

Improving Population Health Outcomes with Care Management Solutions

Chronic Care Management is driving significant clinical and financial outcomes for high-risk, high-cost Medicare populations.

The Prevalence of Chronic Illness

According to the CDC, six in 10 Americans live with at least one chronic disease like heart disease and stroke, COPD, or diabetes. These and other chronic diseases are the leading causes of death and disability in America; they are also a leading driver of healthcare costs.

These chronic conditions put stress on patients, nurses, doctors and the healthcare system as a whole. People with chronic diseases spend more time in hospitals, account for over 80% of all hospital admissions, are prescribed more medication and utilize more in-office resources. The volume of patients and the complexity of their needs are outpacing the resources of the healthcare system.

Chronic illness is one of the nation's most costly healthcare challenges. 90% of the nation's \$3.5 trillion in healthcare spending goes to the ongoing treatment of chronic disease.



In a recent survey, 81% of all providers described themselves as overextended or at full capacity. The inability to keep pace with the increasing number of chronically ill patients has created an undue burden for healthcare providers that has resulted in poor patient outcomes and experiences.

Sources

National Center for Chronic Disease Prevention and Health Promotion

Survey conducted on behalf of The Physicians Foundation by Merritt Hawkins | Completed September, 2014. Copyright 2014, The Physicians Foundation

The Personal Impact of Chronic Illness

People living with chronic illnesses have a unique challenge to face within the U.S. healthcare system. Their health is often managed by multiple providers including primary care physicians, specialists, family members and hired caretakers. Without focused coordination, it is very easy for miscommunication and confusion to occur. Confusion, especially as it relates to a worsening condition or medication compliance, can lead to an otherwise avoidable emergency room visit or hospitalization.

In fact, a recent study found that “six common chronic conditions accounted for 60% of 24 million ED visits in 2017; out of that 60%, about a third of those visits—or 4.3 million—were likely preventable and could be treated in a less expensive outpatient setting.”

In addition to the complexity of managing their condition, it has been estimated that approximately one-third of people with a serious medical condition also have symptoms of depression. This is problematic because depression can worsen the symptoms of pre-existing conditions and exacerbate feelings of stress and isolation. Lastly, a person with depression could find it more challenging to follow their treatment plan and focus on their health allowing their condition to worsen.

Over 35 million Medicare beneficiaries are living with two or more chronic diseases. It’s imperative to help improve outcomes for this financially and medically vulnerable population.

Many chronic diseases are caused, or worsened, by lack of physical activity, poor nutrition choices, or tobacco and alcohol use. Teaching and empowering patients to make healthier choices and be “better patients” by following a predetermined care plan can prevent additional complications and help people maintain and even improve their health status.

Sources

Ready, Risk, Reward: Improving Care for Patients with Chronic Conditions | Premier Inc.

Empowering Patients to Be Well

Chronic Care Management (CCM) is defined as up to 60 minutes of care provided remotely that is guided by the development and management of a care plan. The Wellbox CCM solution utilizes a unique end-to-end approach that is designed to eliminate barriers and increase engagement for patients and providers alike. The benefits of participation include:

For Patients

- Consistent outreach from a dedicated registered nurse helps keep patients engaged with their own health
- Access to personalized health and wellness resources helps patients overcome any barriers they may have on their journey to wellness
- 24/7 support provides an additional resource to address questions and concerns

For Providers

- Nurses document all interactions directly into the practice EHR, which increases provider visibility into ongoing health concerns and status
- Improves compliance with value-based care measures
- Provides patients the additional support they need outside of the office, allowing healthcare providers to focus on their in-office patients
- Reinforces and increases compliance with provider treatment plans

Wellbox is committed to creating positive healthcare experiences, enhancing patient engagement and driving better outcomes while maximizing efficiencies within pre-existing workflows and systems.

