



CASE STUDY

Insight Meets Action

How Palm Beach PACE is revolutionizing senior care and driving financial results

A vision for smarter, more compassionate care

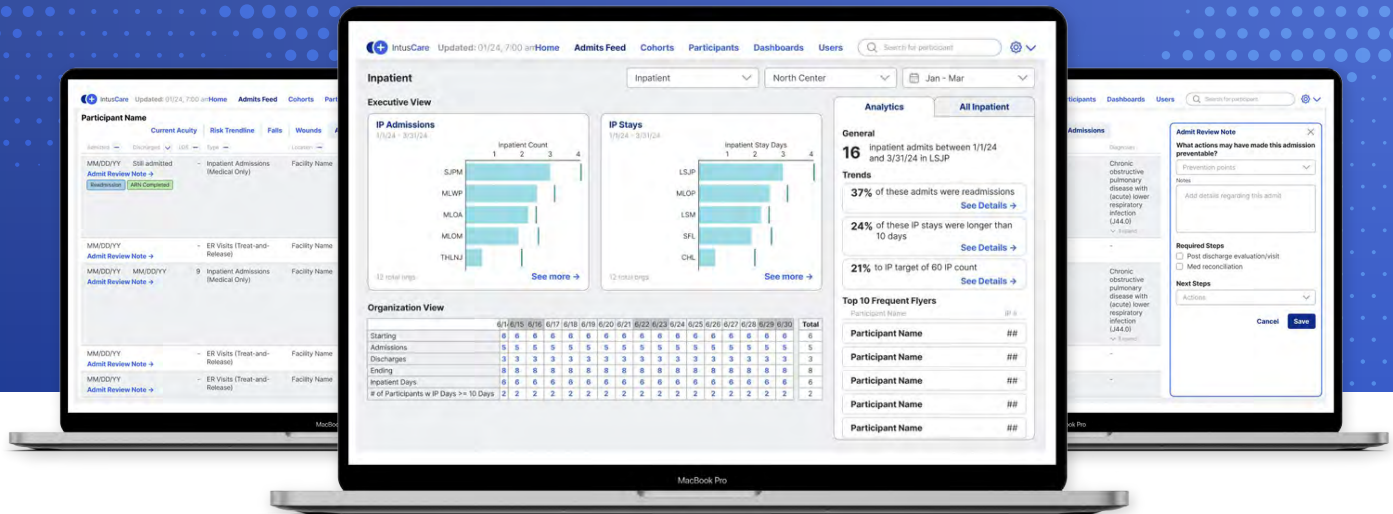
For PACE organizations, the mission is clear: provide comprehensive, compassionate care that helps seniors remain in their homes and communities. But in a world of fragmented data, reactive processes, and increasing financial pressure, delivering on that promise isn't easy.

Palm Beach PACE (PBP), a vital part of the MorseLife Health System in Florida, faced those same challenges. They were ready for change. With aligned leaders, a deeply committed team, and a shared focus on participant well-being, they set out to redefine what's possible in PACE care.

Their journey started with a simple insight: **better data could drive better care.**



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The spark that started it all

At a Florida PACE Providers Association event, Executive Director **Jessica Ellis** encountered **IntusCare's Analytics Platform** for the first time.

"Immediately, it was like—this will make our jobs and our days so much easier," she said.

The platform's clean design, real-time insight, and unified view of participant data stood in sharp contrast to their existing systems. It offered a glimpse of what was possible, and Jessica saw an opportunity to transform their approach to care, team engagement, and financial stewardship.

From insight to action

After a quick implementation, the PBP team began using the platform and were impressed at the incredible insights now at their fingertips. Quickly though, they found themselves asking deeper questions about what to do with the information.

"It's great to see the data," said **Tony Nguyen**, Director of Rehab. "But the real question became: 'What are we going to do about it?' We needed to engage our teams and find ways to work more effectively based on the insights."

That mindset, coupled with the CEO's goal to reduce medical claims costs by 15%, sparked a conversation with IntusCare's Chief Population Health Officer, **Laura Ferrara**. What followed was the beginning of a deeper partnership focused not just on insights, but on **delivering results based on the insights**.

