

# Every Risk Is Worth Taking

## Health Guides: A Proactive Approach to the Optimal Health and Wellbeing of a Rising-Risk Patient Population

### Sanford Health

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#### Learning Objectives

- Describe the purpose of a health guide as a nonclinical resource for care management.
- Explain how a health guide identifies patient opportunity by identifying gaps in care rather than focusing on patients' medical status.
- Recognize the benefits of increasing nonclinical staff as a frontline resource to care coordination strategies.

#### Problem/Issue

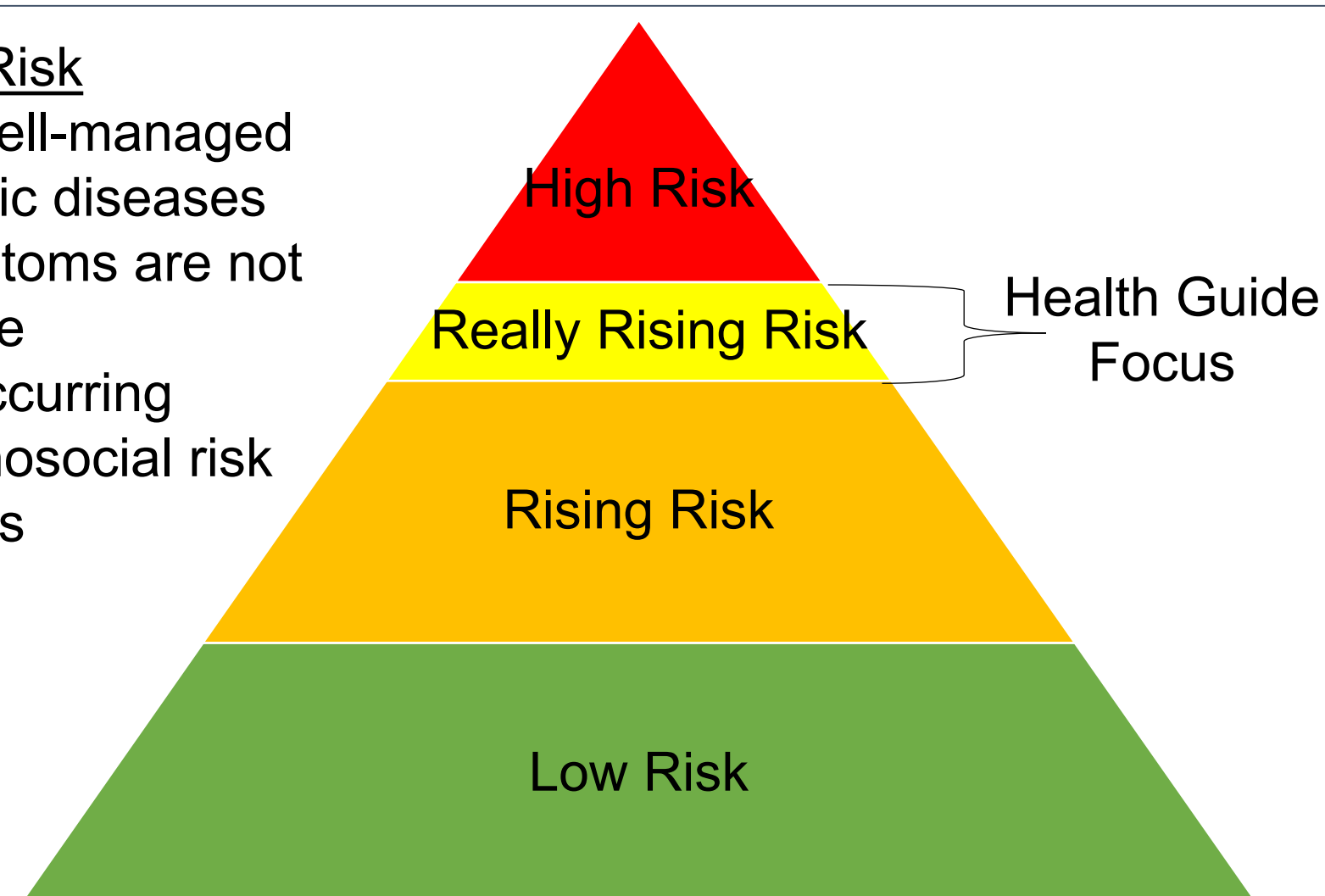
- Care Management resources typically focused on high-risk patients; resulting in a rising-risk patient population being underserved. We need to explore ways to impact an already vulnerable patient population.
- Care management outcomes are linked to social determinants of health (SDOH) barriers that can be identified and addressed by non-clinical staff.
- With a nursing shortage, it is imperative to allow our nurses to work to the top of their licensure and serve in the moment.

#### Goals

- Increase the trust and satisfaction of our patients.
- Decrease acute care utilization.
- Improve clinical outcomes through addressing SDoH.
- Identify significant health guide interventions contributing to positive outcomes for patients.

