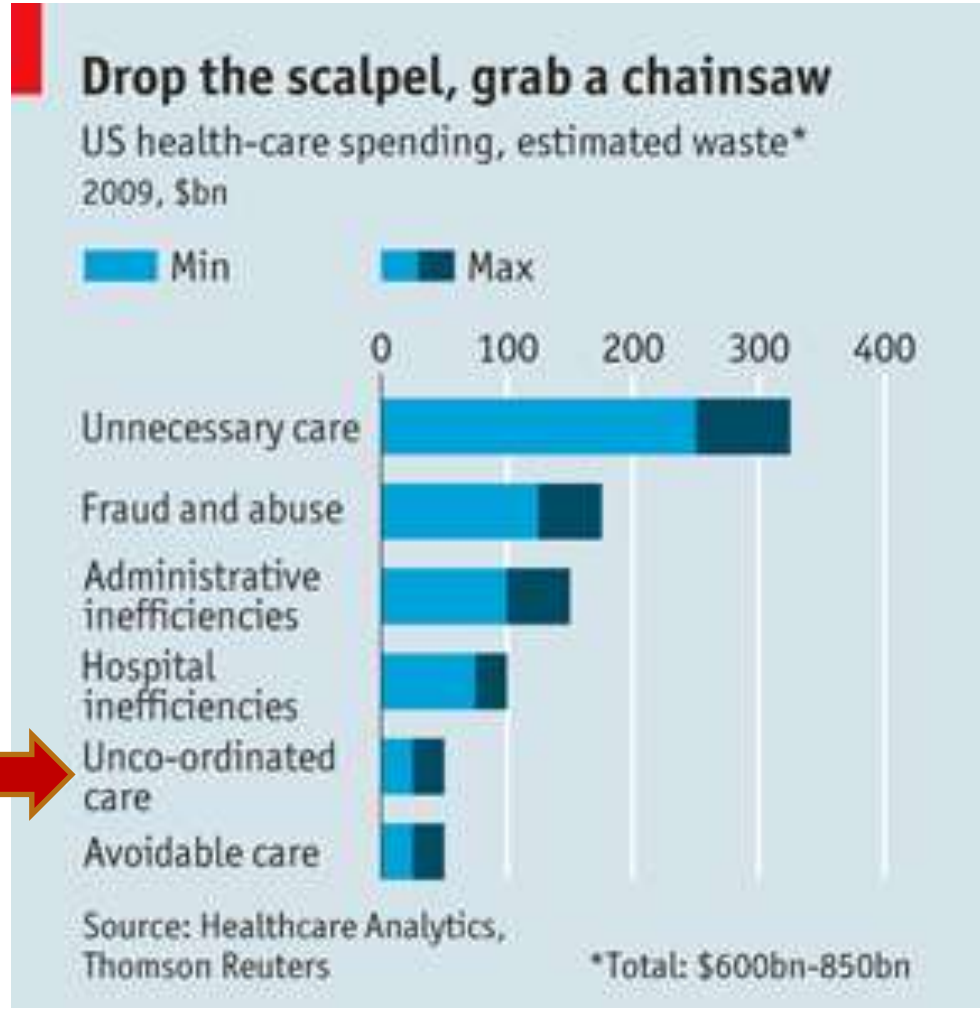
Care Coordination is a Major Opportunity for Improving Costs, Quality, and Satisfaction



Source: Identifying and Quantifying the Cost of Uncoordinated Care: Opportunities for Savings and Improved Outcomes, Mary Kay Owens, R.Ph.,C.Ph, Institute of Medicine, 2009.

