



# Acadian

## HEALTH

### CASE STUDY

### MEDICARE AVANTAGE ACO



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## MEDICARE ADVANTAGE ACO

### Achieves savings of over \$4M with Acadian Health Partnership

Acadian Health's Acute Care @ HOME solution partnered with a Louisiana primary and specialty care practice committed to delivering superior at-home healthcare to Medicare-eligible seniors. Operating with multiple locations in Louisiana, the Medicare Advantage ACO provides patient-centered care, making efforts to eliminate barriers that keep patients from optimal health. Each center has specialists, diagnostic testing, medications on-site, and provides transportation for patients who otherwise could not travel to receive care.

The Medicare Advantage ACO began partnering with Acadian Health in 2016. The two organizations hold a unique partnership and work together to improve care for the ACO's patient population.



754 ambulance transports to an Emergency Department were prevented



98% of patients in crisis seen by Acadian Health were treated in the comfort of their homes



\$4,025,000.00  
in savings



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## BARRIERS TO SUCCESS

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Prior to the partnership with Acadian Health, the Medicare Advantage ACO had little capacity to engage with patients in their homes and mitigate ambulance transports and Emergency Department (ED) visits for their patients in crisis and experiencing an exacerbation of their chronic disease symptoms. They relied on their physicians to communicate with their patients and caregivers telephonically to address their patients' acute medical needs. Patients and caregivers had little medical training and were not equipped with medical diagnostic equipment or the appropriate medication to treat acute conditions. The Medicare Advantage ACO physicians had little choice but to recommend ambulance transport to an ED and attempt to communicate with the treating physician in the ED to provide the appropriate care

and limit unnecessary procedures, evaluations and hospital stays.

The Medicare Advantage ACO was experiencing numerous unnecessary ED visits each month with the average ambulance transport cost of \$450.00 (Medicare rate) and ED on average ~\$1,200.00. The Medicare Advantage ACO revealed that 1 in 3 patients that end up in the ED resulted in a hospital admission that averages \$12,000.00 per occurrence.

Knowing that they were at financial risk for these patients, the Medicare Advantage ACO needed a solution that would help them address their patients' acute needs at any time to succeed under their Medicare Advantage Program.



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## DIRECT RESULTS

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### In 2019, Acadian Health:

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- Responded to 806 Medicare Advantage ACO patients in crisis
- Provided 191 scheduled at-home visits
- Provided 61 scheduled chronic disease education visits
- Supported 39 requests for I-Stat point of care testing

Conditions most often treated by Acadian Health's ACUTE CARE@HOME medics include:

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**Congestive Heart Failure (CHF)**



**Chronic Obstructive Pulmonary Disease (COPD) / Asthma**



**Nausea/Vomiting/Dehydration**



**Pain Management**



**Urinary Tract Infection**



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### Implementation and workflows



The Medicare Advantage ACO contracted with Acadian Health in 2016 and was live within a week. Acadian Acute Care @HOME resources were available from 6 a.m. to midnight, 7 days a week, to support the Medicare Advantage patient population throughout the Acadian service area. Area with overnight crisis care coverage addressed by Acadian Ambulance Paramedics.



To begin the onboarding process, Acadian Health provided participating ACO providers with the current medication formulary, an overview of the diagnostic equipment and point of care testing available, and reviewed case studies and treatment protocols to equip them with best practices to integrate Acute Care @HOME into their daily workflows.



The Medicare Advantage ACO physicians call Acadian Health each time they have a patient in an acute crisis who is unable to make it into a clinic on their own. Acute Care @HOME mobile healthcare providers arrive at the patient's home within 30 minutes of each request. In some cases, an emergency vehicle is utilized to ensure on-time arrival to address the patient's acute condition.



Acute Care @HOME providers assess each patient and utilize evidence-based protocols to treat the patient's immediate life threats. Following an initial set of vital signs (pulse, SPO2, blood pressure, respiratory rate, temperature and capillary blood glucose (diabetics) / weight (congestive heart failure), Acadian Health's mobile healthcare providers contact the patient's physician to relay the patient's current condition. The physician may request a further assessment by the paramedic and/or diagnostics including 12-lead EKG and point of care blood work via I-Stat unit. Following the patient assessment, the physician communicates a treatment plan for the patient facilitated by Acadian Health's mobile healthcare providers.




