How 12 People Saved $12 Million – Pop Health Made Easy

Tom Boosinger, CEO and Founder,
Synaptic AP

1. Knowledge is Key
2. Data has a shelf life
3. Make the right thing easy to do

Simplicity is our friend

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- **Work began in 2009**
- **Was led by Sebastian Thrun, the former director of Stanford’s Artificial Intelligence Lab**
- **Has around 200 people working on it**
- **Each car has approximately $150,000 worth of equipment including a $70,000 Lidar**

Fun Fact - Last week, one ran into a bus…

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- **Is led by George Hotz**
- **Work began in late 2015**
- **Has approximately 1 person working on it**
- **It has $20,000 worth of equipment including components from Amazon and auto-supply shops**
- **The prototype is in use and on the road in California right now**

He chose simple, and it's working

Another group that chose simple…

RELIANCE
QUALITY HEALTH CARE

SYNAPSE

Back Story

- Gathered demographic information and claims data
- Care management now, but results later?!?
- An unacceptable feedback loop – had to go faster
- Knew if they could reduce hospitalizations, they'd make a difference

Simple Approach

1. When Joe sets foot in or out of a hospital in MI, Reliance knows instantly
2. Reliance calls Joe
3. Reliance schedules Joe’s appointment and shares the information with his PCP
4. Joe goes to his appointment
5. Reliance follows up to make sure Joe is on a good path