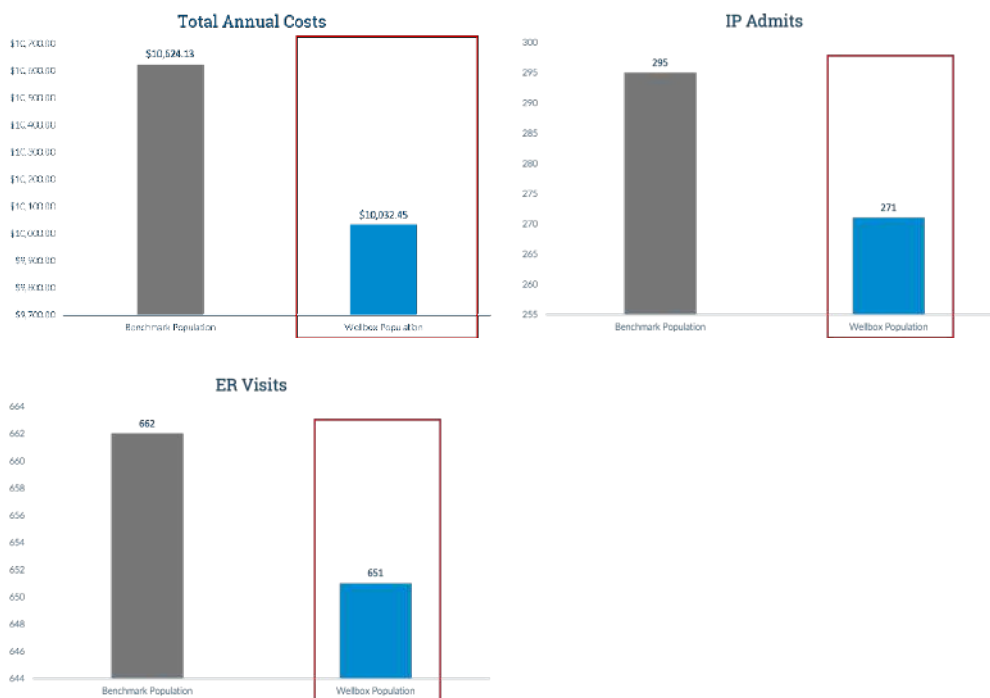
From population analysis, patient identification and enrollment to billing and collections, Wellbox offers a comprehensive, technology-enabled solution that is easy to implement and manage.

Mitigating Total Cost of Care by 5.6%

Mitigating total healthcare costs is a documented necessity for the healthcare system and is paramount in virtually all value-based payer contracts. However, managing costs while effecting change presents a real challenge for providers and payors alike. Wellbox addresses that challenge with established, thoroughly tested and proven CCM programs tailored to fit specific diagnoses and deliver dependable care to your patient population.

Wellbox recently engaged Acclivity Health, a nationally recognized healthcare analytics firm, to conduct a study on 20,000 patients to determine the true financial impact of the Wellbox CCM program.

The studies have conclusively proven that Wellbox CCM consistently delivers real change in both healthcare utilization and total health cost of care. Wellbox CCM programs consistently deliver an effective savings of 5.6% in total claims costs.



The results of the research indicate that the savings in total cost are derived primarily from reductions in acute care costs. More specifically, the data reveals that Wellbox program participants show greater reductions in ER visits as well as substantial reductions in both inpatient admissions and lengths of stay.

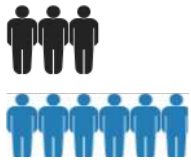
Study Criteria

Stringent criteria were applied to all studies conducted. Results were subjected to hypothesis testing for statistical significance and required to surpass healthcare academic standards for reliability. That world-class measure of statistical significance is a minimum of a 95% probability that the outcome is not coincidental.

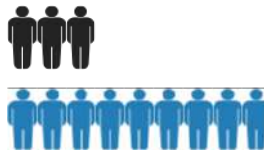
Improving Clinical Outcomes

With over 275,000 patient interactions to date, Wellbox has also had the opportunity to work with its partner practices to measure clinical outcomes on a practice-by-practice, and patient-by-patient basis.

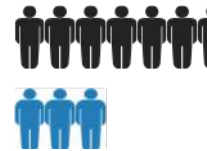
Medical Associates of Westfield, a primary care practice in New Jersey, reported a decrease in emergency room visits and hospitalizations by nearly 70% and an increased participation in preventative care measures such as the flu shot by 50%.



