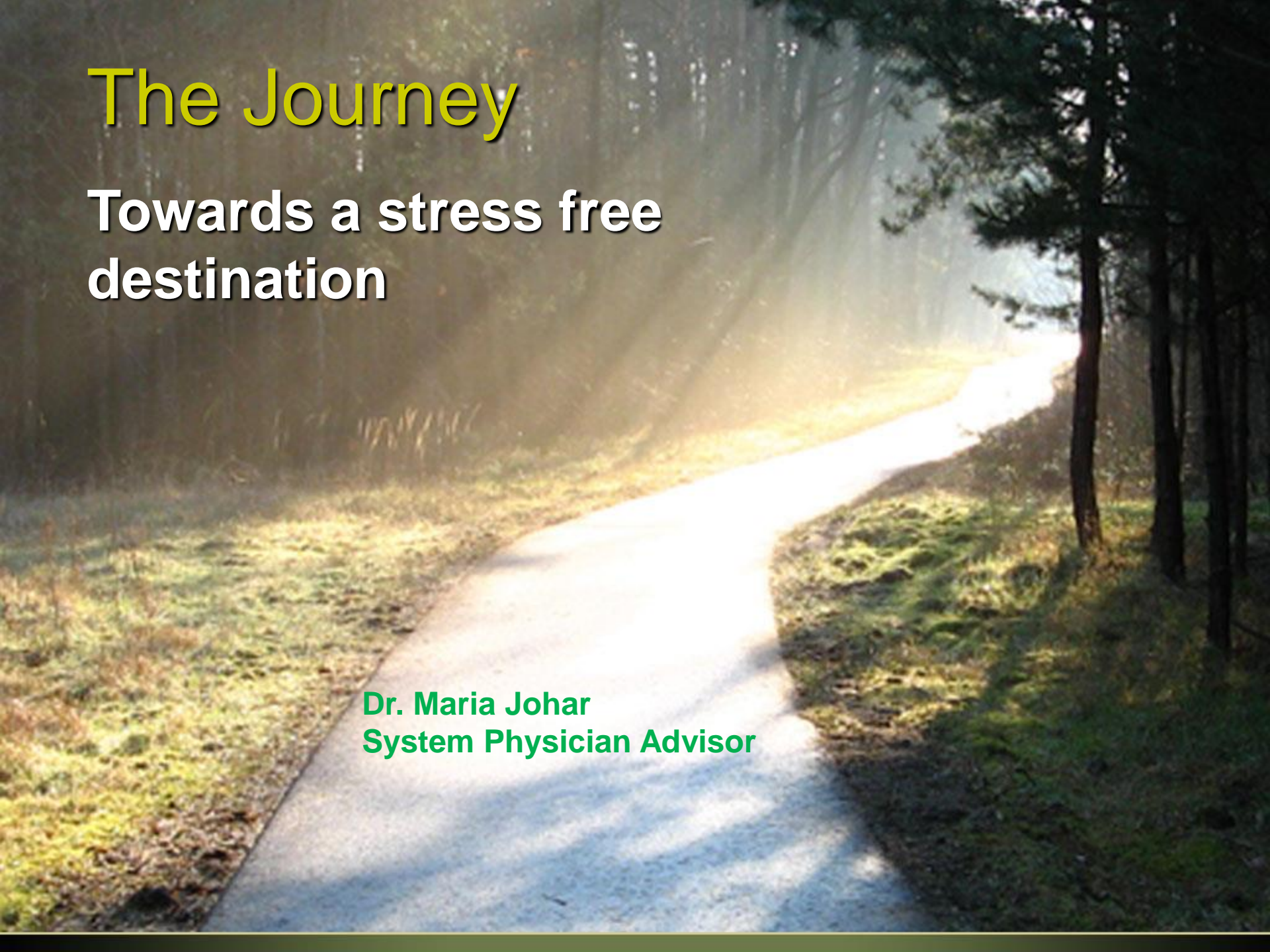


The Journey

**Towards a stress free
destination**

**Dr. Maria Johar
System Physician Advisor**



The Starting Point

- Provider

- Unhappy patients
- Complex
- Multiple
- Timely
- Stressful
- Difficult to negotiate

- Payor

- Unhappy patients
- Complex
- Multiple
- Timely
- Stressful
- Difficult to negotiate

First Stop : Patients First

Providers

- Find the right team
- Find the right measure
- Find the right tool

Payors

- Establish the right message
- Establish the correct escalation
- Establish the true impact

Partners

- Study your rates
 - Denial
 - LOS
 - Peer to Peers
 - Readmissions
 - Revenue lost
- Find the high %
- Sort by reason



Payor A

- High Volume
- Patient Satisfaction issues
- Denial rates
- LOS
- Cost
- Readmission



Payor A

- Found a great partner
 - Well informed Medical Director
 - Cooperative Director of Utilization Management
 - Engaged Director of Post Acute Care
 - Visionary Director for Pharmacy
 - Collaborative Vice President

Extremely Positive Results

- * Improved Patient Satisfaction
- * Improved Staff morale
- * Decreased LOS
- * Decreased Readmissions
- * Improved Prescription Compliance



Extremely Positive Results

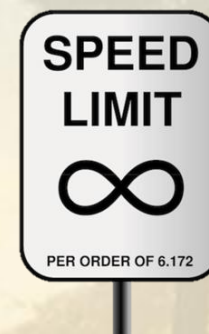
Clinical Utilization	Full Year Comparisons		
	2015 YE	2016 YE	2016 Target
IP Admits/k	196	140	177



M I L E S T O N E S



Pt movement to post acute care would be very slow average be 3 days , longer on weekends



Pt can be moved within **2 Hours** of referral, weekend and holidays are managed as well

M I L E S T O N E S



Escalation process established with all the right folks, so we have been able to work out

- Acute care issues
- Peer to Peer
- Transitions
- Coverage
- Post Acute care case management
- Coding
- Compliance

The Journey continues

Working on pharmacy compliance on

- 90 day scripts
- Diabetics
- COPD
- Hypertension

Readmissions

Chronic Care Management

Wellness visits

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COMPLAINTS
COMMENTS
COMPLIMENTS