The Challenge

Make claims data actionable

Listen to HIE's for ADTs Notification s/Messages

Find the right data and notify CC's

SYNAPSE connected directly to the ADT feed from MiHIN

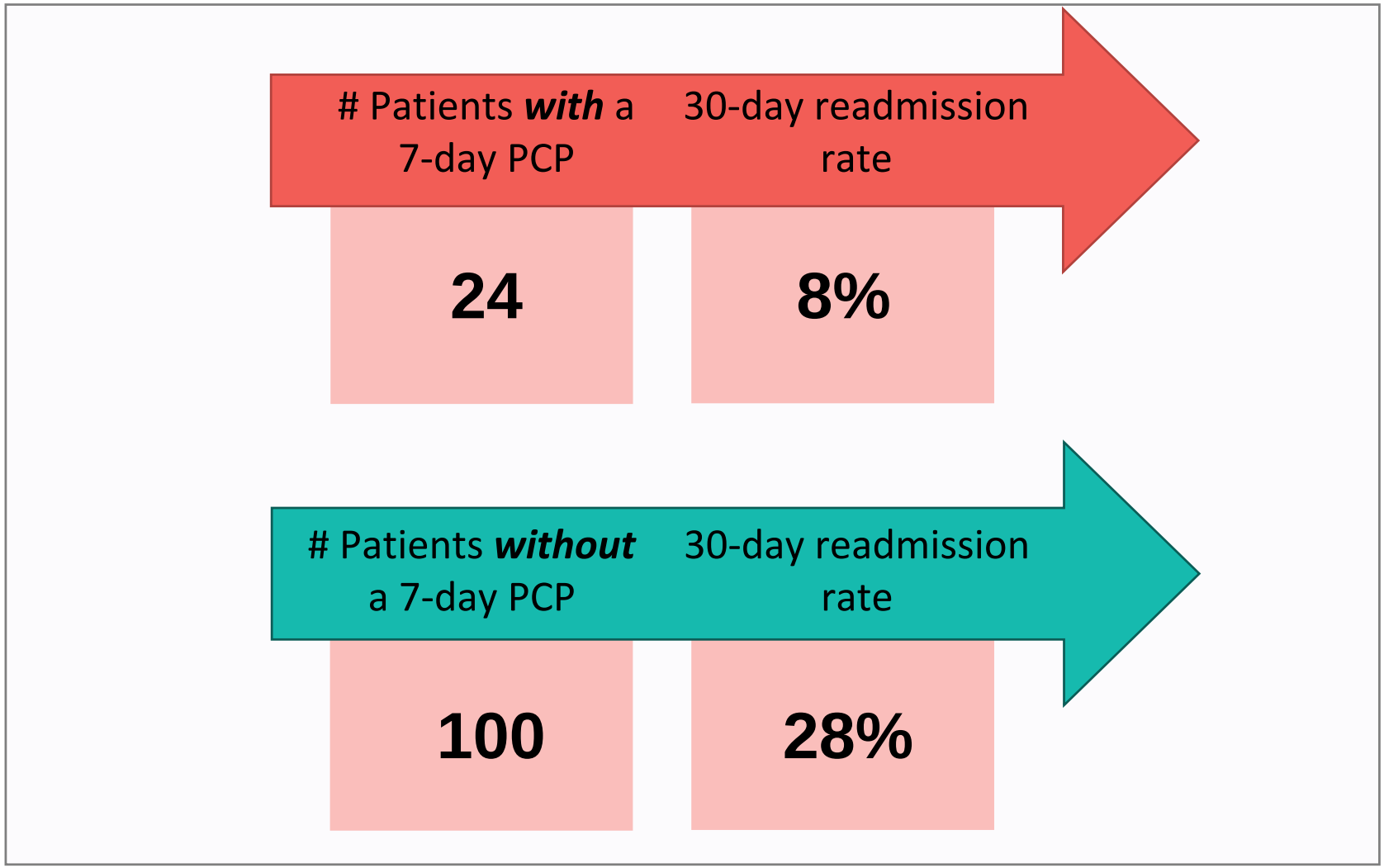
Call within 24 hrs

Confirm PCP visit is scheduled

Ensure visit is completed

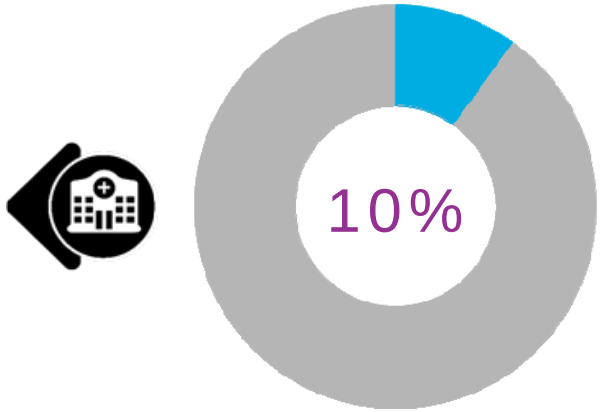
The Practice

This isn't novel - the Camden Coalition’s published 7 day pledge

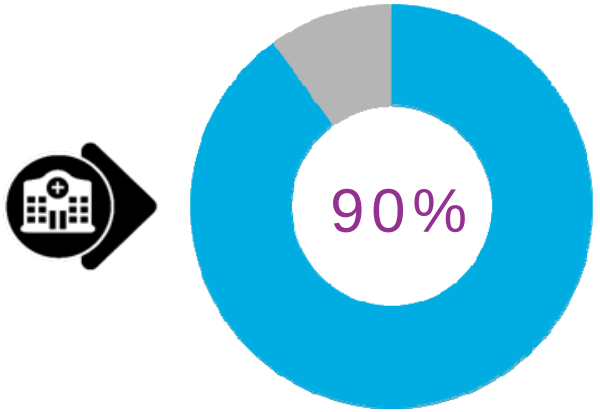

Patients *with* a 7-day PCP
30-day readmission rate
24
8%
Patients *without* a 7-day PCP
30-day readmission rate
100
28%

