

Utilization Management Webinar

Intus Care and PACE North co-hosted a webinar on May 31st, **“Managing Utilization in PACE: Effective Practices and Procedures”** with presenters **Laura Ferrara, Chief Strategy Officer at Intus Care, and Nicole Farkas, Executive Director of PACE North.**

PACE North is an Intus Care customer that has used the data analytics platform since January 2022. In November 2022, PACE North engaged Intus Care for its Utilization Management consulting services.

The presentation had three primary learning objectives:

- 1 **PACE Utilization Management Practices**
- 2 **Leveraging Data Analytics in UM**
- 3 **Scientific Decision Making to Drive Outcomes**



LAURA FERRARA
Chief Strategy Officer
at Intus Care



NICOLE FARKAS
Executive Director
of PACE North

Manage Utilization

Laura Ferrara defined utilization management as, **“The collection of techniques, policies, and procedures that we use to evaluate to necessity of care, the value of the care, and the impact of the medical and interdisciplinary treatments and services on a case-by-case participant basis.”** She described it as a three-legged stool where all three areas – access to care, quality of care, and alignment of care with personal values – should be equally important.

Data Analytics

Within healthcare, there is a breadth of data and reporting requirements including boards of directors, CMS, states, and other entities. **“Oftentimes, we lose the opportunity to analyze the data and opportunities exist in the learning or the meaning of that data,”** Ferrara said. It is important to have access to timely and accurate information to structure and analyze process improvements.

Scientific Process

With the data at hand, the scientific process can be applied to improve patient outcomes. This process includes four steps: **Plan, Do, Study, and Act.** Ferrara described the value of analysis that uses accurate and timely data to look for trends, hypothesize ways to change undesired outcomes into desired outcomes, and test. **“If we can use and embrace the scientific process of change, it gives us an opportunity to be more intentional, involve the right people, and achieve optimal outcomes quickly.”**

Results at PACE North

The webinar looked at two outcome areas that are important within PACE programs: reducing hospitalizations and emergency department (ED) visits. The analysis looked at both from two levels:

- 1 Organizational Process Review
- 2 Participant Level Review

Identifying Potentially Preventable Hospitalizations and ED Visits

With common goals of improving participant quality of life, PACE North's innovative team collaborated with Intus Care. Executive Director, Nicole Farkas, said the consultation services help the organization look at the data differently, ask new questions, and change the mindset to look for new solutions.

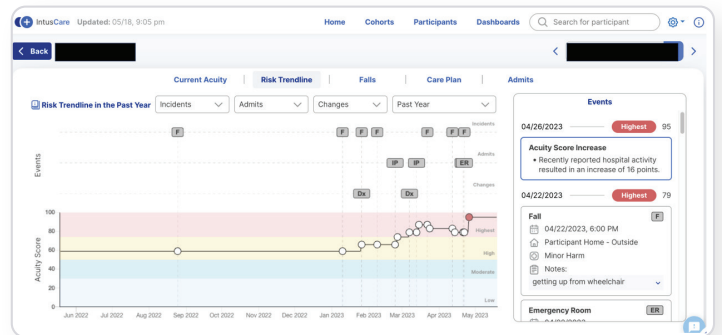
“Now, the team is pulling up [up-to-date analytics] during our meetings to look at the data because it changes your perspective when it is facts instead of feelings.”

Laura Ferrara and Nicole Farkas provided an example of a participant who suddenly began experiencing more falls that led to ED visits and hospitalizations. At first, the team was unable to pinpoint the increased utilization, but after looking deeper at the data, they recognized that the utilization went up around the time that his COPD worsened, and he had increased oxygen needs. They were able to work across clinical and IDT teams to adjust his care plan to reduce utilization and improve the patient's outcomes.

Preventable Hospitalization Counts & Costs

| Principal Diagnosis | Hospitalization Report Counts | Claims Report Counts | Total Paid | Avg Paid |
|---|-------------------------------|----------------------|---------------------|--------------------|
| Short Term Complications of Diabetes | 7 | 3* | \$49,661.72 | \$16,553.91 |
| Infection due to Device or Implant | 0 | 1* | \$29,943.02 | \$29,943.02 |
| CHF | 3 | 2 | \$21,137.40 | \$10,568.70 |
| UTI | 3 | 1 | \$6,570.15 | \$6,570.15 |
| COPD | 2 | 0 | \$0.00 | \$0.00 |
| Pneumonia | 0 | 0 | \$0.00 | \$0.00 |
| Pressure Ulcer | 0 | 0 | \$0.00 | \$0.00 |
| Dehydration | 1 | 0 | \$0.00 | \$0.00 |
| Falls | 2 | 0 | \$0.00 | \$0.00 |
| Total Preventable Hospitalizations | 18 | 7 | \$107,312.29 | \$15,330.33 |

Intus Care Participant Risk Trendline



Learn More

Intus Care empowers 40+ PACE organizations nationwide through automated software and PACE expert services. PACE North is a Program of All-inclusive Care for the Elderly (PACE) in Northwest Michigan that provides coordinated care to nursing home eligible adults so they can live safely and independently at home.

Want to hear more about the partnership work between Intus Care and PACE North?

Here are additional resources from the webinar.



View the slides



Watch the recording



Take a best practices self-assessment and discuss results with a PACE expert.



Reach out to Intus Care via email info@intus.care or phone (401) 490-8640.