

ZeOmega's Jiva Helps MDwise Reduce Length of Stays, Readmissions by More Than 60%

Background

MDwise, Inc. is Indiana's largest not for profit health plan. It was founded in 1994 by the Health and Hospital Corporation of Marion County and Indiana University Health to help vulnerable populations needing health coverage. MDwise contracts with the Indiana Office of Medicaid Policy and Planning to deliver the Hoosier Healthwise, Healthy Indiana Plan, and Indiana Care Select products. MDwise is Indiana's second largest marketplace health insurance plan. The organization maintains a large network of doctors, specialists, and hospitals throughout the state. Its membership of 330,000 is comprised primarily of low-income persons; many of whom are pregnant and/or participate in programs such as Temporary Assistance for Needy Families (TANF) and the Children's Health Insurance Program (CHIP). MDwise's disease and case management programs include some 18,000 members with serious chronic conditions.

Challenges

Many MDwise members seek skilled nursing level of care through a statewide network of skilled nursing and support communities. These generally short-term, less-than-thirty-day stays often bring with them high risks for readmissions and emergency department visits. MDwise and the network of communities joined forces to remedy the situation.

"When we noticed the trend, we got together to ask how we could improve the transition of care, make it work better for our members, and decrease readmissions," said Dr. Caroline Carney, MDwise's chief medical officer.

MDwise and the network devised a plan to enhance concurrent review, case management, and care transition programs that optimizes average length of stay, and prevents readmission, respectively.

Solution

To help achieve the program's various objectives, MDwise relied heavily upon its existing technical platform, Jiva™, ZeOmega's population healthcare management solution. Jiva's open source architecture and advanced collaboration capabilities allowed MDwise to connect with six of the network's communities across the state. It gave users on both ends a mutual 360-degree of patients and their health records. Having access to more complete information, and the ability to communicate in real-time, has facilitated more informed decision making, streamlined the care process, and made a critical difference for both organizations.



66%
Reduced
readmissions

61%
Length of stay
reduction

\$6.5
Million in
annual savings

MDwise and Skilled Nursing/Support Facilities Case Study – CONTINUED

“We now have one continuous plan of care, on one single platform,” said Dr. Carney. “It brings care management and pharmacy data into the SNF before patients arrive, which has been a key factor in helping us make significant progress on our goals.”

With its innovative design that enables healthcare organizations to manage the overall health of their populations, yet still be able to personalize healthcare for each individual patient, Jiva is perfectly suited for post-acute care scenarios, such as SNFs seeking to reduce readmissions and the duration of acute care admissions. It offers the bi-directional communication that stakeholders like MDwise and the network need to better collaborate on patient-centered care plans and ensure seamless transitions between various service points.

Results

Since deploying Jiva to manage its readmissions reduction program, MDwise and the network of skilled nursing and support communities have seen excellent results.

Through Jiva, the network works with MDwise to discharge members within their benefit limitations, instead of “flipping” them to traditional Medicaid programs. The network now notifies MDwise when mutual patients are admitted and discharged, enabling MDwise’s case and disease management staff to follow up with them. In addition, case and disease management staff can now furnish the network with up to four months of patient pharmacy data upon notification of an admission. Hospitals involved in the process have less work to do in identifying SNFs for patients since the network is willing to accept them. Overall, the positive experience with MDwise has led the network to begin accepting members from MDwise’s other lines of business as well.

In terms of measurable outcomes, the initiative has generated a 61 percent length of stay reduction, which, using the state of Indiana’s daily average cost of stay from 2010, could translate to \$6.5 million in annual savings. Additionally, readmissions have also been reduced by 66 percent.

“The combination of a motivated and engage staff utilizing the user friendly Jiva tool has generated real results for us in other aspects of our business. We knew we could rely on it as the tool to make this program successful,” said Dr. Carney. “We’re incredibly pleased by what it has enabled us to achieve.”

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Improving population health one person at a time.

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