Reliance ACO #2
nationwide among
new ACOs with
$12M
in savings with Synapse

The Results – ER visit awareness



10% Before Synapse



90% With Synapse

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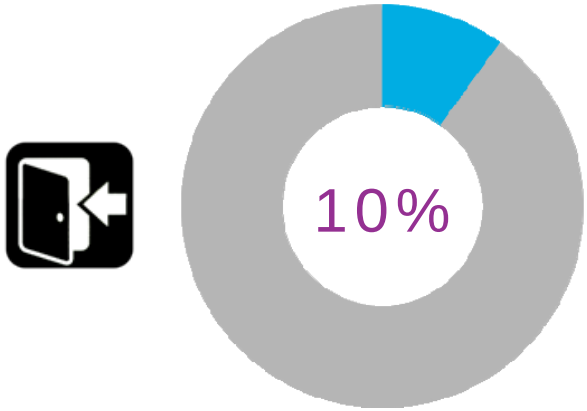
The Results – % of Managed Discharges



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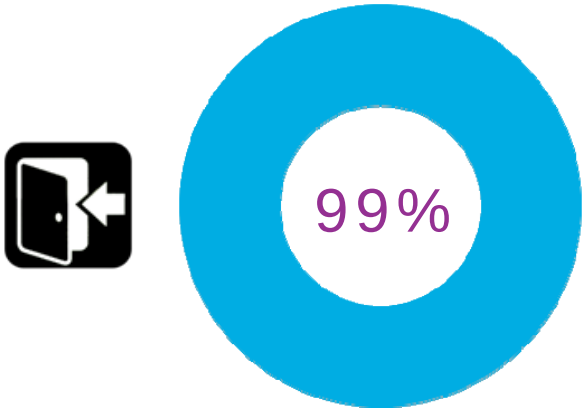
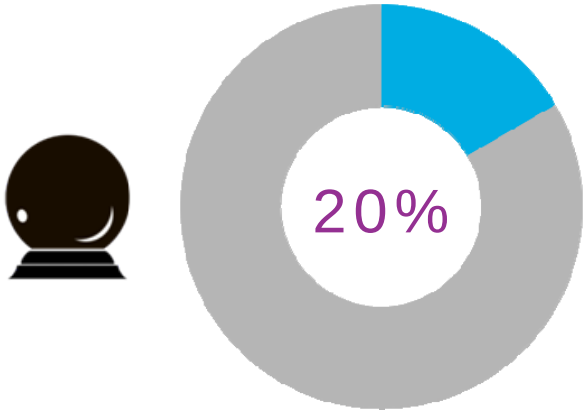
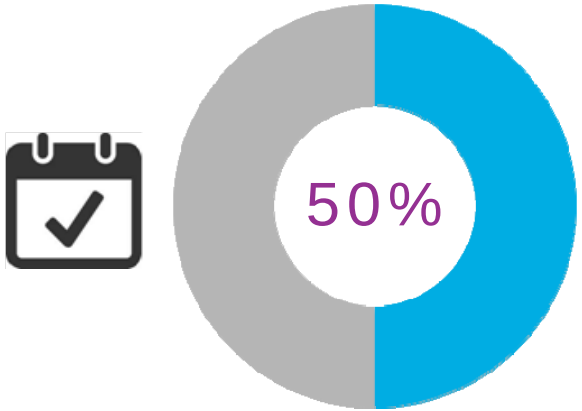


99% With Synapse

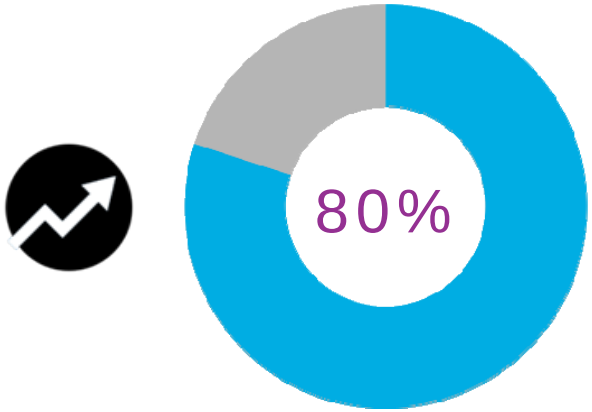
The results – % of patients with PCP within 1 week