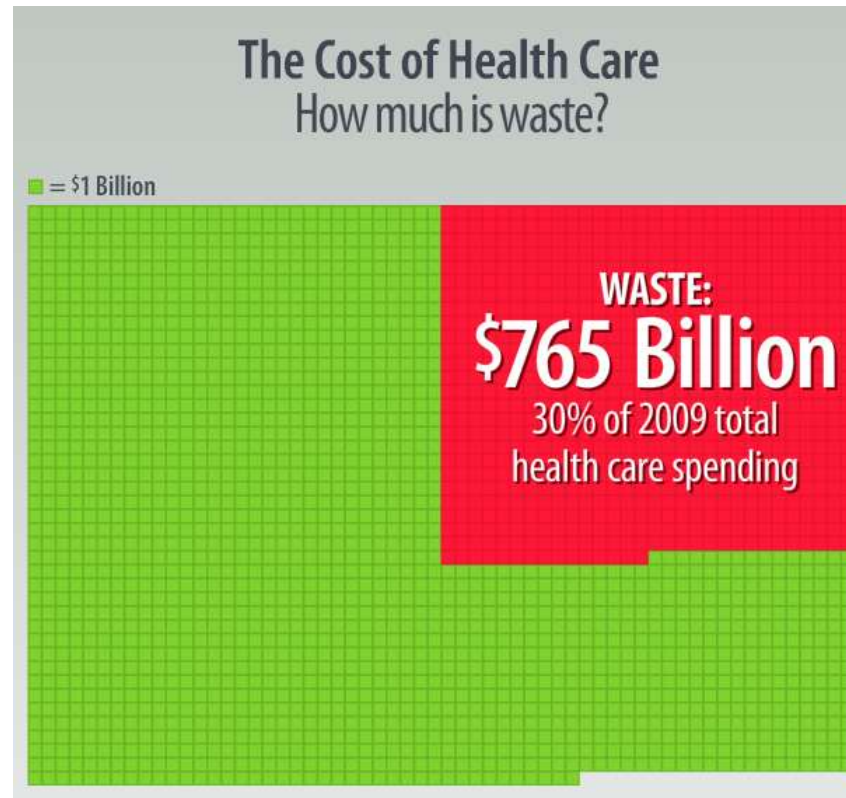


Siloed and UnCoordinated Care is Costing Billions





Siloed and UnCoordinated Care is Costing Billions



Source: Institute of Medicine— The Healthcare Imperative: Lowering Costs and Improving Outcomes, 2013



Introduction To Hackensack University Medical Center

- Nonprofit teaching and research hospital in NJ
- 1,140 beds, nearly 10,000 employees and 2,200 credentialed physicians.
- *U.S. News & World Report*
 - #1 hospital in New Jersey and Top four New York metro area
- Healthgrades®
 - America's Best 100 Hospitals in 10 areas – most in the nation
 - America's 50 Best Hospitals™ for seven years in a row
 - Distinguished Hospital Award for Clinical Excellence™ 11 years in a row
- Leapfrog
 - Top Hospital
- Joint Commission
 - 19 Gold Seals of Approval™ most in the country.
- Magnet®
 - First hospital in New Jersey and second in the nation



HUMC is a Member of the Hackensack University Health Network

- ✓ Hackensack University Medical Center
- ✓ Joint venture partners with LHP Hospital Group (Dallas, TX) in two hospitals:
 - HackensackUMC at Pascack Valley
 - HackensackUMC Mountainside.

Selected Clinical Collaborations partnerships and affiliations with:

- Hackettstown Regional Medical Center
- Minute Clinic
- NYU Langone Medical Center
- Palisades Medical Center
- North Shore LIJ
- Hackensack University Medical Group
- United Surgical Partners
- **Hackensack Alliance Accountable Care Organization (ACO)**

HUMC Is Also Part Of Allspire Health Partners



- ✓ 7 Health Systems with 25 total hospitals
- ✓ Health Systems remain separate entities
- ✓ Combined revenue of \$10.5 B
- ✓ Largest health care consortium in the country
- ✓ Focus on population health and group purchasing
- ✓ Service area of more than 9 million people
- ✓ \$7 million invested to form alliance





