

Leveraging Analytics and Clinical Transformation to Achieve “A Better Way to Care”

How Encompass leverages three Medalogix analytics-based solutions in tandem to help achieve the Triple Aim.

Client Profile

About Encompass

Encompass, headquartered in Texas, was founded in 1998 and is one of the largest Medicare certified Home Health, Hospice and Pediatric services providers in the nation—serving more than 65,000 patients annually.

With locations across the nation, its team of healthcare professionals delivers comprehensive care to keep adults, children and adolescents on the path toward positive results. Encompass is also a proud 2016 *Fortune Magazine 100 Best Companies to Work For.*



Industry Challenge

Home health and hospice industries have been faced with many challenges in recent years. Increased regulatory scrutiny, reimbursement cuts and staffing shortages have resulted in a heightened focus on achieving the best patient outcomes more efficiently and cost effectively. Enlisting strategies to clinically transform care delivery through population health management can make the difference in sinking or surviving in the new value-based payment system.

Encompass Home Health and Hospice Inc., (Encompass) is doing more than just surviving. By applying a clinical transformation approach of effectively blending people, process and technology to better manage their population, the organization has made great strides in their organizational directive of providing “a better way to care.”

Client Challenge

Delivering the right care at the right time is essential in any population health approach. This early identification is especially vital in a value-based purchasing payment system, in which Encompass has already begun to participate in six states.

Three specific challenges exist for Encompass in managing their home health population:

- Identifying patients who need additional touchpoints to prevent rehospitalizations and improve outcomes
- Identifying patients who could benefit from hospice care
- Identifying discharged patients who could benefit from additional home health care

Client Challenge (Continued)

The challenge does not end there. Once identified, a solution is needed to manage and monitor these specific subsets of patients. That is where Medalogix comes in. By leveraging Medalogix's predictive analytics and clinical workflows, Encompass is able to apply a clinical transformation approach to its guiding principle of "a better way to care."

Medalogix Solution

Medalogix is a healthcare technology company that analyzes home health clinical data to identify relative risk in a patient population. The resulting data insights are then presented to users in a format that facilitates appropriate interventions to better manage and coordinate care. Encompass is using all three products in the Medalogix suite to help meet this goal.

Medalogix Bridge

Bridge adds predictive insights and operational efficiency to dual home health and hospice providers' patient transfer process. The solution combines a patient risk ranking for mortality with a clinical workflow tool that facilitates communication between service lines - all to provide hospice beneficiaries a higher quality of life, at the end of life.

Bridge Results

Encompass has realized several significant benefits of the Bridge CCM program after implementing it in March 2015:

- **Growth of total hospice days:** Since the Bridge deployment, Encompass has experienced a growth of more than 74% in total hospice days over the course of 22 months.
- **Improved communication and coordination of care between home health and hospice:** Bridge has ultimately brought home health and hospice clinicians together for the betterment of patient care.
- **Improved patient experience:** Bridge helps facilitate discussion and ultimately a timely transition to a level of care in line with a patient's wishes.
- **Streamlined processes:** Encompass was able to achieve process efficiencies by leveraging the risk ranking, automated workflows and triggers available within the Bridge application. These workflows allowed Bridge facilitators to easily monitor and prioritize groups of patients according to risk, need for coordination with other team members or need for palliative or other appropriate programs.



"Not only have we realized operational efficiencies and hospice program growth with the use of Medalogix Bridge, we have just as importantly impacted the patient care we are providing, by ensuring that patients at the end of life are being appropriately cared for in a hospice environment. Advocating for our patients at the end of life is paramount to the Encompass edict to provide "a better way to care."

Jeanne Kalvaitis, Encompass vice president of clinical services

Medalogix Touch

Medalogix Touch enhances and automates a home health clinical team's touchpoints. The application's predictive risk rankings and automated calling features enable home health providers to better identify and manage their most at-risk patients and complete more fully-reimbursable episodes without transfers. The solution is especially helpful in helping manage BPCI and VBP populations.

