



**Memorial
Healthcare System**

UPDATE

**Health Intervention with Targeted
Services (HITS) Program**



July 2008

HITS Update

- Overview / Background
- Introduction- Nicole Bernard, Community Benefits Manager
- Short Infomercial-Tour After Meeting
- HITS Phase 1
- HITS Phase 2
- HITS Phase 3
- Longitudinal Studies

Introduction

Nicole Bernard, Community Benefits
Manager



Community

Today's Hospital Tour

- Tour Guides
 - Nicole Bernard, Community Benefits Manager
 - Theresa Garcia, Joe DiMaggio Children's Hospital Community Liaison
 - Carol Margolis, Community Relations Specialist, Cardiac and Vascular Institute, Cancer Institute
- Immediately following today's meeting.
- Approximately 45 minutes with 3 stops.

HITS Phase 1

- Based upon inpatient uncompensated care data.
- Working on 5th six-month project.
- Team includes an Eligibility Counselor and a Coordinator.
- Includes:
 - Monthly health fair.
 - Mobile Health Centers twice per week.
 - Monthly health education.
 - Door-to-door outreach.
- Requires strong community partnerships for activity locations and promotion.
- Strong emphasis upon chronic conditions.

HITS Phase 1 Outcomes (Project #5 Underway)

■ Demographics/Outreach

(11/1/06-7/15/08)

- 1,206 households
- 2,809 individuals
- 57.6% no insurance
- MHS Eligibility Outreach effort results
 - Qualified 184 for Medicaid
 - Qualified 319 for MHS Primary Care System
- Conclusion
 - Increased # with Medical Home
 - Maximized eligibility / revenues
 - Reduced impact of uncompensated care on MHS

■ Health Statistics

(11/1/06-6/30/08)

- 222 physicals performed
- Screened
 - 719 blood pressure
 - 713 cholesterol
 - 86 immunizations
 - 71 Accuchecks
 - 43 EKG
- Observations
 - 31% high blood pressure
 - 31% high cholesterol
- Conclusion
 - Increased health awareness
 - Increased access to services
 - Increased health status
 - Possible prevention of costly admission

HITS Phase 2

- Based upon inpatient preventative admission (PQI) data.
- Targets uninsured with chronic disease.
- Extensive follow up work on contact lists from hospitalization with phone calls and home visits.
- Team includes an Eligibility Counselor and a Disease Management Nurse.
- First team has been working 3 months.

HITS Phase 2 Outcomes

5/1/08-7/24/08

- 62 patients successfully contacted. (Includes 11 family members)
- 32 additional targeted patients could not be reached, 2 refused services and 1 passed away.
- 15 patients have been enrolled in Memorial Primary Care. None have qualified for Medicaid and 2 KidCare applications are pending.
- 11 patients have had or been scheduled for their first physician appointment.
- 25 have been enrolled in Disease Management.

Community

7/28/2008



HITS Phase 3

- Based upon emergency department data.
- Targets uninsured emergency room patients with diagnosis associated with chronic conditions.
- Extensive follow up work on contact lists from hospitalization with phone calls and home visits.
- Team includes an Eligibility Counselor and Coordinator.
- Team has been operational for 2 months.

HITS Phase 3 Outcomes

(6/3/08-7/23/08)

Community

- 108 patients targeted for outreach.
- 72 patients were reached by phone. 13 more patients reached through home visits and 18 through referral.
- 18 patients made appointments for home visits and 17 kept their appointments.
- 2 patients approved for Medicaid, 3 pending DCF determination.
- 17 patients approved for Memorial Primary Care, 15 pending determination.