Wellbox patients received 2x more Annual Wellness Visits and Primary Care Visits

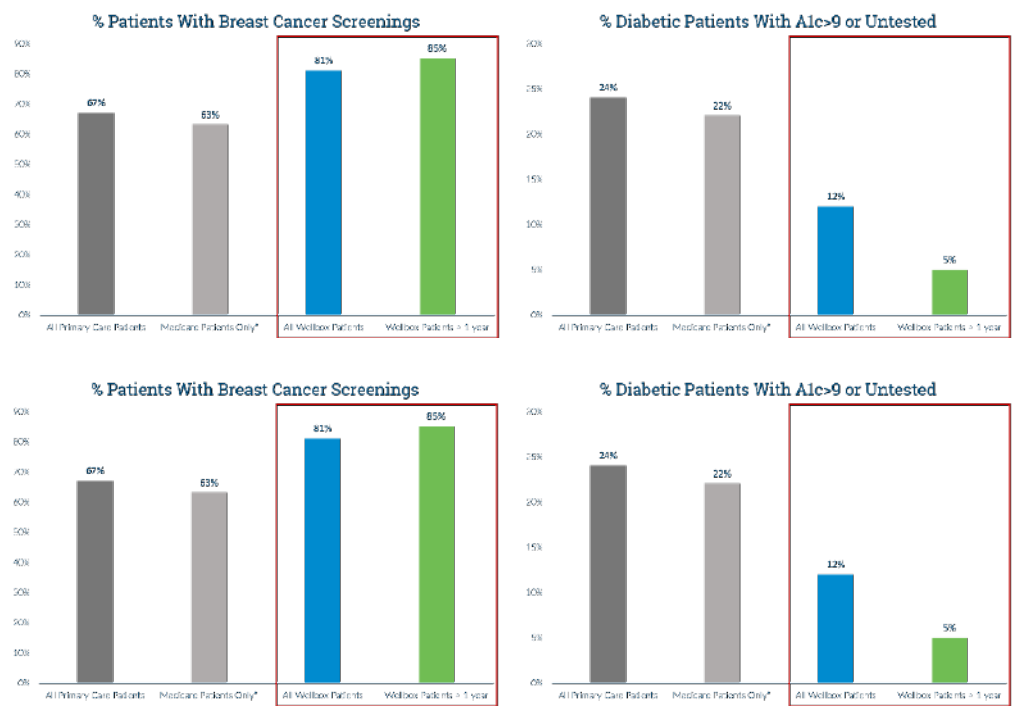


Wellbox patients received 3x more Flu shots



Wellbox patients had 66% fewer Inpatient Admissions and 75% fewer Nursing Home Admissions

Upper Great Lakes Family Health Center, a community-based medical, dental and behavioral FQHC located in Hancock, Michigan, reported that Wellbox patients participate in more preventative screenings, miss fewer in-office visits, and are less likely to be readmitted to the hospital. They have also exhibited 117% the rate of engagement in comprehensive diabetes care and, as a result, had 23% fewer patients with an A1c of >9.

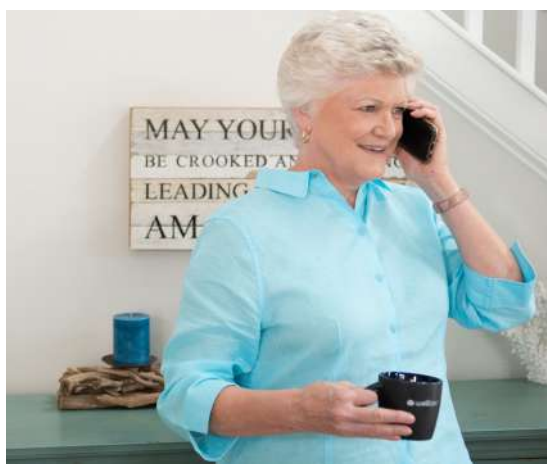


Your Patients Are Our Priority

Wellbox employs a team of elite registered nurses across the nation who are dedicated to providing superior care management experiences to your patients. We have found that nurses with experience in case management in clinical settings have the most success engaging and providing value to CCM patients.

Once hired by Wellbox, they go through an intensive CCM training program that includes motivational interviewing techniques as well as clinical, workflow and technical training.

Unlike many CCM providers, who take an assessment-based approach to CCM, the Wellbox program is built to keep patients engaged longer. The average Wellbox participant stays engaged for more than 12 months, as compared to the average CCM participant who stays engaged for an average of 4-6 months.



Our CCM program leverages in-depth phone conversations with registered nurses and physical care plans delivered directly to the patient. Conversations are personalized to the challenges and circumstances of each individual patient.

Patients and providers alike are not required to adopt any new technology to participate.

Stories from the Field

Avoiding Hospital Readmissions

“I spoke to a patient who had been recently discharged from the hospital for ‘fluid in the lungs’. As a result of CCM guidelines at the time of the visit, the patient was not eligible for a visit that month. However, in speaking with her briefly, she was exhibiting early signs of a worsening condition. I encouraged her to see her doctor and helped her get an appointment in the office that day instead of waiting for her pre-scheduled appointment, which was over a week away.”

Helping Patients Stay Compliant with Medications

“I often hear patients express concern over medications they cannot afford and as a result, they do not bother to get their prescriptions filled or they find alternative solutions. For example, one patient was paying \$900 for their diabetes medication. He had to take a job at a hardware store to pay for his and his spouse’s medication. We were able to provide medication and financial assistance resources, bringing the medication cost down from \$900 to \$150. These resources are provided to all of our participants.”

Keeping Patients Safe

“During a CCM call, I had a patient confide in me about recent domestic abuse. With her permission, I reported the incident to the police, and she received medical treatment for her injuries. As a result, she is routinely evaluated for safety during our CCM calls.”

Key Takeaways

Wellbox:

- » Keeps patients engaged in their health;
- » Increases their participation in preventative care measures keeping them healthier longer;
- » Improving their quality of life while decreasing the total cost of healthcare.

Help us help your patients between their visits.

Contact us today for a free assessment of your Medicare population.

The Wellbox CCM solution was developed specifically to help patients living with multiple long-term chronic conditions, a historically vulnerable and costly population, understand and manage their overall health and wellness to achieve better health outcomes.

Contact us for a free population health analysis.



info@wellbox.care | [866.730.6893](tel:866.730.6893) | www.wellbox.care