Medalogix Solution (Continued)

Touch Results

Since beginning the Touch program, Encompass has enrolled more than 1,600 patients in automated calls. Significant results have been realized:

- Readmission reduction:
 - Encompass decreased the risk of avoidable inpatient readmissions by more than 50 percent for the CJR and BPCI programs.
 - For VBP states, the overall re-hospitalization rate for Touch patients dropped from 20.1% to 13.6%, yielding an absolute risk reduction of 6.5%; this reflects a 32% reduction in re-hospitalizations for patients on MLX Touch automated calls
- **Improved resource management and scalability:** The predictive logic within Touch identifies those patients at highest risk so that resources can be deployed to treat a specific subset of patients. Without a predictive model, Encompass would have to treat a much larger number of patients to achieve that same level of impact. In addition, they'd have to make all of those calls manually. The annual savings on using Touch to reach 25% of their population versus making manual calls to a random 47% of the population is over \$1M.
- **Improved patient satisfaction:** Medalogix Touch has enhanced Encompass' ability to communicate with patients and caregivers by engaging them with automated calls.

"We didn't have the analytics in place to help rank patients with higher needs, which limited our ability to measure and compare patient cohorts. With Touch, we know we're calling the right patients. Medalogix has helped us narrow our focus and improve our productivity."

-Janice Riggins RN, Encompass vice president of clinical transformation

Medalogix Nurture

Nurture adds predictive insights and operational efficiency to home health providers' post discharged-patient calling programs. The solution consists of a discharged-patient monitoring tool that facilitates contact with patients who may need your care again - all to ensure the patients who need you most continue to receive the care they require.

Nurture Results

In April of 2016, Encompass began using Nurture in nine home health branches. While they had an existing discharge calling program in place prior to Nurture, they've experienced significant improvements, like:

- **New admission generation:** In the first nine months of use, Nurture has facilitated more than 5,000 patient contacts, resulting in identification of 276 patients in need of home care.
- **Earlier identification of customer service-related issues:** Post-discharge calls give patients the opportunity to discuss their level of satisfaction with the care provided by Encompass. It also presents the opportunity to clarify or intervene on any issues that were unresolved prior to discharge, before the patient has been presented with a satisfaction survey.
- **Assurance that the right patients are being called at the right time:** Since the Nurture risk stratification groups patients according to their potential to need additional care, Encompass was able to quickly act on those patients at highest risk post-discharge while waiting longer to call all others. This has allowed for better resource management and earlier identification of those most in need.
- **Ease of managing and tracking calls:** Because Nurture has a built-in scheduling and follow up system, Encompass can easily manage which patients have already been called, which of those need additional calls and which need referral to home health or other levels of care.

"Nurture has helped us become more efficient by narrowing our focus on high risk patients who may benefit from touchpoints after discharge. Patient care does not stop once discharge has occurred. By quickly identifying patients through the Nurture risk stratification, we are able to intervene at different milestones to mitigate avoidable emergent care situations and provide the right care at the right time."

-Janice Riggins RN, Encompass vice president of clinical transformation

Conclusion

Both large and small organizations struggle with determining what care is needed and when to deliver it. There are vast amounts of data available in EMRs that can give insights into individual patient care, but utilizing that data to apply population health approaches is limited.

Predictive analytics can provide previously-unknown insights into an entire patient population—namely patterns in the data that can be used to act upon subsets of patients deemed at risk for specific outcomes. Predictive analytics offers not just a smarter way to manage your population, it also allows you to better manage your resources so that you can be sure your clinicians are treating the right patients at the right time.

About Medalogix

Medalogix is a Nashville-based healthcare technology company that provides analytics and clinical workflows to home health providers so they can improve care and reduce costs. Founded in 2012 by former home health agency owner Dan Hogan, Medalogix has been recognized by Harvard University, HIMSS and Fierce Healthcare IT as an innovative solution that's improving America's Healthcare system.

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