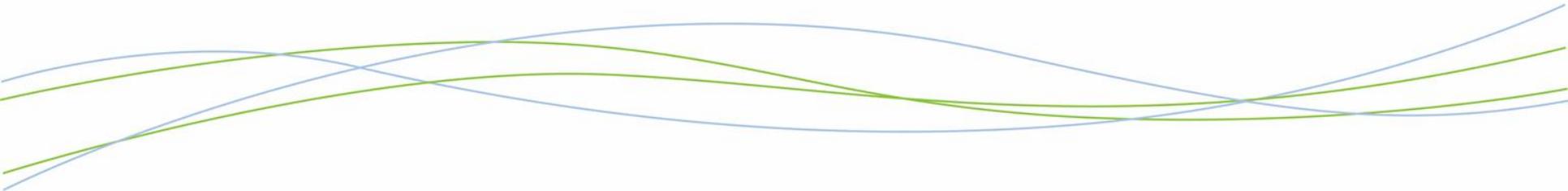


Intermountain Healthcare Comprehensive Care Clinic

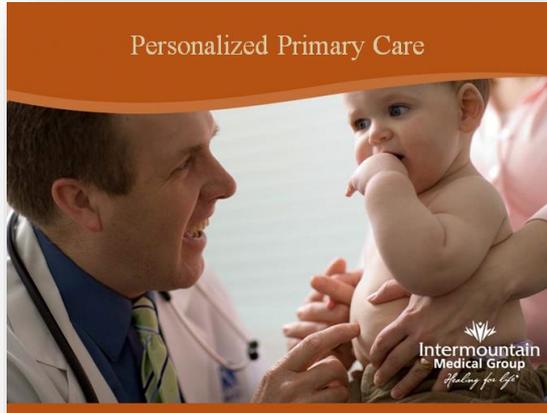


Is Hot Spotting Real in Utah?

- From 2008 to 2012 our top 5% high cost patients consumed 51% of healthcare costs
- Our top 1% consumed 24%
- 77% had at least one of these chronic conditions: cardiovascular disease, mental illness, lung disease, renal disease, diabetes, liver disease, cancer, stroke, or paralysis
- 46% had two or more of those conditions
- 23% had three or more of those conditions



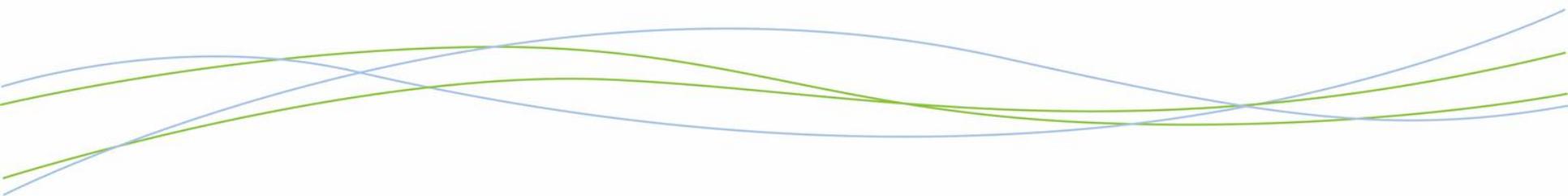
Dual Model for the Medical Home



Distributed Model



Intensive Model



Intensive Model: Comprehensive Care Clinic

- An outpatient clinic that provides intensive medical, behavioral, and social management for Intermountain's high-risk patients
- Opened February 3rd, 2014 on the Intermountain Medical Center campus

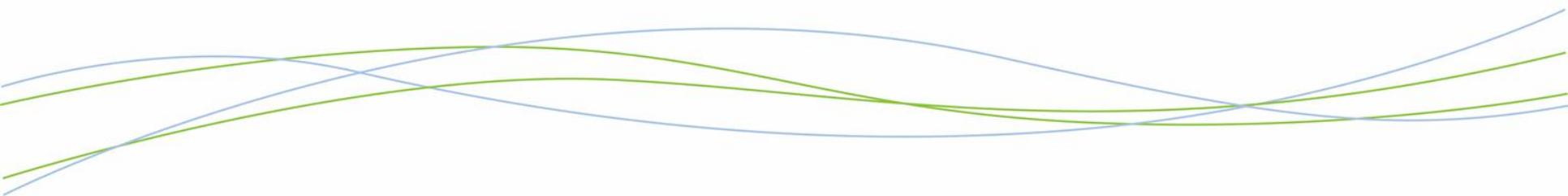


Comprehensive Care Clinic: Our patients



- Odds of being in the top 15% of cost for 2 of 3 future years
- 1 year lookback at cost comorbidities, age, gender, and marital status
- Intermountain has full risk for the total cost of care

Comprehensive Care Clinic: The Team

- 2 Internal Medicine Physicians
 - 1 PA
 - RN Care Manager
 - Psychiatry APRN (0.5)
 - 2 LCSW
 - Pharmacist
 - CDE (0.1)
 - 5 Medical Assistants
 - PSR
 - Clinic Manager
- 
- The bottom of the slide features several overlapping, wavy lines in shades of light blue and light green, creating a decorative border.

Interaction with Primary Care Clinics

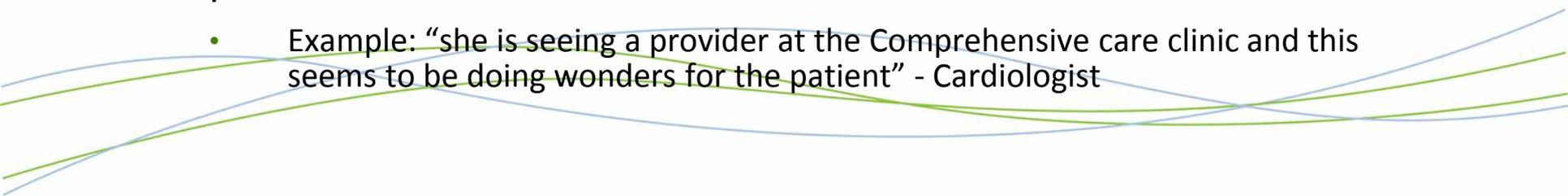
- Temporary transition of primary care
- Coordinate patient's treatment plan with the primary care teams
- Warm hand-offs for all transitions
- Length of time in the intensive practice will vary for each patient



- Longer visits, frequent contact, tighter collaboration with specialists and homecare.
- Testing technology like Telehealth and FaceTime

Per day totals by role in the clinic				
Team Member	Visits	Phone Visits	Coordination Calls	Resource Calls
MD and PA	12	17	6	0
Pharmacist	2	7	7	0
Medical Assistant	9	75	25	15
Care Manager	3	15	10	11
Mental Health	9	4	6	0

Comprehensive Care Clinic: Successes

- Preliminary feedback from an initial survey of 50 patients
 - 50% of patients feel they have better health
 - 80% of patients have more confidence that their healthcare is moving in the right direction
 - 70% of patients feel they are more engaged in their healthcare
 - Creating reciprocity from the patient (increased confidence in themselves causing them to do more for their own care and health)
 - Getting patients on right meds/dosage and figuring out medical issues
 - Receiving good feedback from secondary providers about the patients in the clinic
 - Example: “she is seeing a provider at the Comprehensive care clinic and this seems to be doing wonders for the patient” - Cardiologist
- 

Patient Reported Improvement (n 20)

Qualitative Follow Up Research

July 2105

Compared to Before Started at the CCC	Better %	Worse %	Same %
Patient Engagement	60	20	20
Overall Health	80	15	5
Confidence in the Direction of Healthcare	70	25	5

Your comments and questions...