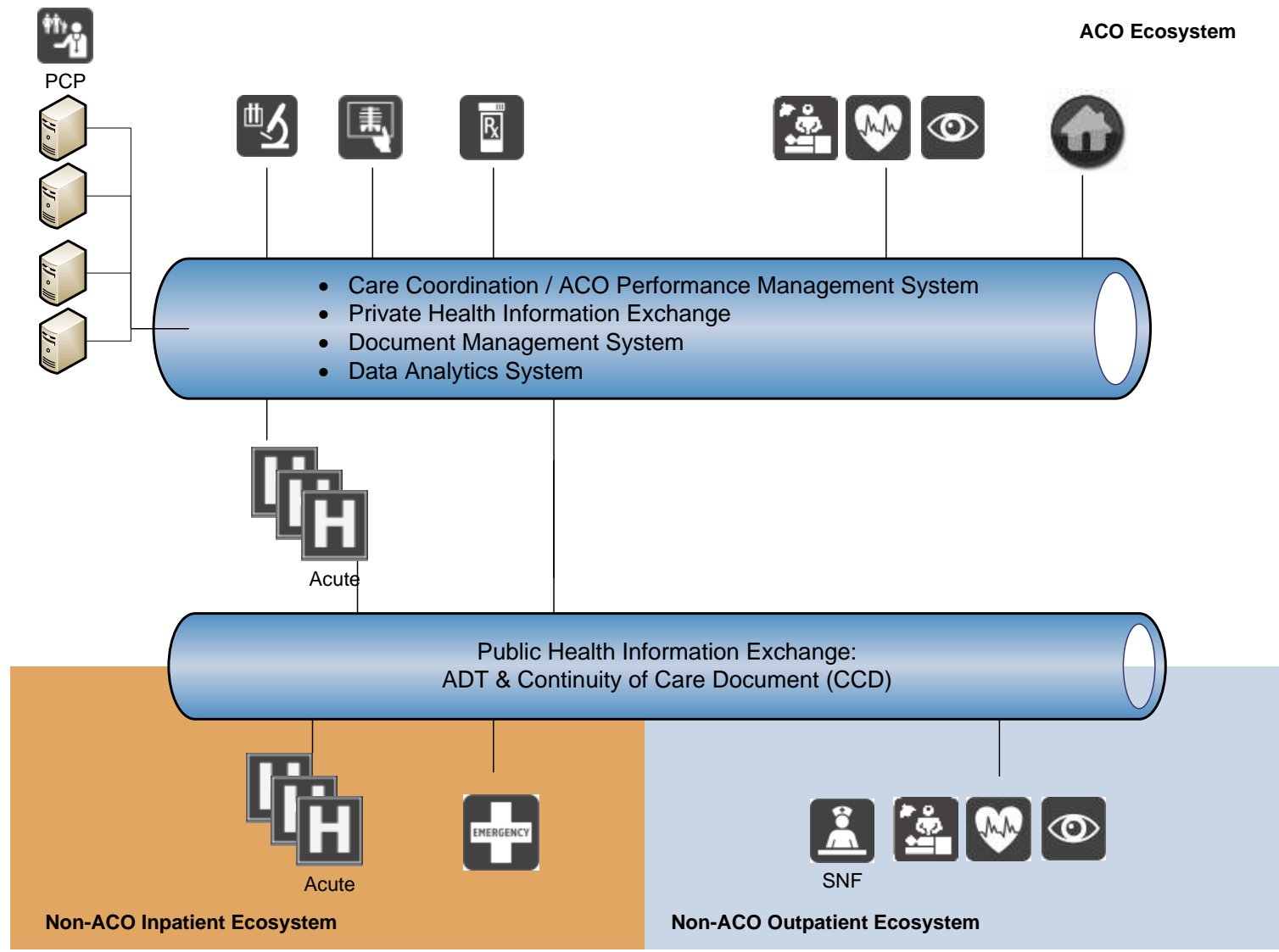
Hackensack Alliance ACO

- 20,000 MSSP Beneficiaries
- 20,000 Horizon Beneficiaries
- Approximately 100 PCMH Certified Primary Care Providers
- Started in April 2012
- Partnership between Hackensack University Medical Center and affiliated community providers
- Care Coordination
 - Inpatient - Patient Navigators
 - Ambulatory Practices – Care Coordinator
- Estimates it saved approximately \$10M
- NCQA Certified ACO