20% Initial Average PCP Intervention



50% Reliance ACO At Synapse Launch



80% Reliance ACO Today

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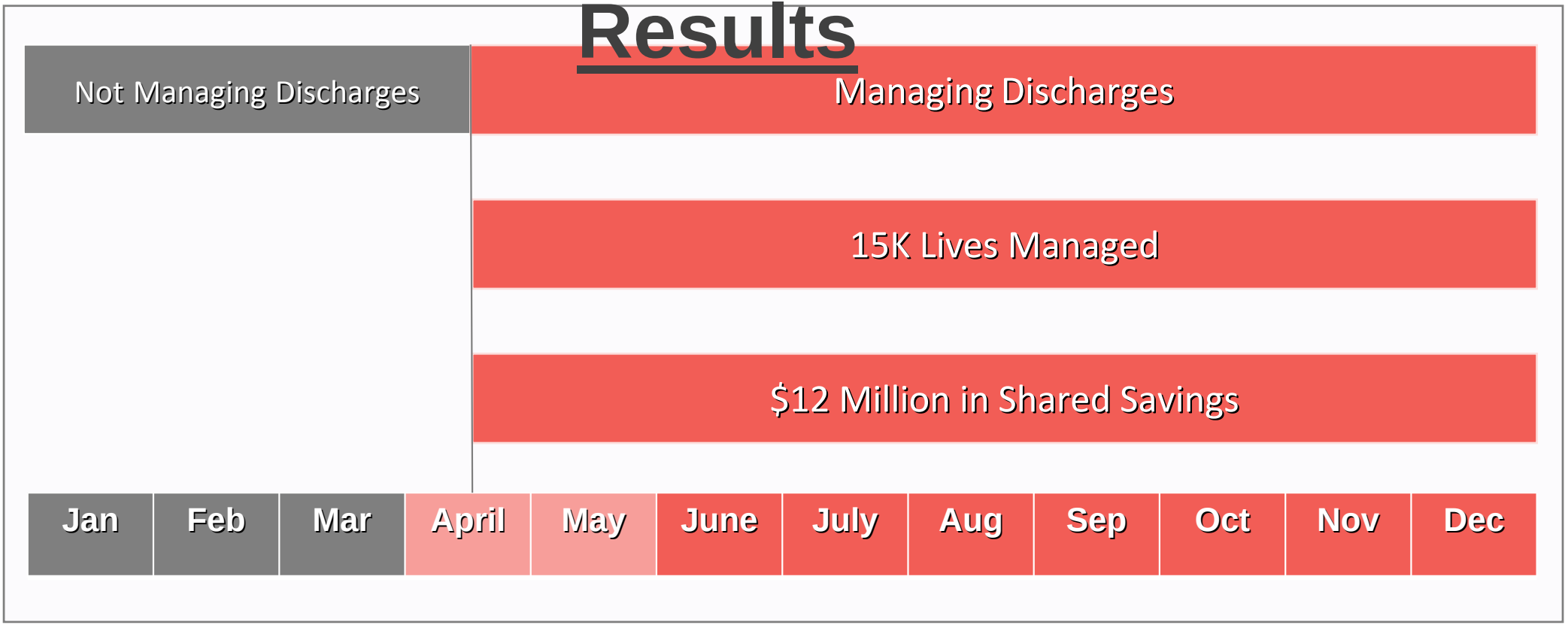
Now, That Is Neat!

Now when Reliance is notified someone registers in the ER and an ACO physician is available at that hospital to engage with the member, they were able to redirect preventable readmissions.

