Mede/Analytics®

case study

Reduce hospitalizations among high-risk populations with predictive analytics

ConcertoCare lowers readmissions by 40%

ConcertoCare

summary

Since 2019, MedeAnalytics' Population Health, along with Johns Hopkins ACG® System, and ConcertoCare's proprietary population health platform, Patient3D®, have helped ConcertoCare evaluate patient data and monitor hospital admission and discharge rates. With these solutions, ConcertoCare can determine appropriate levels of intervention for patients.

Employees log in to Patient3D® daily, using it as a control center to monitor the panel to look for individuals who, for example, are in an inpatient setting or recently discharged.

The platform automates push notifications, via a work queue, to multidisciplinary team members for assigned action steps, such as performing a care transition or scheduling an annual wellness visit.

about

ConcertoCare:

▸ Is a leading risk-bearing provider of field-based complex care for vulnerable populations

▸ Delivers high-touch, individualized care

▸ Uses predictive analytics to identify high-risk and rising-risk patients for in-home care delivery

▸ Addresses the social determinants of health, including transportation, social isolation, cognitive impairment, behavioral health and palliative care

▸ Is headquartered in Aliso Viejo, CA

challenge

▸ Addressing vulnerable populations, who represented rising risk and higher costs

▸ Reducing hospitalizations for target groups required an out-of-the-box approach

▸ Implementing a robust analytics solution to segment population groups for effective treatment and management

goals

Gain the ability to:

▸ Determine "impactable" populations for interventions

▸ Aggregate clinical and financial data for patient stratification and cost analysis

▸ Obtain actionable insights into clinical quality and utilization associated with vulnerable patient populations

solution

ConcertoCare delivers home-based complex care for patients based on current or anticipated need. It provides a foundation to broaden partnership opportunities to serve vulnerable populations more fully. The organization leverages clinical expertise, including treating and prescribing, to optimize patient outcomes. Its approach leverages innovative analytics, leading to increased healthcare access and quality, while decreasing costs.

ConcertoCare uses MedeAnalytics' Population Health to stratify risk and to assess cost and utilization patterns in the population to identify appropriate areas for intervention. As a treating provider, ConcertoCare impacts not only the most complex 5% of the population but also uses predictive analytics to address rising risk, up to 20% of the population.

"The analyses gleaned from MedeAnalytics' Population Health form the backbone of our patient prioritization process. These analyses give us deeper insight into the truly 'impactable' patient population that would most likely benefit from our targeted interventions," said Brian Davis, senior vice president, Clinical Operations.

Using Population Health, analysts categorize data by assigning Adjusted Clinical Groups (ACGs). One ACG is assigned per patient based on morbidity, age and sex.

"By consuming multiple healthcare datasets, we are able to push intervention-oriented insights directly to our clinical teams through Patient³ᴰ," Davis said.

"As a risk-bearing provider organization, we've had to evolve our care model and analyze data in such a way that we could be responsible for full global risk."

- Brian Davis, Senior Vice President, Clinical Operations, ConcertoCare

results

ConcertoCare's innovative population health analytics substantially reduce hospitalization rates below the national averages for its Medicare patients, including lowering:

▸ Admissions by 47%

▸ Readmissions by 40%

▸ ED visits by 16%

"We were able to significantly decrease unnecessary utilization for an entire population with MedeAnalytics' predictive analytics," said Chris Dodd, M.D., chief clinical officer of ConcertoCare. "The insights allow the ConcertoCare home-based care team to intervene with patients to slow down disease progression and keep them safely out of the hospital, while uniquely addressing their myriad complex care needs."

Mede/Analytics®

For more information about MedeAnalytics Population Health solutions, visit our solutions page.

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