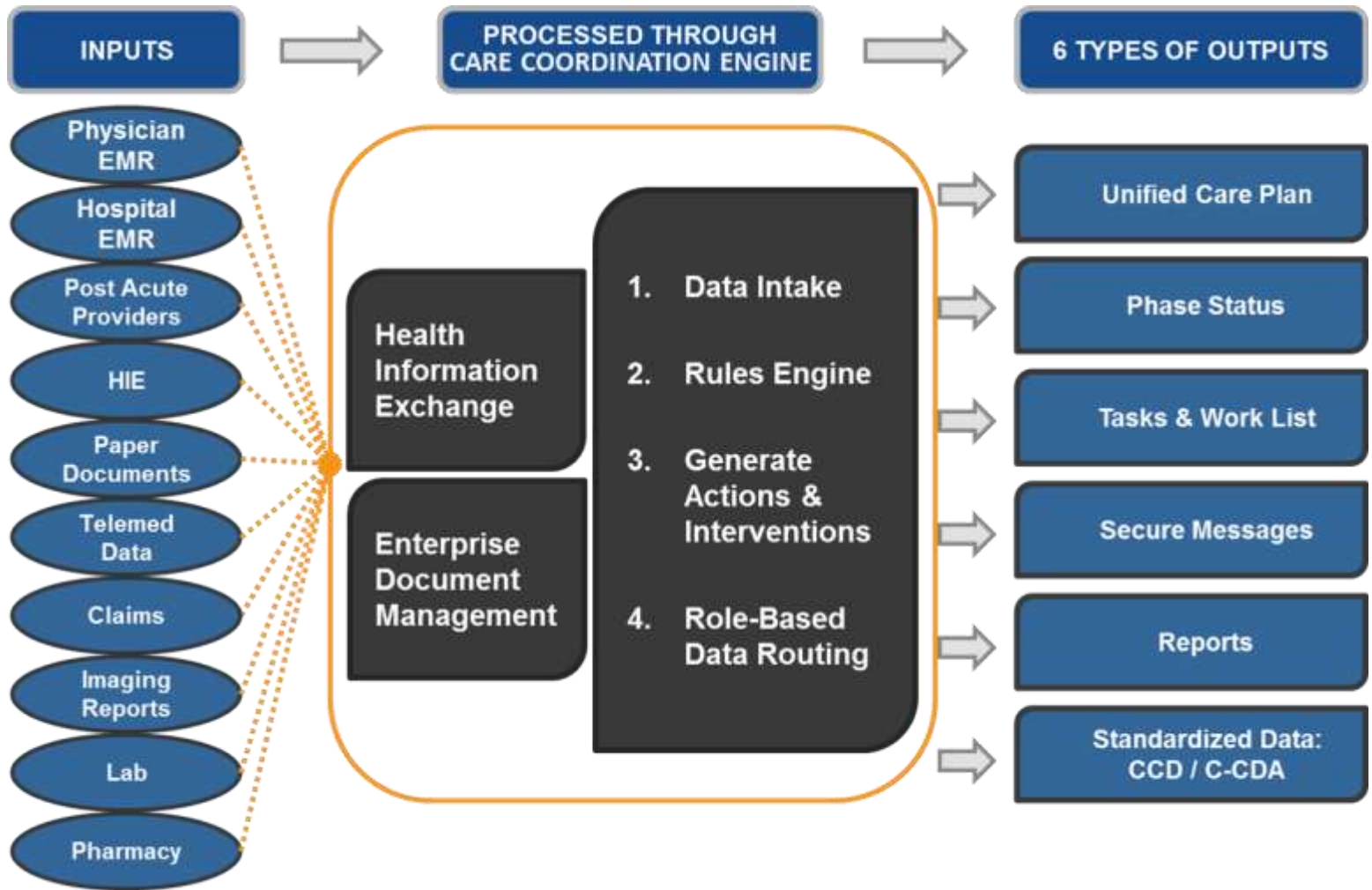


Hackensack ACO IT Infrastructure



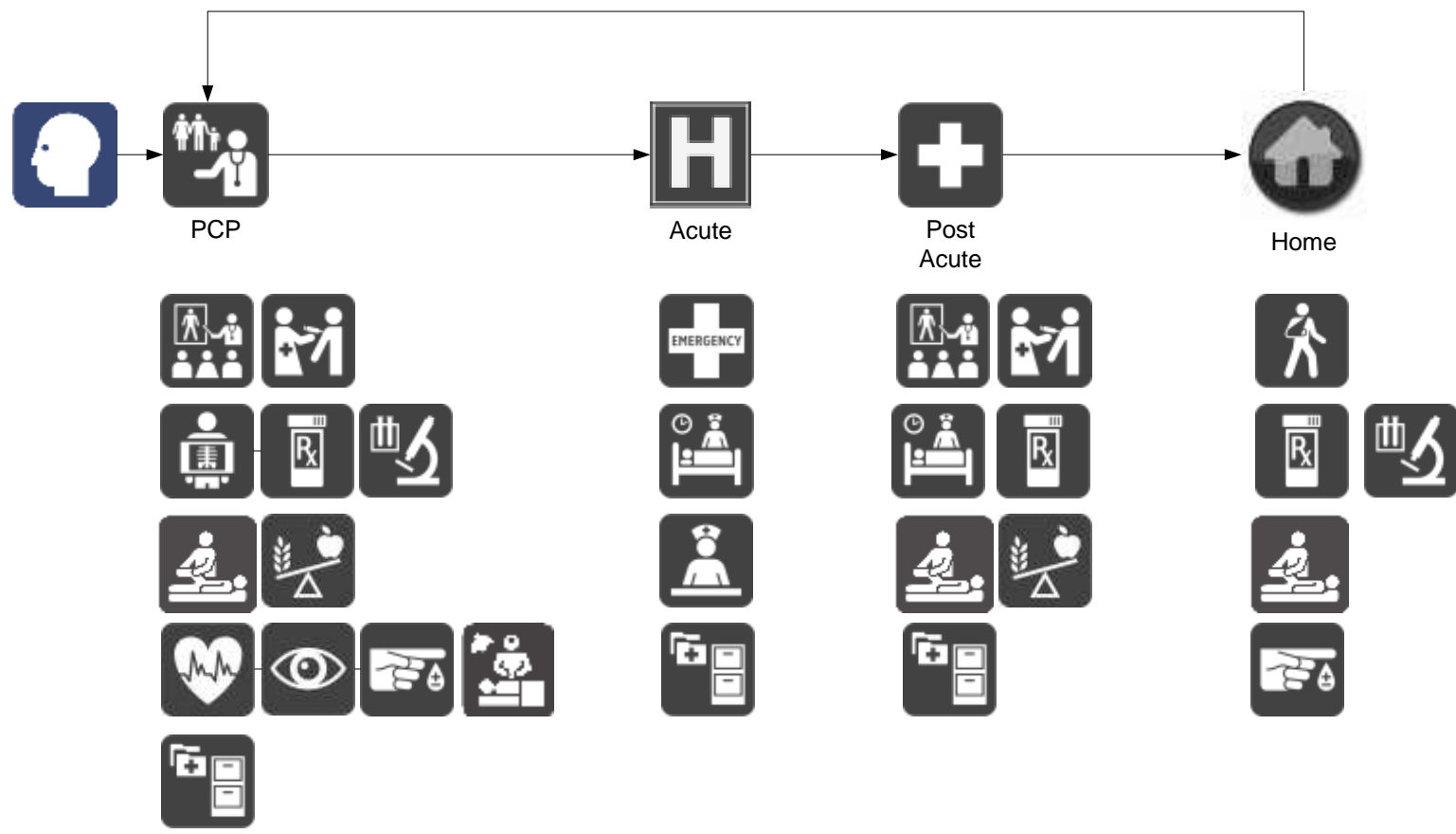


Hackensack ACO Care Coordination Platform





Foundation: Engage Entire Continuum Of Care





The Old Way - Care Coordination through the rear view mirror

- ✓ No claims data or outdated claims
- ✓ Anecdotally informed of emergent care
- ✓ No formalized plan of care in any setting
- ✓ Minimal communication among providers and specialists
- ✓ Minimal patient input into treatment options and care delivery
- ✓ Lack of formal initiatives for patient satisfaction outside of the hospital