2014 Results



2015 Snapshot

30K Lives

12 Months Managed Care

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Distilling the Data

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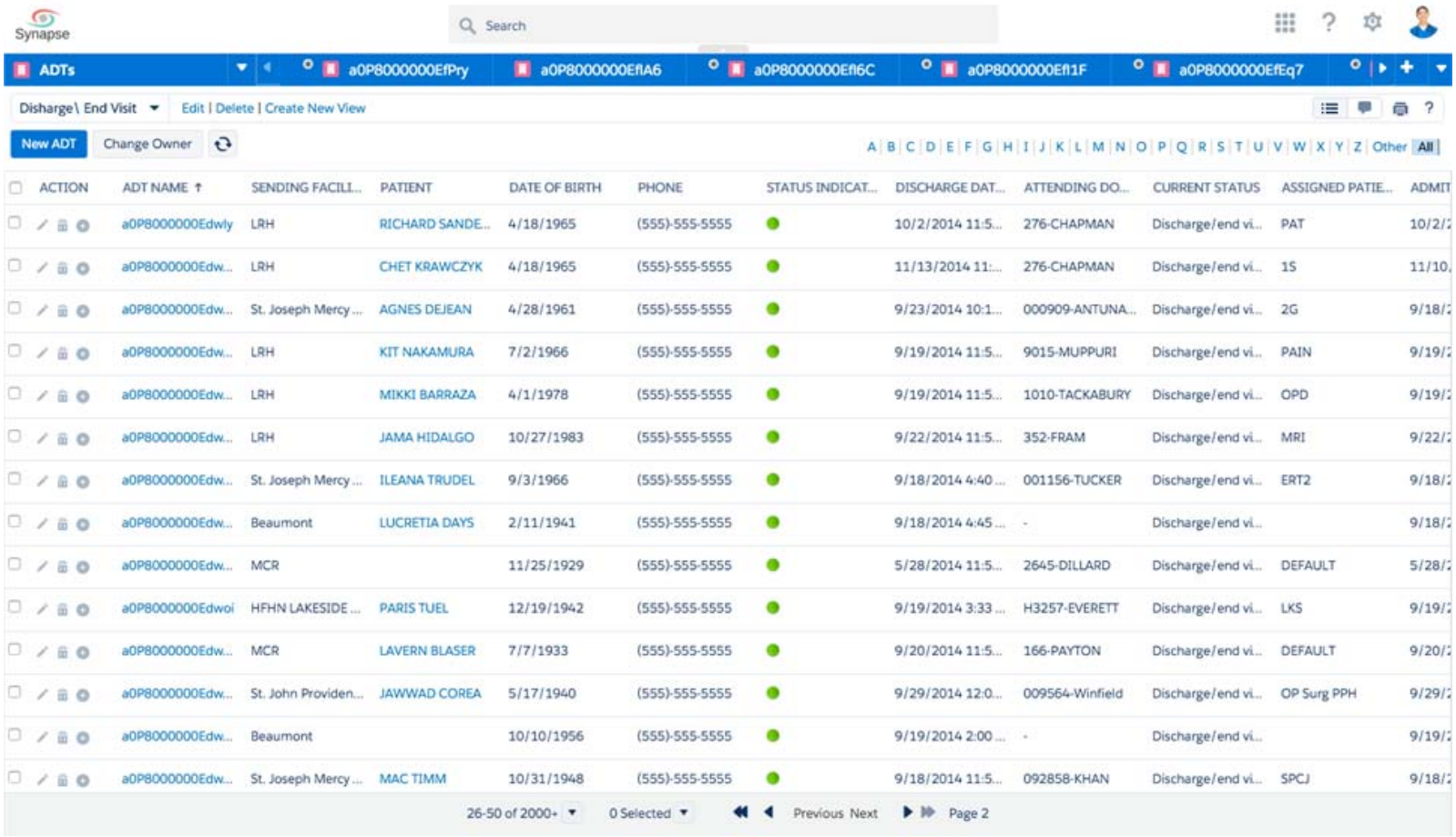
ADT Queue


