2022

STRONGER

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Regional One Health

One Health: Building a New Ecosystem of Care for the Uninsured

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Regional One Health

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Learning Objectives

- Identify two benefits of team-based screening of patients for social risk factors
- Describe how to utilize social risk data to engage community partners in community care planning

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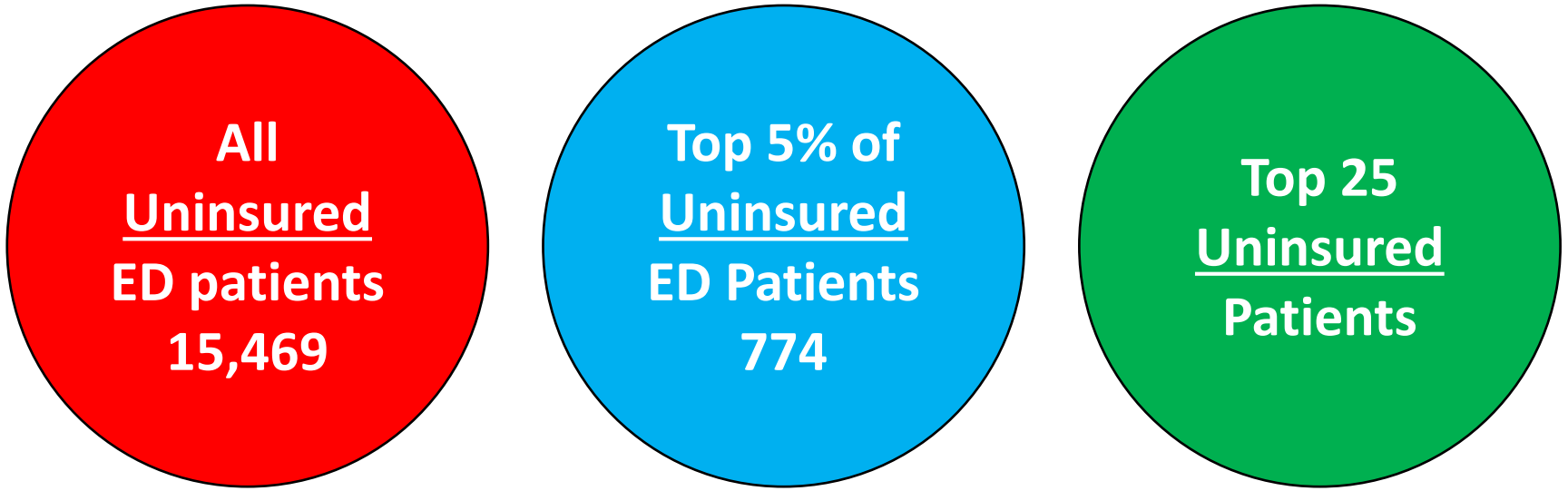
- Oldest Hospital in the state
- Serves as the safety net or essential hospital for a multistate region
- Not a Medicaid expansion state
- Uninsured as a percent of gross charges 30%
- Medicaid as primary payer (27%)
- Requires new way of thinking:
  - Uninsured as our largest capitated population

Total Cost of Care
All Uninsured Patients Utilizing Medicine Emergency Department

