

Shared Learnings

Medicaid Accelerated exchange (MAX) Series

Program Overview

The program was meant to reduce high utilizer inpatient admissions at the Cayuga Medical Center. A team identified the high utilizers through the daily report configured in the electronic medical record. They linked those identified to an outpatient nurse from Cayuga Health Partners (formerly known as CAP) Care Coordination. The assigned nurse continuously followed-up with the patients to make sure they were connected to the proper services.

Start Date: October 2017

End Date: April 2018

Target Population: High utilizers, identified as those with 4+ inpatient admissions and/or observations in a 12 month period

Program Goal



Identify and engage high utilizers upon admission to determine drivers of utilization



Reduce hospital use by 10% for inpatient high utilizers.

Learnings



The team connected the patient to a Cayuga Health Partners coordinator, usually a nurse, to help them manage their health and access care.



The team actively collaborated with partners from across the care continuum and linked high utilizers to address identified drivers of utilization.



The team had provided continuous follow-up and social support in the community to the high utilizer in the short and long term.

Results

Between October 2017 and April 2018, Cayuga Medical Center observed a relative 24% decrease in the 30-day all-cause readmission rate among their 236 high utilizer patients, going from an average 45% 30-day all-cause readmission rate in October 2017.

Interventions implemented during the MAX Series resulted in an 11% decrease in inpatient high utilizer admissions for Cayuga Medical Center during the measurement period (Nov 2017 to Mar 2018), when compared to a historical control group (measured between Nov 2016 to Mar 2017).

Organizational Profile

Organization: Cayuga Medical Center

Website: <https://www.cayugamed.org/>

Counties Served: Tompkins County

Contact Information

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