Longitudinal Studies

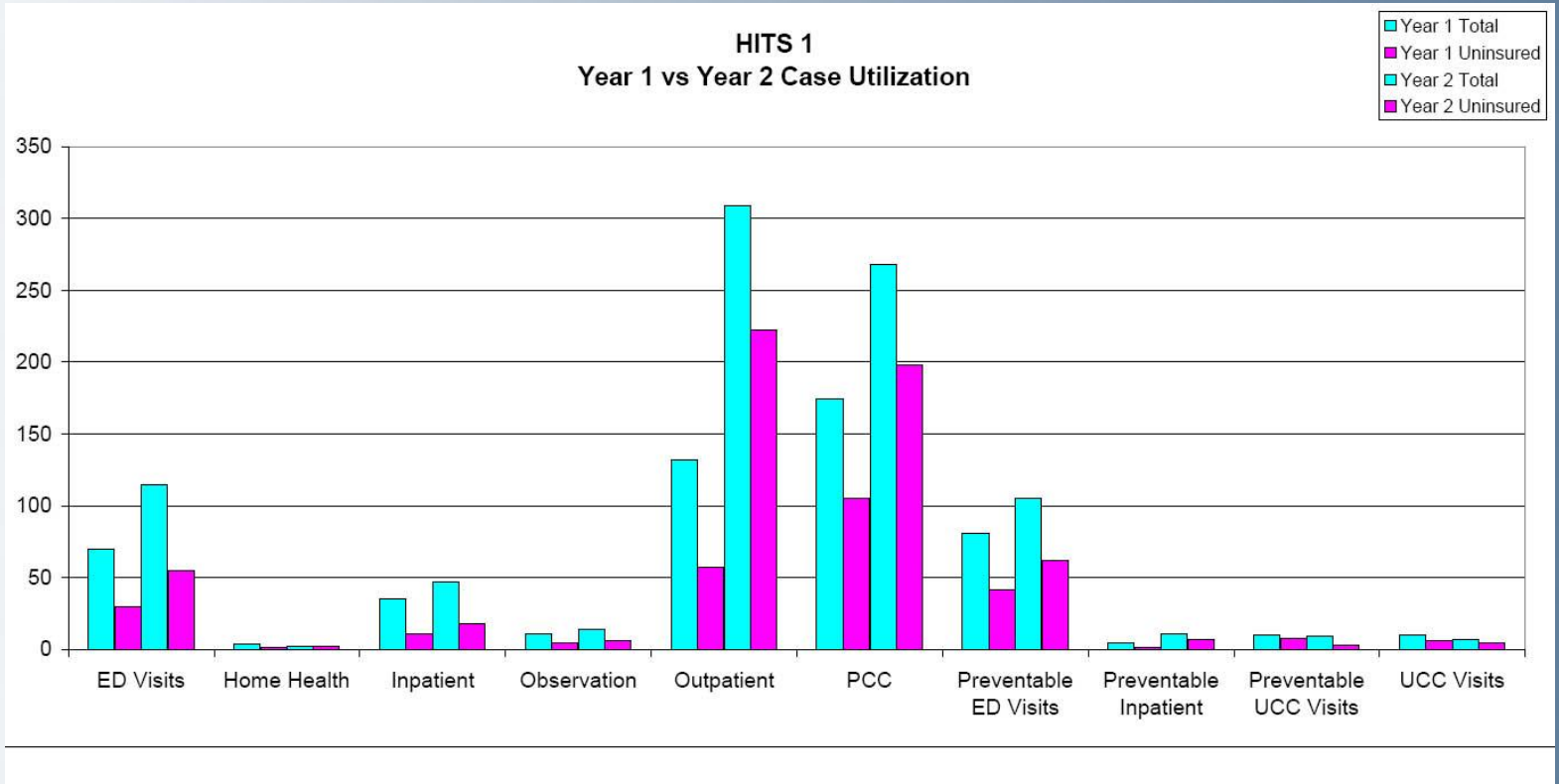
HITS 1

Project	Year	rpt pt type	Insured	Uninsured Active PCC	Uninsured Inactive PCC	Uninsured Non PCC	Total Cases	Total Uninsured
1	1	ED Visits	40	5	11	14	70	30
1	1	Home Health	3			1	4	1
1	1	Inpatient	24	3	3	5	35	11
1	1	Observation	6	2		3	11	5
1	1	Outpatient	75	44	8	5	132	57
1	1	PCC	69	91	10	4	174	105
1	1	Preventable ED Visits	39	14	15	13	81	42
1	1	Preventable Inpatient	4		1		5	1
1	1	Preventable UCC Visits	2	2	2	4	10	8
1	1	UCC Visits	4	3		3	10	6
1	2	ED Visits	60	28	15	12	115	55
1	2	Home Health		2			2	2
1	2	Inpatient	29	8	6	4	47	18
1	2	Observation	8	3	1	2	14	6
1	2	Outpatient	87	202	11	9	309	222
1	2	PCC	70	190	8		268	198
1	2	Preventable ED Visits	43	30	13	19	105	62
1	2	Preventable Inpatient	4	5	2		11	7
1	2	Preventable UCC Visits	6	1	1	1	9	3
1	2	UCC Visits	2	1	2	2	7	5
1	3	ED Visits	31	18	9	4	62	31
1	3	Home Health		2			2	2
1	3	Inpatient	17	3	6		26	9
1	3	Observation	5	8			13	8
1	3	Outpatient	61	109	2		172	111
1	3	PCC	16	124	2		142	126
1	3	Preventable ED Visits	39	19	16	7	81	42
1	3	Preventable Inpatient		1			1	1
1	3	Preventable UCC Visits		2			2	2
1	3	UCC Visits	1				1	0



Longitudinal Studies cont.

HITS 1
Year 1 vs Year 2 Case Utilization



Questions