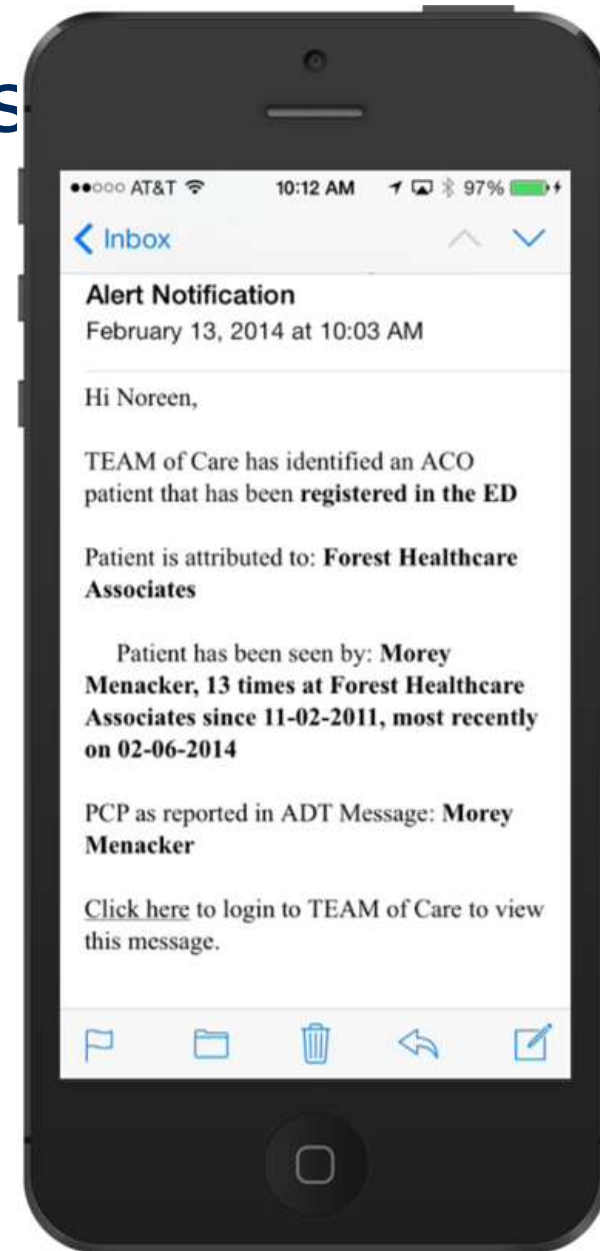
Hackensack ACO Decided to Focus on Active Care Coordination

- ✓ Active
 - Put Tasks in the Workflow and at the Point of Care
 - Trigger Coordination Actions Using Clinical Data
 - Assign Tasks to the Accountable Party
- ✓ Team-Based Care
 - Clinical integration among Multi-Setting Providers
- ✓ Care Coordination Algorithms Create Tasks Designed to:
 - Improve Care Outcomes
 - Reduce Costs of Care
 - Program Reporting Requirement



Emergency Interventions

- ✓ Notification of ED Registration
- ✓ Opportunities Abound:
 - initiating quality care,
 - diverting of care
 - cost containment
- ✓ ACO contacts ETD to:
 - Provide information
 - Participate in the decision making
 - Speak with patient or family



Transition of Care Interventions

- ✓ Get Patients and families involved in their own healthcare management
- ✓ Unified care plan with coordination activities
- ✓ Systematic Follow Up Tasks and Alerts
 - Contact w/in 48 hours
 - PCP visit w/in 7 days

Patient Discharge (Inpatient)

Patient: Robert Sacamano

Date: 66 minutes ago

Due: Immediate Action Required

Patient: Sacamano, Robert

DOB: 09-25-1936 (Age: 75)

