RICHMOND UNIVERSITY MEDICAL CENTER MAX SERIES PROGRAM

All-PPS Meeting 12/11/2015

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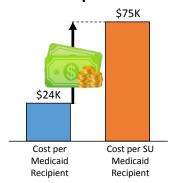
Staten Island PPSs Super Utilizer population has a high rate of ED visits and accounts for a disproportionate amount of healthcare utilization

THE IMPACT OF SUPER UTILIZERS ON STATEN ISLAND PPS

9% of Staten Island PPS Medicaid Enrollees are defined as Super Utilizers



Average spending per Super Utilizer recipient is 3.1X greater



That population drives 45% of ED Visits by Medicaid enrollees...



... and 63% of inpatient admissions

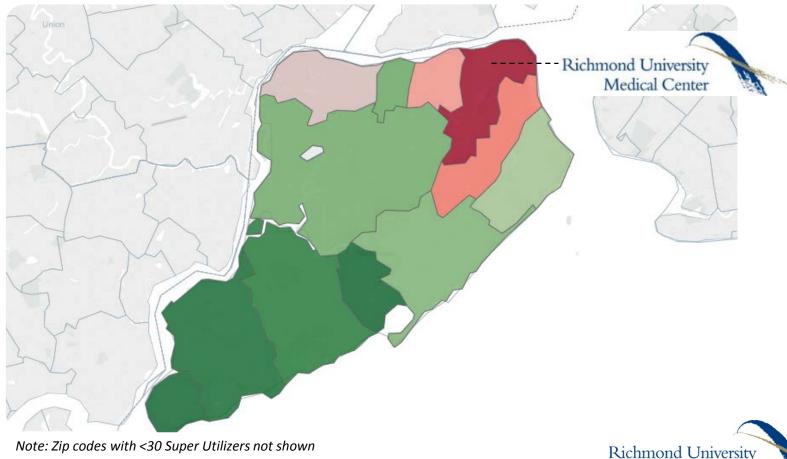




The Super Utilizer population in Staten Island PPS that drives ED Visits clearly clusters in the NE and presents frequently at Richmond University Medical Center (RUMC)

Where Staten Island PPS's Super Utilizers Live:

Heat Map of Zip Codes Associated with Super Utilizer ED Visits



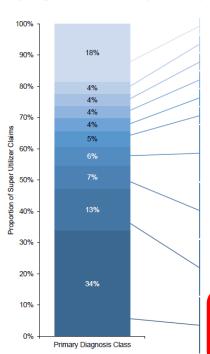
Medical Center

Note: Zip codes with <30 Super Utilizers not shown

The RUMC MAX Action Team is focusing on a sub patient population of the identified Super Utilizers

Among claims by Super Utilizers at RUMC attributed to Staten Island PPS, primary diagnoses related to mental disorders, respiratory illnesses and injuries are prevalent

Primary Diagnosis Class and Top 3 Primary Diagnoses of Super Utilizer Claims at Richmond University Medical Center



Primary Diagnosis Class/Primary Diagnosis	Volume of Claims	Number of Super Utilizers
Other	5,555	-
Supple Class/Desc Of Patient Status & Other Hi	lth 1,151	607
Endocrine, Nutritional, Metabolic	1,170	337
Digestive System Diseases	1,200	504
Reason For Special Admissions And Exams	1,247	214
Genitourinary System Diseases	1,492	465
Nature Of Injury, Adverse Effects And Poisoning	g 1,846	883
1. Head injury, unspecified	7%	
2. Sprain of lumbar	4%	
Sprain of ankle, unspecified site	3%	
Diseases Of The Respiratory System	2,201	733
1. Asthma, unspecified type, with (acute) e	26%	
2. Acute upper respiratory infections of un	17%	
3. Acute pharyngitis	10%	
Signs, Symptoms, and III-Defined Conditions	4,044	1,089
1. Chest pain, unspecified	10%	
2. Abdominal pain, unspecified site	10%	
2 Hoodocho	00/_	
Mental Disorders	10,171	929
	28%	
 Schizoaffective disorder, unspecified 	2070	
 Schizoaffective disorder, unspecified Paranoid type schizophrenia, unspecifie 		

Richmond University Medical Center
Unique Super Utilizers: 2,090
Super Utilizer Claims: 30,078
Note: Represents data over a two-year period (CY13-14)

Note: The top 3 Primary Diagnoses that account for the greatest volume of claims within a class have been included for the top 3 Primary Diagnoses with the greatest volume of claims (excl. Signs, Symptoms, and III-Defined Conditions)





We brought together a multidisciplinary team to improve the care for our Super Utilizers through the MAX series



- Administrative lead
- Clinical lead
- Ambulatory practice
- •ED

- Case management
- Mobile crisis unit
- Health home
- Inpatient



We're excited to report on impressive progress made on the 3 developed Short Term Action Plans

1. Getting access to each others EHR's

2. Flagging patients in EDIMS, ED's EHR

3. Refer SU to CHASI and Mobile Crisis Unit

Additional Action plans will be developed in MAX Workshop 2 and 3



We're measuring **impact** on the longer term through the following measures:

Select Month Feb-16					
	Target	Baseline	Feb-16	Status	Click to View Run Chart
Percentage of the Super Utilizer Cohort enrolled in Health Home	100%	50%	70%	а	
2. Number of behavioral health outpatients visits by the defined Super Utilizer cohort	1000	امر	276	а	
4. Number of ED Visits by the Super Utilizer Cohort per month	0	E + 20	150	а	
5. Number of readmissions among the Super Utilizer Cohort	0	50	50	а	



To reach our overall goal:

•To identify our target population and **enroll them in a user friendly system** that addresses their psychosocial needs for over utilization to **decrease ED visits and hospitalizations**.

