

MEDICAL DIRECTOR'S CORNER

Outpatient Follow-up After ED Visit

by Nadine Srouji, MD, FACP
Medical Director, UPMC Central Pa. Medical Group
Medical Director, Concert, Clinically Integrated Network

Key Takeaway: Reconnecting patients to their outpatient care team after being in the Emergency Department (ED) leads to a lower rate of ED visits within 30 days and is an important element of high-value care

Follow-Up after ED Visit for Patients with Multiple Chronic Conditions is a HEDIS measure that CMS has introduced, reflecting recognition of the value of reconnecting patients to outpatient care after being in the Emergency Department (ED). The U.S. Department of Health and Human Services notes that Medicare beneficiaries with multiple chronic conditions are at risk after ED visits for continued decline in their health, citing studies that show increased rates of return to the ED, admission to the hospital, or death, especially within the first three months after the ED visit.¹

This measure looks at Medicare members who are 18 years or older with two or more chronic conditions diagnosed prior to the ED visit who had an emergency department (ED) visit to see if the patient had a follow-up service the day of or within 7 days of their ED visit. The eligible chronic conditions include: COPD/asthma/unspecified bronchitis, dementia/frontotemporal dementia, chronic kidney disease, major depression/dysthymic disorder, chronic heart failure/heart failure diagnosis, myocardial infarction, atrial fibrillation, stroke/TIA.

Concert's rate for this measure when profiled last year for Aetna and UPMC was 58.6% and 63.7%, respectively. If our performance were the same this year, this would reach 3-star level out of 5 stars.

The linked study showed that the ED re-visit rate in Medicare patients is significant. One in five patients of the attached study patients returned to the ED within 30 days and one in three returned within 90 days. Their results demonstrated that when patients had a primary care or specialist follow-up within 10-12 days, they had a lower rate of repeat ED visits within 30 days. Interestingly, they did not find that this effect lasted beyond the initial thirty days. More work needs to be done to identify how to optimally manage patients with chronic diseases after ED utilization. Timely follow-up with their outpatient provider is an important element of high-value care.

1. Aminzadeh, F., and W.B. Dalziel. 2002. "Older adults in the emergency department: a systematic review of patterns of use, adverse outcomes, and effectiveness of interventions." *Annals of Emergency Medicine* 39(3), 238–47.

MEMBERSHIP MEETING RECAP

Thank you to all who were able to attend our annual membership meeting on March 22. We appreciate your participation and support. It was great to see you! To recap the following Concert updates were covered:

New and Noteworthy

Jason Marx, MD, UPMC Medical Group's New President

With more than 20 years of progressive clinical and operational leadership at the University of Maryland Medical System

(UMMS) and St. Joseph Medical Center, Dr. Marx brings a wealth of expertise to this role. He most recently served as senior vice president of physician integration and value-based care, and chief of the UMMS critical care COVID-19 operations. In addition, Dr. Marx served as the inaugural chair of the UMMS physician network management committee.

Dr. Marx received his medical degree from Georgetown University School of Medicine. He completed his residency at Stanford University Medical Center, and a post-doctoral fellowship in critical care, pulmonary, and sleep medicine at Johns Hopkins University School of Medicine. He also holds an MBA from Loyola University.



We are very pleased to welcome Dr. Marx to central Pa., the medical group, and the Concert board.

Robert Nielsen, MD, former president, retired on March 31, 2022. We are excited for Dr. Nielsen as he moves on to this new chapter of his life, but he will be deeply missed as a colleague, friend, and major contributor to the health and well-being of our region.

New Practices

We were pleased to welcome the following practices to Concert in 2021:

- Azizkhan Internal Medicine – PCP (new 2021)
- Internists of Central PA – PCP (new 2021)
- Partners in Women’s Healthcare (new 2021)

In 2022, Concert is excited to welcome **Pennsylvania GI Consultants**. PA GI’s highly qualified, board-certified gastroenterologists provide patient-centered care for the treatment of digestive and liver diseases. The skilled physicians at PA GI treat patients with all types of digestive disorders and the practice offers an adjoining endoscopy center.