Sex: Male

Assigned ACO Practice: Forest Healthcare Associates

PCP as reported in ADT Message: Morey Menacker

Patient has been seen by: Morey Menacker, 13 times at Forest Healthcare Associates since 11-02-2011, most recently on 02-06-2014

Event: Patient Discharge (Inpatient)

Where: HUMC, **Service Line:** Medicine

Discharge Date: 02-11-2014, Time: 11:23 EST

Disposition: Alive

Destination: Home

Patient Location: Department: HMN 4WST CS STEP DOWN, Room: 4107, Bed: 02

Diagnosis & Visit Information

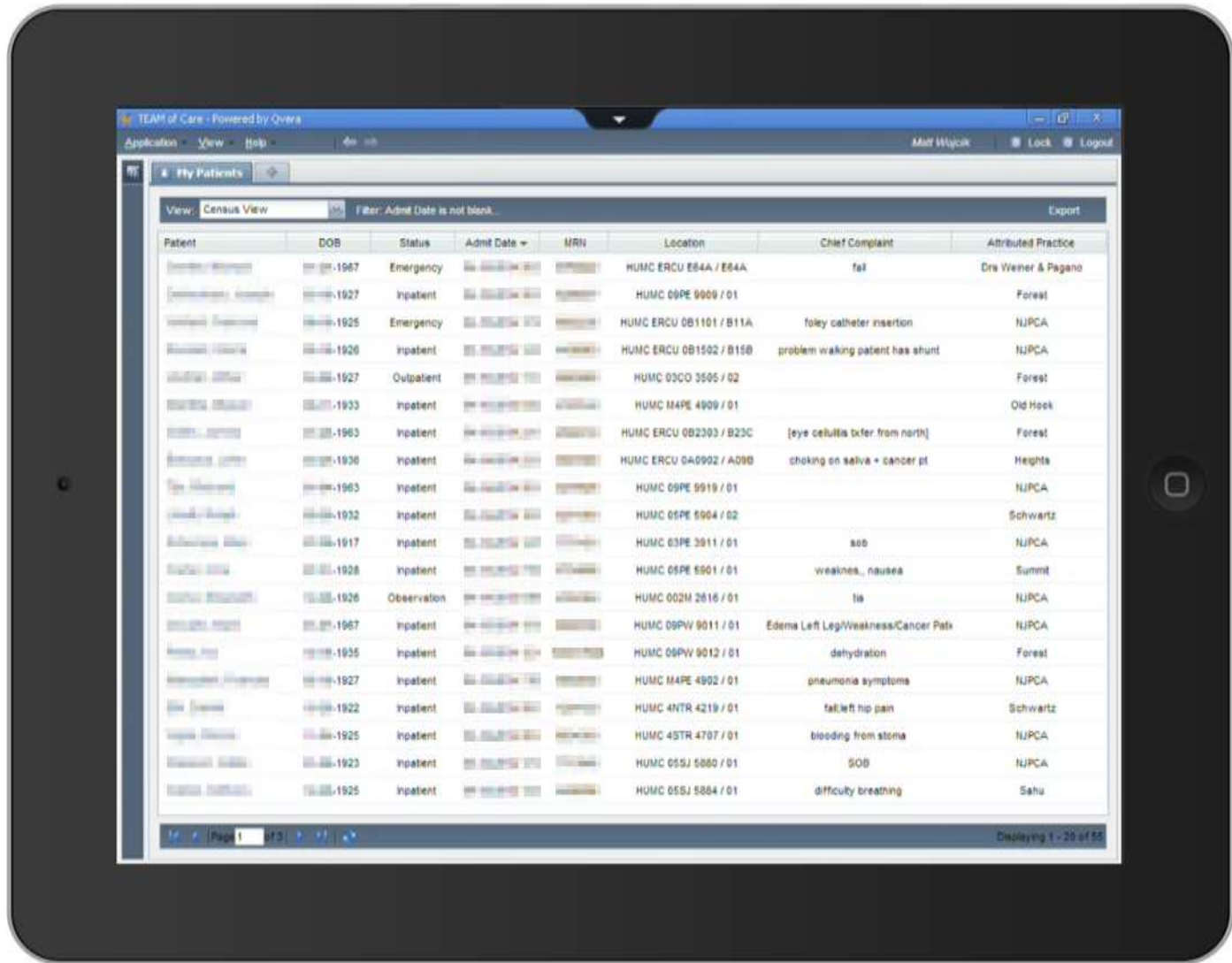
Admit Diagnosis Coded: Congestive heart failure, unspecified (Code:428.0)