#### Rising Risk

- 1-2 well-managed chronic diseases
- Symptoms are not severe
- Co-occurring psychosocial risk factors

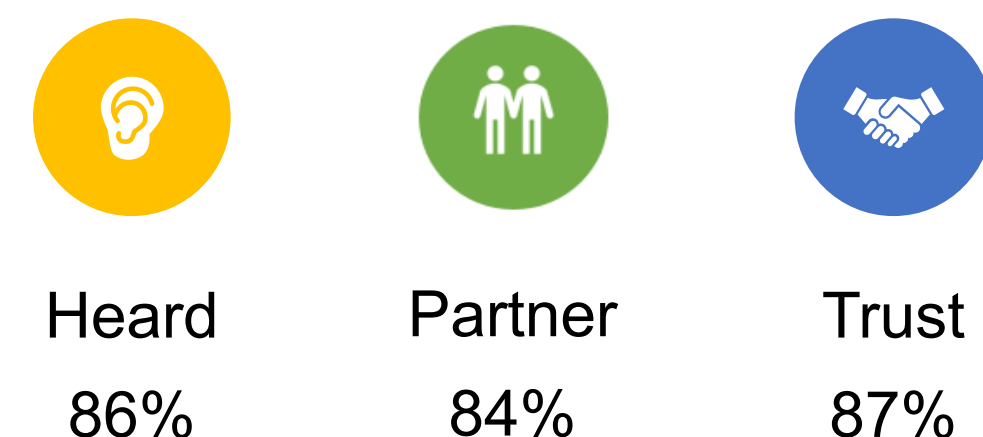


*Patient Risk Escalation. Adapted by Advisory Board-Population Health Advisor (2017). Addressing the Needs of Your Risking Risk Patients.*

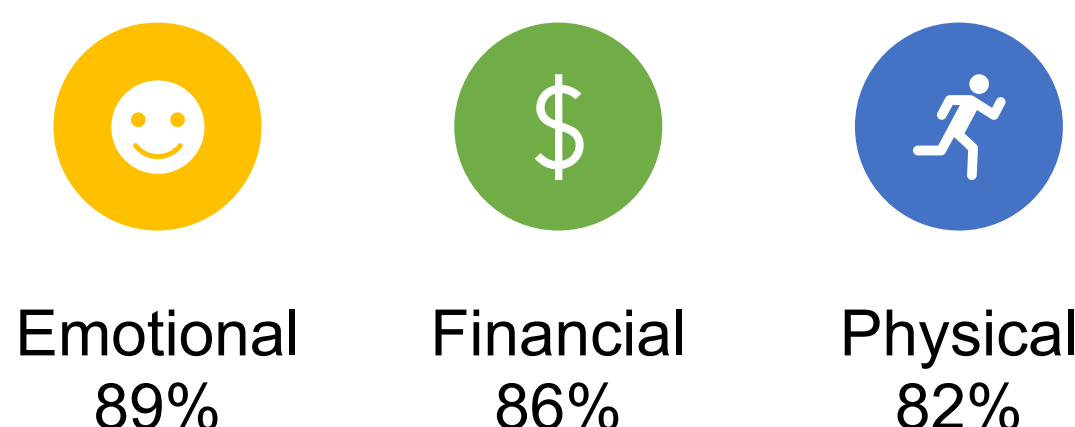
#### Changes Implemented

- Patient registry built to exclude high and low-risk patient populations with ability to filter for chronic conditions, utilization and SDoH.
- Gaps in care are identified as no PCP, history of no shows or cancellations, recent acute encounter, appointment(s) or procedure(s) not scheduled, identified break-down in communication, lack of adherence, open orders, and insurance questions or barriers.
- Health Guides provide outreach to explore barriers and gain understanding of unique patient situation(s).
- Patients are asked standardized trust and satisfaction questions.
- Utilization and clinical outcome data is captured pre- and post-6-months to health guide intervention.