Acadian Health's mobile healthcare providers will always re-assess vital signs and patient's condition following treatment and communicate the patient's condition to the physician. In most cases, Acadian Health providers on scene time with the patient is less than 45 minutes and requires no more than 10-15 minutes of the physician's time.



## PATIENT SUCCESS STORIES

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### Elder male patient

 An 83-year-old male patient reported mild shortness of breath and recent weight gain to his physician at 8 a.m. The patient has a history of congestive heart failure and past emergency department visits.

An Acadian Health Acute Care @ HOME provider was requested by the on-call physician. Upon arrival, Acadian Health's mobile healthcare provider observed mild shortness of breath and contacted the on-call physician with their patient assessment including extremity edema assessment and vital signs: pulse rate, SPO2, respiratory rate, blood pressure and weight. The paramedic's assessment confirmed the diagnosis of an acute CHF exacerbation and the patient was prescribed intramuscular (IM) bumex as treatment.

Acadian Health's mobile healthcare provider informed the patient of the treatment plan and administered 2mg bumex IM. The physician and mobile healthcare provider addressed the patient's shortness of breath and the care team called the patient periodically throughout the day and scheduled an in-clinic visit with the patient the following day.


Acadian Ambulance Service supplied transportation via ambulance as the patient was non-ambulatory and unable to sit-up in a wheelchair.



## PATIENT SUCCESS STORIES

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### Elder female patient

 A 72-year-old female patient reached out to her physician's office with a possible Urinary Tract Infection (UTI) at 2 p.m. Acadian Health's mobile healthcare provider was requested by the on-call physician.

Upon arrival, the mobile healthcare provider observed no immediate life threats present and contacted the on-call physician with their patient assessment and vital signs. The paramedic's assessment confirmed the diagnosis of a UTI and the patient was prescribed intramuscular (IM) antibiotic as treatment.

Acadian Health's mobile healthcare provider informed the patient of the treatment plan and administered 2.1ml 1% lidocaine and 1g Rocephin IM. The following day, the patient was not ready to travel to the clinic.


The physician requested an Acadian Health Acute Care @ HOME visit for the patient and administer a follow-up dose as a physician extender providing patient-centered care.



## PATIENT SUCCESS STORIES

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### Middle-aged male patient

 A 56-year-old male patient reached out to his physician reporting shortness of breath at 6 p.m. The patient has a history of chronic obstructive pulmonary disease and past emergency department visits. Acadian Health's mobile healthcare provider was requested by the on-call physician.

Upon arrival, the mobile healthcare provider observed moderate shortness of breath and contacted the on-call physician with their patient assessment and vital signs: pulse rate, SPO2, respiratory rate, and blood pressure. The paramedic's assessment confirmed the diagnosis of an acute COPD exacerbation and the patient was prescribed a nebulizer treatment and 125mg solu-medrol IM as treatment.

Acadian Health's mobile healthcare provider informed the patient of the treatment plan. The on-call physician and the mobile healthcare provider addressed the patient's shortness of breath and the patient's care team called the patient periodically throughout the day and scheduled an in-clinic visit with the patient the following day.

Acadian Ambulance supplied transportation via wheelchair van as the patient was non-ambulatory and did not have the means to coordinate transportation.





## PARTNERSHIP TODAY

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Today, the Medicare Advantage ACO and Acadian Health hold weekly rounds to review performance and communicate findings from at-home patient visits. Acadian Health's mobile healthcare medics currently support virtual primary and urgent care visits, social determinants of health (SDOH) screenings, environment health screenings, preventative health (HEDIS), measure virtual provider assessments, and chronic disease management education focusing on "call us first," patient action plans and medication compliance.

Acadian Health maintains a commitment to partners to provide timely patient-centered care and decrease unnecessary Emergency Department visits and Hospital Admissions 24/7/365.

Acadian Health leverages the monitoring center of its sister company, Acadian Total Security, to provide additional value to its partners. In coordination with the monitoring center, Acadian Health engages in around-the-clock remote patient monitoring, responds to patient emergency alert devices, and provides medical practices with an after-hours answering service that provides the ability to dispatch an Acadian Health Medic for an after-hours, in-home visit and prevent an unnecessary ED visit.



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