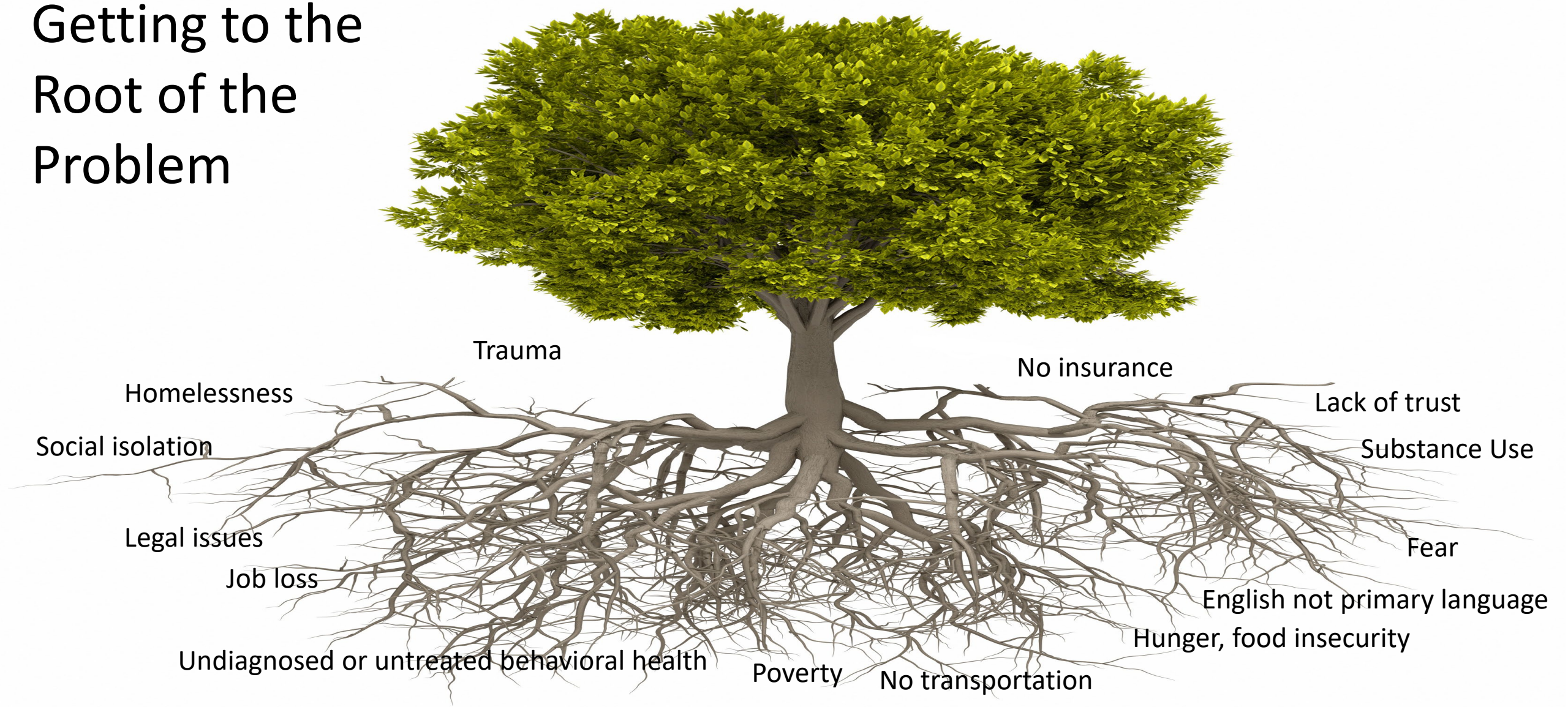


$35,410,908 **$20,228,920** **$4,012,605**

*18-month lookback

Excludes trauma, burn, high risk OB/NICU, 18 month data

Getting to the Root of the Problem



Vision and Goals for One Health

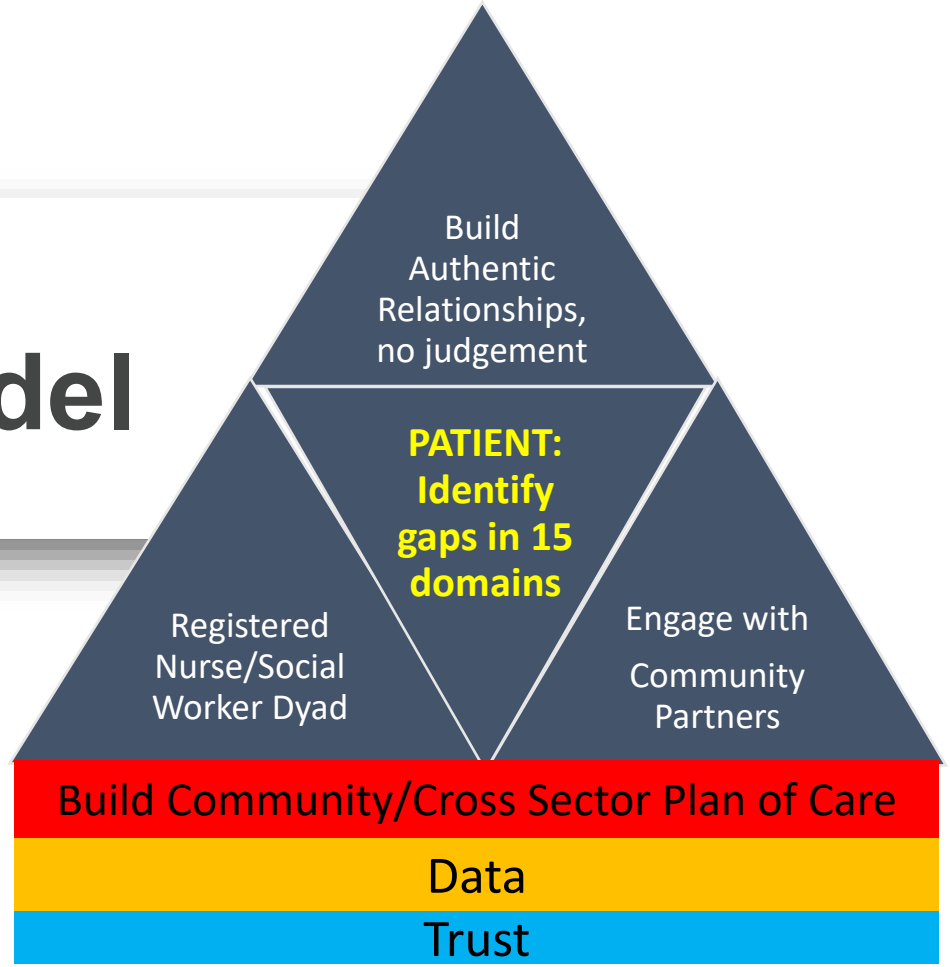
- Vision:
  - Every Memphian Deserves Great Health

- Goals:
  - To improve the health of our uninsured, medically and social complex patients
  - To bend the financial cost curve for this population

Creating a New Ecosystem of Care

- Data Analysis
- Community Asset Mapping
  - Create a common vision and sense of urgency
  - Strategic conversations
  - Learn what success looks like from partners view
  - Let the experts be the experts
  - Relationships take time, don’t rush
- Clinical and Community Plans of Care