CONCERT — TWO YEARS IN REVIEW

Scott Owens, MD, Chairman of Concert Board of Directors, and Matt Vogel, President of Concert, reviewed Concert’s progress and significant achievements over our first two years of operations 2020-2021. Below are highlights:

Establishing Pay-for-Value Arrangements with Payors

- Established seven programs with three payors covering 80,000 people
- Achieved \$10 million in pay-for-value revenue — distributing over \$8 million to members
 - \$6.9 million to PCPs and \$1.1 million to specialists

Engaging Community Physicians

- 1,000 physician members including 200 independent physicians from 16 practices
- Added seven independent practices, 36 physicians in past two years

Clinical Integration

- Launched Care Management — 18 Care Managers working with over 3,000 patients
- Quality Committee established a QI plan with measures, monitoring, and reporting
- Established a Preferred Network of high-quality providers (attached)

Pay-for-Performance Results

- Aetna — 4.8 Stars out of 5, top performance for avoided hospitalizations and readmissions, medication adherence, chronic, and well visits, while beating cost targets
- Capital BlueCross — 4 Stars out of 5, beat cost targets, ranked second out of eight largest entities for cost and quality
- UPMC Health Plan — improved year over year on 12 of 15 measures

Data and Information — Healthy Planet

- Healthy Planet Care Management platform launched in 2020
- Integrated two years of payor claims data for 80,000 patients 400,000 claim records

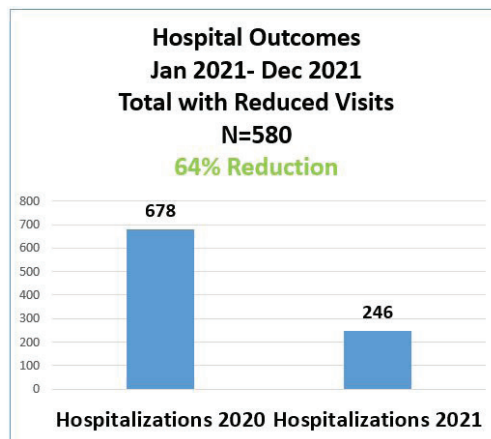
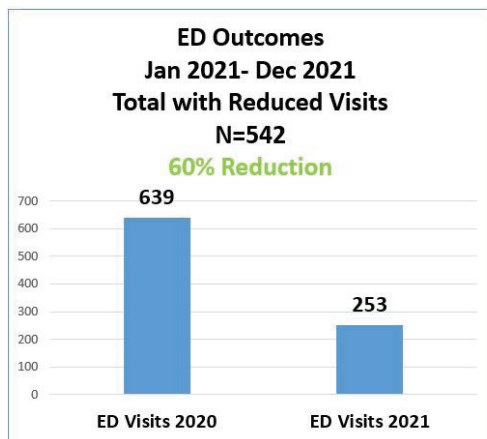
Insurance Products

- Established tiered and narrow network insurance products with three payors — four products — total membership over 8,000!
 - Aetna — Medicare Advantage, commercial and PEBTF HMO
 - Capital — Commercial and Exchange
 - UPMC — Commercial

Care Coordination and 2022 Quality Plan

Nadine Srouji, MD, FACP, Medical Director, Concert, Clinically Integrated Network reviewed the care coordination program and 2022 quality program.

The care coordination program is a nurse and social worker resource to assist physicians with their most challenging, sickest, high-risk patients. The 18 nurse, 3 social worker unit has worked with nearly 15,000 patients, 30,000 contacts of which hundreds have been in-person — achieving a 74% patient engagement rates. For some of our highest risk high ED and hospitalized utilizers — ED utilization was reduced by 60% and hospitalizations were reduced 64%.



Please consider referring your patients into this proven high value program.

The 2022 Quality Plan will continue to focus on HEDIS/Stars quality measures along with transition of care, risk coding, and surgical optimization clinic utilization. Utilization metrics include inpatient and ED utilization, Concert Preferred Provider Network utilization and the total cost of care.

We are incredibly grateful to you for working so diligently to achieve these results and improve healthcare for patients across central Pa.



IMPORTANT INFORMATION

Updated Preferred Network and Contact List

An updated Preferred Network List is included with this newsletter. It includes the contact information **to make a referral for care management or social work:**

Contact Debra Burger, RN, Care Manager

Phone: 717-221-6221

Email: burgerda@upmc.edu

NEXT CONCERT MEMBERSHIP MEETING

Our next membership meeting will be virtual, May 24, 2022 from noon to 1 p.m. Dr. Nadine Srouji will review the 2022 quality plan along with the 2022 pay-for-value programs and measures. A meeting invitation will be emailed with the meeting link.