Synapse
Search
ADTs
a0P8000000EfPry
a0P8000000EflA6
a0P8000000Efl6C
a0P8000000Efl1F
a0P8000000EfEq7
Disharge\ End Visit
Edit | Delete | Create New View
New ADT
Change Owner
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All
ACTION
ADT NAME
SENDING FACILI...
PATIENT
DATE OF BIRTH
PHONE
STATUS INDICAT...
DISCHARGE DAT...
ATTENDING DO...
CURRENT STATUS
ASSIGNED PATIE...
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a0P8000000Edwly LRH RICHARD SANDE... 4/18/1965 (555)-555-5555 10/2/2014 11:5... 276-CHAPMAN Discharge/end vi... PAT 10/2/
a0P8000000Edw... LRH CHET KRAWCZYK 4/18/1965 (555)-555-5555 11/13/2014 11:... 276-CHAPMAN Discharge/end vi... 1S 11/10/
a0P8000000Edw... St. Joseph Mercy ... AGNES DEJEAN 4/28/1961 (555)-555-5555 9/23/2014 10:1... 000909-ANTUNA... Discharge/end vi... 2G 9/18/
a0P8000000Edw... LRH KIT NAKAMURA 7/2/1966 (555)-555-5555 9/19/2014 11:5... 9015-MUPPURI Discharge/end vi... PAIN 9/19/
a0P8000000Edw... LRH MIKKI BARRAZA 4/1/1978 (555)-555-5555 9/19/2014 11:5... 1010-TACKABURY Discharge/end vi... OPD 9/19/
a0P8000000Edw... LRH JAMA HIDALGO 10/27/1983 (555)-555-5555 9/22/2014 11:5... 352-FRAM Discharge/end vi... MRI 9/22/
a0P8000000Edw... St. Joseph Mercy ... ILEANA TRUDEL 9/3/1966 (555)-555-5555 9/18/2014 4:40 ... 001156-TUCKER Discharge/end vi... ERT2 9/18/
a0P8000000Edw... Beaumont LUCRETIA DAYS 2/11/1941 (555)-555-5555 9/18/2014 4:45 ... - Discharge/end vi... 9/18/