Admit Diagnosis Coded: Shortness of breath (Code:786.05)

Admit Diagnosis Free Text: SHORTNESS OF BREATH

Chief Complaint: difficulty breathing

ACO Coordination... on the go



The image shows a tablet displaying a web application interface for patient management. The application is titled "TEAM of Care - Powered by Qvera" and is running on a tablet. The interface shows a list of patients with columns for Patient, DOB, Status, Admit Date, MRN, Location, Chief Complaint, and Attributed Practice. The data is as follows:

Patient	DOB	Status	Admit Date	MRN	Location	Chief Complaint	Attributed Practice
[Redacted]	1967	Emergency	[Redacted]	[Redacted]	HUMC ERUC E84A / E84A	fall	Drs Wiener & Pagano
[Redacted]	1927	Inpatient	[Redacted]	[Redacted]	HUMC 09PE 9909 / 01		Forest
[Redacted]	1925	Emergency	[Redacted]	[Redacted]	HUMC ERUC 0B1101 / B11A	foley catheter inserton	IJPCA
[Redacted]	1926	Inpatient	[Redacted]	[Redacted]	HUMC ERUC 0B1502 / B15B	problem waking patient has shunt	IJPCA
[Redacted]	1927	Outpatient	[Redacted]	[Redacted]	HUMC 03CO 3505 / 02		Forest
[Redacted]	1933	Inpatient	[Redacted]	[Redacted]	HUMC M4PE 4909 / 01		Old Hook
[Redacted]	1963	Inpatient	[Redacted]	[Redacted]	HUMC ERUC 0B2303 / B23C	[eye cellulitis txfer from north]	Forest
[Redacted]	1936	Inpatient	[Redacted]	[Redacted]	HUMC ERUC 0A0902 / A09B	choking on saliva + cancer pt	Heights
[Redacted]	1963	Inpatient	[Redacted]	[Redacted]	HUMC 09PE 9919 / 01		IJPCA
[Redacted]	1932	Inpatient	[Redacted]	[Redacted]	HUMC 09PE 5964 / 02		Schwartz
[Redacted]	1917	Inpatient	[Redacted]	[Redacted]	HUMC 03PE 3911 / 01	SOB	IJPCA
[Redacted]	1928	Inpatient	[Redacted]	[Redacted]	HUMC 09PE 5901 / 01	weakness, nausea	Summit
[Redacted]	1926	Observation	[Redacted]	[Redacted]	HUMC 002M 2616 / 01	tie	IJPCA
[Redacted]	1967	Inpatient	[Redacted]	[Redacted]	HUMC 09PW 9011 / 01	Edema Left Leg/Weakness/Cancer Patk	IJPCA
[Redacted]	1935	Inpatient	[Redacted]	[Redacted]	HUMC 09PW 9012 / 01	dehydration	Forest
[Redacted]	1927	Inpatient	[Redacted]	[Redacted]	HUMC M4PE 4902 / 01	pneumonia symptoms	IJPCA
[Redacted]	1922	Inpatient	[Redacted]	[Redacted]	HUMC 4NTR 4219 / 01	fall/left hip pain	Schwartz
[Redacted]	1925	Inpatient	[Redacted]	[Redacted]	HUMC 4STR 4707 / 01	bleeding from stoma	IJPCA
[Redacted]	1923	Inpatient	[Redacted]	[Redacted]	HUMC 05SJ 5880 / 01	SOB	IJPCA
[Redacted]	1925	Inpatient	[Redacted]	[Redacted]	HUMC 05SJ 5884 / 01	difficulty breathing	Sahu

Thank You!

Matt Wojcik

Chief Technology Officer

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