PBP adopted IntusCare's **Utilization Management as a Service** and **Population Health as a Service** offerings, embedding the IntusCare team into daily operations and strategic planning.

"It feels like we're truly part of the PBP team," Ferrara said. "We're working together toward the same goal."



Laura Ferrara

CHIEF POPULATION HEALTH
OFFICER, INTUSCARE

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Quick wins that built momentum

IntusCare's **Utilization Management as a Service** team quickly got to work, helping PBP:



Determine service authorizations

to align care with medical standards, participant goals, and PCP decisions.



Oversee hospital and SNF utilization

to align service utilization with participant's changing needs.



Conduct clinical review

of provider-disputed claims to maintain accurate payments.

70%
improvement
in observation vs. inpatient stays



\$1,200
savings
per participant per stay day

12% drop
in ER treat-and-release visits
per 100 member months

Q1 2025 vs. Q1 2024

9% reduction
in inpatient admissions
per 100 member months

Q1 2025 vs. Q1 2024

These wins validated the approach and energized the team to go further.

Creating a system for sustainable change

With utilization stabilized and early wins in place, PBP set their sights upstream—on prevention, risk mitigation, and a more participant-centered approach.

The next step: implementing IntusCare's **Population Health as a Service**. This phase was about embedding proactive strategies into daily workflows, supported by IntusCare experts who provided:



Risk stratification and clinical recommendations

for high-risk participants based on detailed expert analysis.



System-level improvement planning

to drive lasting results in managing high-risk conditions.



Guided implementation

of risk prevention strategies into care workflows.



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Structure that drives results: workgroups in action

PBP launched four interdisciplinary workgroups, each focused on a key area of care transformation:



Alignment of Care Plans and Advanced Directives

This group ensures treatment preferences are clearly documented and consistently followed, ensuring care aligns with participants' values across all settings.



CHF and COPD Management

Focused on managing high-risk chronic conditions, this team identifies at-risk participants, develops individualized care plans, and works to prevent hospitalizations.



Post-Hospital and ED Visit Follow-Up

This group reduces preventable readmissions by ensuring continuity of care and timely follow-up after hospital or emergency department visits.



Collaboration and Triage with Assisted Living Facilities (ALFs)

This group establishes triage protocols and quality incentives to ensure timely interventions and align ALF behaviors with PBP's goals for high-quality care and hospital avoidance.



*"Each group has a clear purpose, a measurable objective, and cross-functional support," said **Jessica Ellis**. "Together, they're helping us turn big ambitions into tangible results."*



The impact: “We’re changing lives”

PBP’s story is still unfolding. Later this year, they will get a full view of whether they’ve reached their 15% medical claims cost reduction goal. But the impact of this work is already evident.

- Care teams are engaged and empowered.
- Data is informing—not overwhelming—clinical decisions.
- Participants are receiving care that’s proactive, personalized, and aligned with their values.

“This is why we do this,” said Ferrara. “We’re changing lives.”

Why it worked: deep understanding of PACE

For Ellis, one of the biggest differentiators was IntusCare’s expertise in the PACE space.

“IntusCare has the experience, background, and understanding of PACE,” she said. “They aren’t trying to fit something into the PACE mold—they’re developing specifically for PACE. You spend so much of your time trying to get other vendors to understand how PACE operates and the very specific things that are needed in the PACE world. I don’t have to spend all my time doing that. Intus just knows.”

That shared understanding made it easier to move fast, iterate with confidence, and build trust across teams.



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Ready to transform your PACE program?

The PBP story is more than a case study. It's a **roadmap** for what's possible when vision, leadership, and the right partner come together.



Together, these ingredients made the difference.

Ask yourself:

- ① Could your team be empowered by clearer, actionable data?
- ② Could proactive strategies reduce avoidable hospitalizations?
- ③ Could a true partnership help you achieve ambitious goals—financial and clinical?

The tools exist.

The path is clear.

The transformation starts with one bold decision.

Let's talk about what's possible for your PACE program.

CONTACT US



**Designed with you.
Built for your day-to-day.
Invested in your impact.**

About IntusCare

IntusCare is the only end-to-end solution suite designed specifically for PACE. We replace legacy processes and technology (and all the workarounds that accompany them) with solutions made for the way you work so you can maximize your impact. Visit our website to learn more.

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