a0P8000000Edw... MCR 11/25/1929 (555)-555-5555 5/28/2014 11:5... 2645-DILLARD Discharge/end vi... DEFAULT 5/28/
a0P8000000Edwoi HFHN LAKESIDE ... PARIS TUEL 12/19/1942 (555)-555-5555 9/19/2014 3:33 ... H3257-EVERETT Discharge/end vi... LKS 9/19/
a0P8000000Edw... MCR LAVERN BLASER 7/7/1933 (555)-555-5555 9/20/2014 11:5... 166-PAYTON Discharge/end vi... DEFAULT 9/20/
a0P8000000Edw... St. John Providen... JAWWAD COREA 5/17/1940 (555)-555-5555 9/29/2014 12:0... 009564-Winfield Discharge/end vi... OP Surg PPH 9/29/
a0P8000000Edw... Beaumont 10/10/1956 (555)-555-5555 9/19/2014 2:00 ... - Discharge/end vi... 9/19/
a0P8000000Edw... St. Joseph Mercy ... MAC TIMM 10/31/1948 (555)-555-5555 9/18/2014 11:5... 092858-KHAN Discharge/end vi... SPCJ 9/18/
26-50 of 2000+
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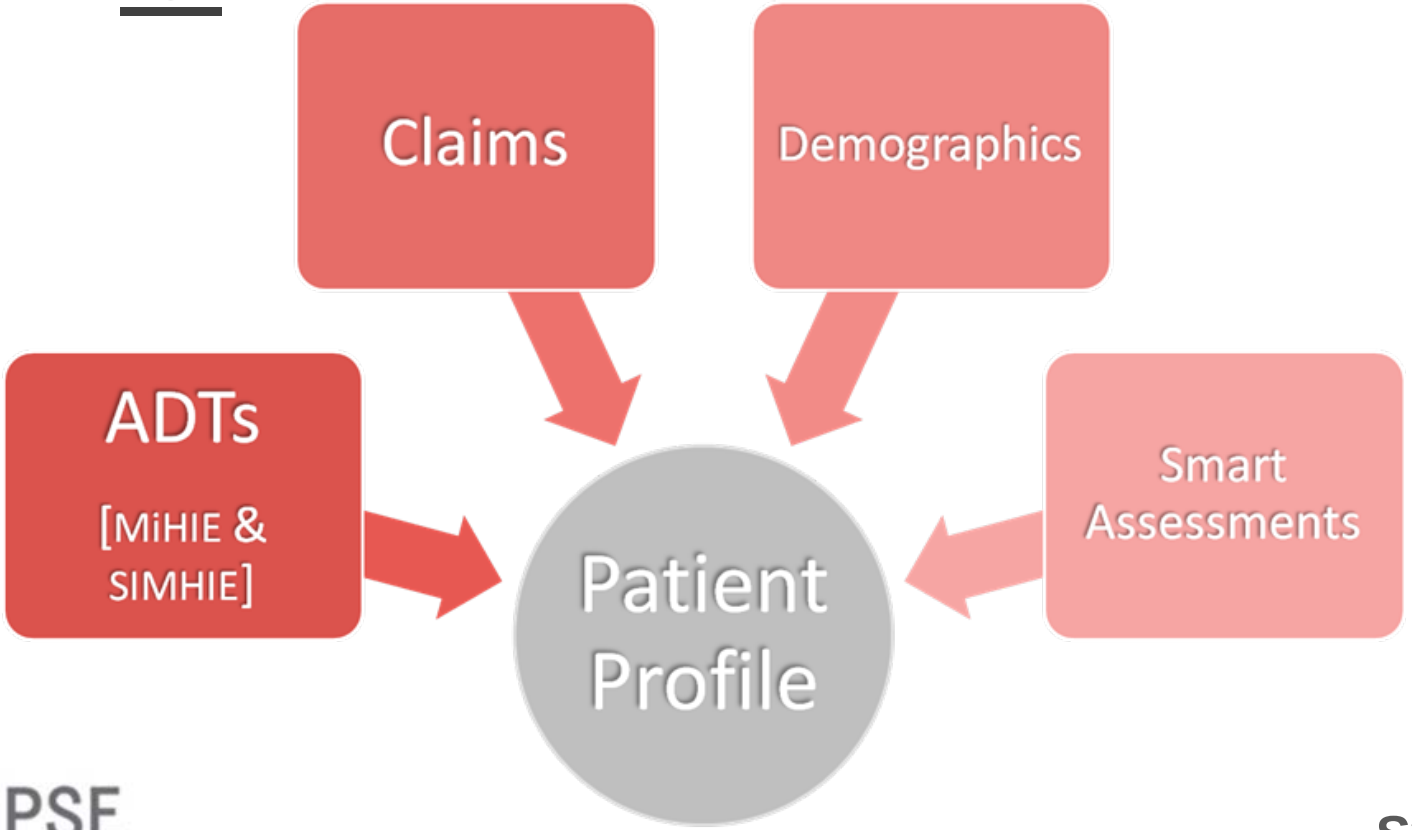
With Synapse Reliance was able to:



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Making the Right Thing Easy to Do

- Prioritized queues for coordinators
- A unified picture of the patient
- Integrated rules and workflows engine
- Scheduling and persistent follow up
- Learning and best practices management

Future Opportunities

- In-home and mobile engagement
- Enhanced connectivity
- Improved scheduling
- Smart devices

Come See Us!

Visit us at the Population Health Colloquium, Booth #5

E-mail: info@synapsephm.com

Visit www.synapsephm.com

Thank you

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info@synapsephm.com