

Applying Integrated Care Services to Improve and Innovate PACE

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Intus Care has provided us a practical, rather than theoretical, roadmap to success which is far more effective to achieve better health outcomes for our participants.

— MICHELLE REARDON, Quality Assurance Director - PACE North

Challenges

PACE North opened its doors at the start of the pandemic, creating unique experiences and challenges in caring for the vulnerable senior population. Their newly established Interdisciplinary Team (IDT), although skilled experts in their respective healthcare areas, lacked specialized PACE experience. When Intus Integrated Care Services Team initially met with PACE North, they had just completed their annual CMS audit, and project objectives centered around structuring effective PACE processes and addressing 2021 and 2022 CMS Audit needs.



Through data synthesized from Intus Care's analytics platform, I was able to show PACE North where their participants needed more care coordination and more aggressive falls management. I also used Intus Care's technology to prioritize and drive our work together, introducing it into their Fall Risk Committee and fall management processes.

— LAURA FERRARA, Chief Strategy Officer – Intus Care

Success Story - Intus Care

Intus Care's Experts began working with PACE North in December 2021, providing Integrated Care support to implement structured PACE Processes and assist in CMS Audit remediation and preparation. In this work, Intus Care was utilized in three key areas:

- IDT Processes Development
- Fall Risk Committee Development
- CMS Audit Preparation and Remediation

Results & Outcomes

PACE & IDT Processes Development

With a new data-driven approach, PACE North revamped their care planning process and IDT approach. With participant risk acuity informing conversations and care planning, root cause analysis, and preventative action became an integral part of day-to-day workflows. Management Team members including the Center Director and Quality Director gained valuable coaching and guidance, becoming experts in the PACE Model of Care.

Falls Risk Committee Development

The Fall Risk Committee process was developed to gather and assess participant falls data informing care decisions and translating data into action.

Fall Improvement Results:

- PACE North was able to reduce falls for five participants who were experiencing recurrent falls from 16 to three between March and April of 2022 (81% decrease).



- Additionally, two participants who experienced five falls within 30 days before the new data-driven fall management processes, only experienced one fall total in the first 30 days of this new approach.

CMS Audit Preparation and Remediation

Following PACE North's 2021 CMS Audit, the Intus Team worked hand in hand to facilitate communications with CMS, implement necessary steps from the '21 audit, and set compliance foundations in preparation for a '22 CMS audit.