The One Health Model

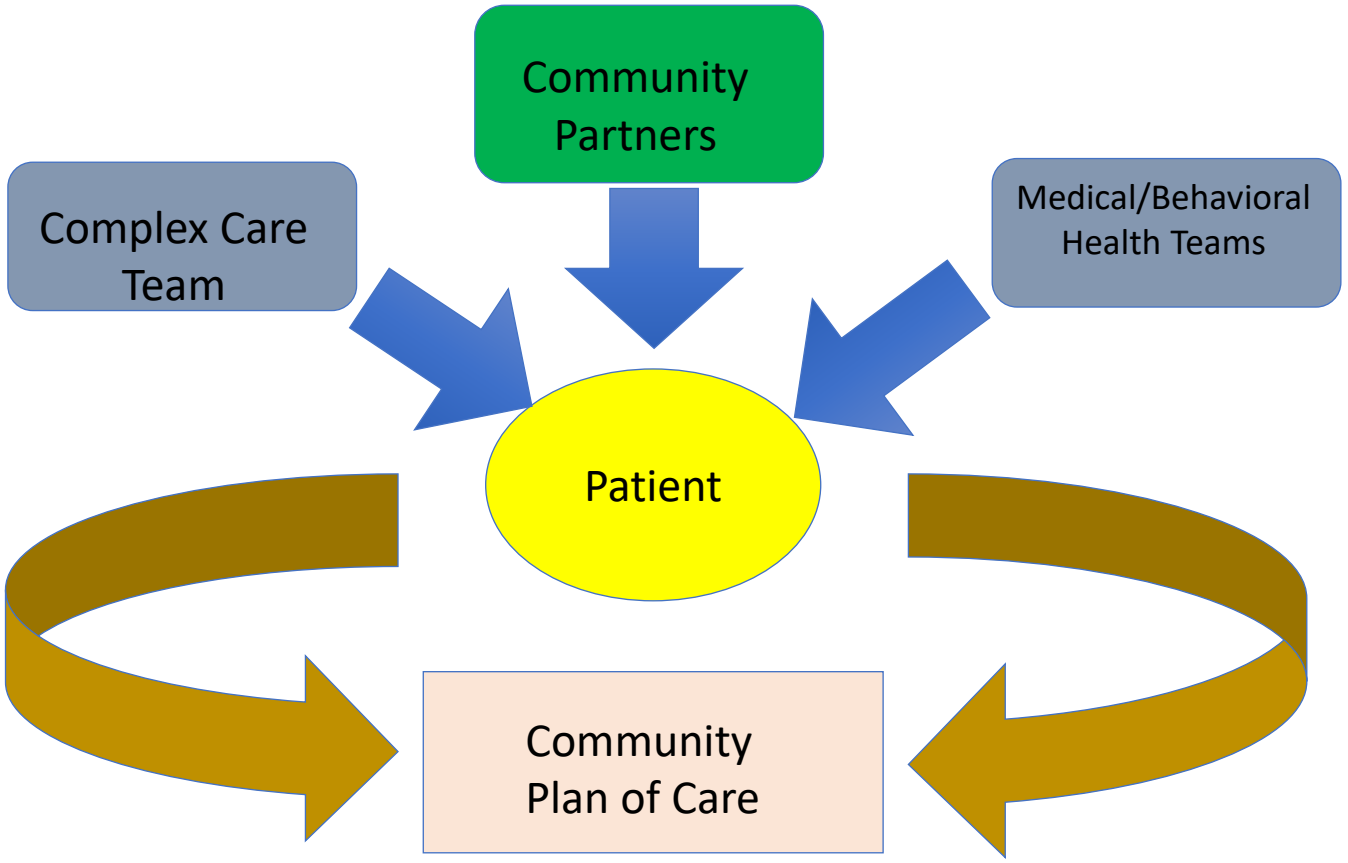


Finding a Common Language:

Health related social needs screening tool

Domain	Scale
Income	1 = In Crisis 2 = Vulnerable 3 = Safe 4 = Building Capacity 5 = Empowered
Employment	
Housing	
Food	
Childcare	
Children's Education	
Adult Education	
Legal	
Health Care	
Life Skills	
Mental Health	
Substance Abuse	
Family Relations	
Mobility	
Community Involvement	

Community Collaboration



Outcome Data

15,276 prescriptions filled

360 obtained insurance benefits

7,043 rides provided

100% connected to primary care home

180 individuals served medically tailored home delivered meals

82.4% of individuals with open behavioral health domain connected to services

113 Jobs secured

Finance and Utilization Metrics

- Reduced inpatient admissions by 50%
- Reduced inpatient acute care length of stay by 64%
- Reduced emergency department visits by 34% (*includes 2 years of Covid-19 data)
- Reduced total cost of care by 51%

Lessons Learned

- Meet people where they are without judgement
- Seek to understand the lived experiences of the enrollees
- Be patient, it takes time to build trust and relationships
- Create a common vision and sense of urgency
- Let the experts be the expert in their domains
- Build the value case

Key Takeaways

- You must build authentic relationships not only with the individuals you serve, but also with your community partners
- Data is everything, it tells success, failures, and gives a roadmap for improvements
- There is no one size fits all approach
- The model can be used agnostic of payer and in all settings
- Change your conversation on return on investment

Questions?

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