



Partnering with Great Lakes Integrated Network to Launch Best-in-Class Care Management Model

Background

Our client functions as a physician-governed and health system owned clinically integrated network (CIN) and independent physician association (IPA) in Buffalo, New York. Aligned in its commitment to enable network providers for success in value-based payment (VBP) contracts, the IPA has taken a strategic collaboration approach and established a pioneering care management model/program. At the one-year mark, the care management (CM) team has incorporated robust data analytics, enhanced provider engagement strategies, and implemented evidence-based CM programs to enhance quality performance, reduce total cost of care, and optimize revenue.

The CM initiative is a first in the organization's history, a remarkable achievement for which GLIN's leadership, including Dr. Paul Shields, collaborated closely with COPE Health Solutions to create a team dedicated to delivering exceptional patient care. Partnering with COPE Health Solutions was instrumental in establishing and guiding the CM team, which provides comprehensive services tailored to patients with chronic illnesses, supporting their health management and overall well-being. By delving into the intricacies of patients' health dynamics, including social factors, the CM team empowers patients to self-manage symptoms with the goal of reducing hospitalizations and optimizing their health outcomes.

Challenge

As GLIN moved to increase its participation both in the number and levels of risk in VBP arrangements, a robust Care Management Program became a vital lever for managing its membership to improve members' quality of care while reducing overall costs.

- Our client needed to quickly understand the utilization patterns of its members in order to provide high quality care based on member needs.
- COPE Health Solutions identified the need and implemented a care model, care management program and team to help GLIN improve patient outcomes by providing holistic, coordinated, and patient-centered care.

Approach

GLIN and COPE Health Solutions collaborated to develop a dynamic care management program including best practice assessments, data-driven reporting, provider communication and engagement, ACO REACH management, care management workflows, and patient engagement strategies.

GLIN's Care Management team has achieved remarkable growth and impact during its inaugural year, with Transitions of Care and Complex Care Management programs currently operating and three care management pods comprising of registered nurses (RNs), care managers, social workers, and care coordinators in place. The team's dedication to delivering high-quality care is further evidenced by its plans to expand by introducing an additional pod in early 2024.

Outcomes

This table shows the impact for those patients enrolled with a minimum of 10 days in a program post a 3-month period:

ASSIGNED PROGRAM	TRANSITIONS OF CARE	COMPLEX CARE MGMT	OVERALL
MEMBERS	234	81	315
READMITS	-52%	33%	-46%
ER VISITS	-48%	-49%	-48%
ADMITS	-69%	-42%	-66%
TOTAL PAID	-73%	-65%	-72%
CLAIMS 5K+	-87%	-60%	-84%

“The journey of GLIN's Care Management team over the past year stands as a testament to the power of transformative healthcare. The tireless efforts of our team, coupled with visionary collaborations, exemplify our dedication to crafting a future where health and compassion intertwine seamlessly.”



Paul Shields, DO
Chief Medical Officer & Chief Executive Officer
Great Lakes Integrated Network (GLIN)



To learn more about how we can help you with Care Management, please contact info@copehealthsolutions.com or call 213-259-0245.