#### Increased Trust



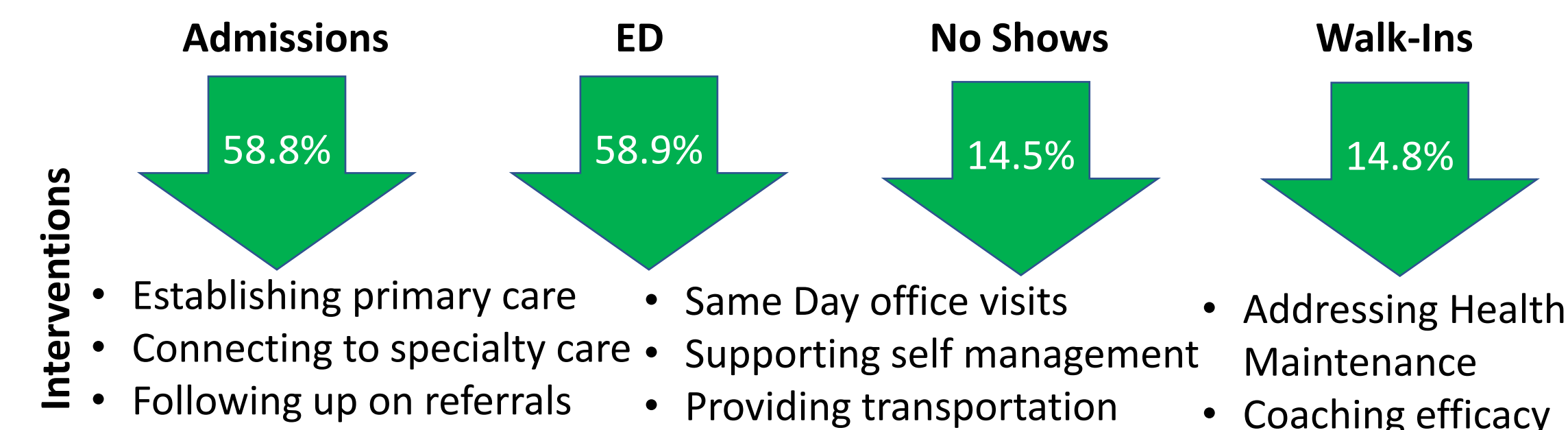
#### Increased Satisfaction



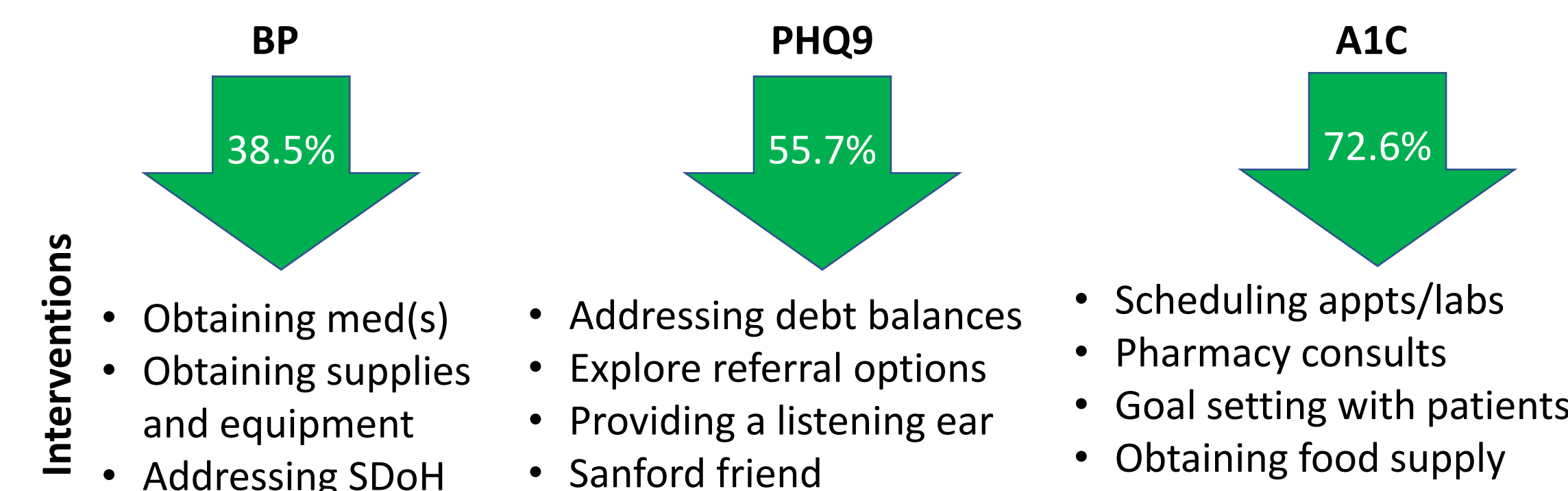
\*\*\*Rath, T., & Harter, J. (2010). Wellbeing: The five essential elements. New York: Gallup Press.

**\*\*\*Obtaining disability and health insurance has the largest impact for patients**

#### Utilization Outcomes



#### Clinical Outcomes



#### Lessons Learned

- Rising-risk patients different from high-risk patients. Despite lower acute utilization, rising-risk patients often need to present for healthcare for care and intervention for symptom resolution and continuity of care.
- Nonclinical roles impact acute and clinic utilization by engaging rising-risk patients and supporting self-management and efficacy.
- Nonclinical roles improve trust and satisfaction of rising-risk patients by addressing individual barriers to care.
- Nonclinical roles improve health outcomes by addressing social determinants of health.
- Demographics (marital status, living situation, and outstanding balances) are linked to gaps in care on higher level.

#### Key Takeaways

- Invest in nonclinical roles as frontline resource to positively impact patients and nursing staff for sustainable long-term strategy.
- Start with small focused patient population with vision for expansion.
- Recognize the importance of addressing gaps in care within a rising-risk patient population.

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