

# Managing Utilization at Midland Care PACE

## Recap

Midland Care PACE began working with Intus Care in 2022. As the organization entered 2023, they wanted to reduce unnecessary utilizations among their participant population. The program worked with Intus Care's Integrated Care Services (ICS) team to review data from the platform and uncover strategies to lower utilization.

The analysis revealed that participants called the PACE program only 23% of the time before using emergency/hospital services, some of which may have been preventable hospitalization events. Within one month of participant education, Midland Care PACE saw a 48% increase in calls to the PACE program prior to using emergency services. [See the full case study here.](#)



## Update

Since the initial case study was published, Intus Care and Midland Care PACE continued the initiative through continued implementation. In August 2023, Intus Care reviewed 10 participants with the highest utilization of emergency/hospital services in the program. The project goals included:



**Decrease** percentage of participant/caregivers who do **not** call the program first by 10% per month, for the next 3 months, from implementation of the initiative.



**Provide** participant/caregivers education regarding when to call PACE following onset of symptoms.

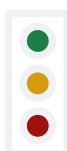


**Increase** calls to the PACE program prior to visiting emergency department/hospital.



**Manage** participants in the PACE clinic to reduce the need for ED and inpatient admissions to benefit participant care outcomes.

These participants received additional education using the “stop light” tool to self-evaluate their symptoms and determine when to call the PACE program or to receive emergency services.



**Green** – Call PACE program on a regular clinic day.

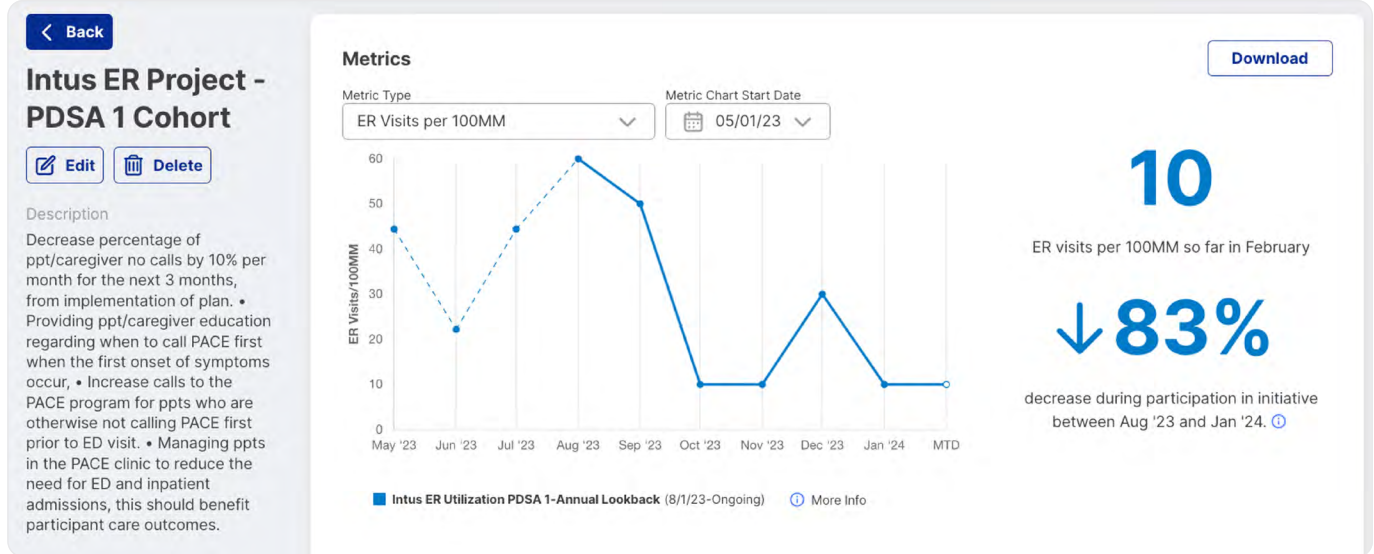
**Yellow** – Call PACE programs' on-call nurse line.

**Red** – Call 911 or go to emergency room.

## Updated Results

As of December 2023, only one emergency department visit was reported for the same ten participants, an **83% reduction** in emergency/hospital services.

### Screenshot of the Intus Care Software Platform “Initiatives Feature”



Providing participants with tools and clear methods of communication showed immediate results for Midland Care by providing the PACE team opportunities to treat conditions before they became emergent, reducing unnecessary hospitalizations.



### About Midland Care Connection

For over four decades, Midland Care has been a pioneer and leader in responding to the most challenging health care needs in our community. Midland Care now offers an integrated community care delivery system addressing social, physical, and spiritual needs, improving quality of life for our aging population to keep older adults at home and independent longer, as a vital part of our community. Together, we ensure that our community's elders live with dignity, cared for by compassionate people in peaceful surroundings. Midland Care PACE began in 2007 with 27 participants in the first year. The program now serves over 450 Kansans across twelve counties.



### About Intus Care

[Intus Care](#) leverages analytics and data-driven services to improve care for the healthcare system's most socially vulnerable and clinically complex patients. By integrating disparate data sources, highlighting patient risk, and implementing innovative processes, Intus Care empowers managed care organizations, including PACE programs and Special Needs Plans (SNPs), to make informed decisions and drive outcomes. Visit our website to learn more and connect for a conversation [intuscare.com](https://intuscare.com).