



# Patient Navigation



**Project Objective:** JPS, in partnership with MedStar, navigates patients accessing emergency services for low acuity needs, and patients at-risk for preventable readmissions, to more appropriate settings for their healthcare. The program provides education to enrolled patients on how to best utilize the healthcare system, provides home evaluations to enable safe environments, and assists in chronic disease management - all from the convenience of their home.

## Program Overviews

### 911 Nurse Triage

- Intervention of low acuity 911 calls to direct care to right setting in the right timing

### CHF In-Home Management

- 30 day program to assist CHF patients post discharge with accessing appropriate care

### High Utilization Group (HUG)

- 90 day program to train high ED utilizer patients how to access care in the appropriate settings

## Key Facts @ JPS

- Patients with 4 or more visits to the ED or inpatient have 54% inappropriate utilization of the emergency department\*
- Patients with a primary diagnosis of congestive heart failure (CHF) have one of the highest readmission rates @ 22%

\*Per the NYU Algorithm

## Patient Experience Score & Comment:

	HUG	CHF
Medic Listened?	4.98	4.86
Time to answer your questions?	4.96	4.86
Overall amount of time spent with you?	4.98	4.86
Explain things in a way you could understand?	4.98	4.92
Instructions regarding medication/follow-up care?	4.98	4.82
Thoroughness of the examination?	4.96	4.84
Advice to stay healthy?	4.96	4.92
Quality of the medical care/evaluation?	4.98	4.85
Level of Compassion	4.98	4.85
Overall satisfaction	4.92	4.85
<b>Recommend the service to others?</b>	<b>97.8%</b>	<b>100.0%</b>

"I love y'all" "wonderful" "Y'all 2 have been really big help and great with patience with me and even though I'm a hard headed lil ol lady." "perfect for me!"

## Patient Highlight

Meet Angela, she is a HUG graduate who accessed primary care through the ED for her uncontrolled asthma. When asked what she thought the most important message about the program is, she said **"It works! Keep it going!!"**



## Utilization...

- 90-days Prior to enrollment:
- 4 ED visits and 1 admission
- Since enrollment:
- No ED Visits or Admissions

**Expenditure Savings: \$14,400**

## 911 Nurse Triage Results:

911 calls directed to alternate treatment 518  
 % of calls redirected from ED 33%

**Expenditure Savings: \$762,412**

## Readmission Results:

For 51 graduated patients at 100% risk for readmission  
 16 readmissions = 34.1 % readmissions

**Expenditure Savings: \$367,500**

## High Utilization Group (HUG) Results:

For 95 graduated patients  
 Reduction of 596 ED visits (46% reduction)  
 Reduction of 115 admissions (40% reduction)

**Expenditure Savings: \$1.8 million**

## Total DY 3 Project Expenditure Savings:

**\$2.9 million**

Coming in FY 16

- 2,175 patients to be served through MedStar Patient Navigation program interventions
- **NEW!** Readmission Program – assist those at most risk of readmission with support for 30 days in the home setting
- HUG Group results