

## Value-Driven Continuum of Care

# All Things Care Management

Does your organization have a highly effective and efficient care management model across the continuum? Are you confident that your care management resources are aligned and results-driven to achieve the organization's goals related to: improved quality, enhanced patient experience, lower cost of care, and linkage of healthcare services? Has COVID-19 put a spotlight on issues that are impacting your ability to optimize care for your patients?

The patient journey encompasses multiple venues of care. Organizations that have invested in deploying a thoughtful strategy and operational plan for care management are able to achieve a return on their investment by prioritizing initiatives. These can include but are not limited to improving patient throughput, appropriately managing utilization, capturing new revenue through in-network keepage, reducing readmissions, closing gaps in care, improving transitions in care, and enhancing patient satisfaction.

Guidehouse's Value-Driven Continuum of Care solution offers a comprehensive approach to assess, design, and deploy a targeted or enterprisewide care management model to achieve your top priorities. For most, this means a determined look at opportunities to reduce expenses balanced by creative ways to improve revenue.

If you are a payer, provider, or government entity, Guidehouse can help you make meaningful changes in your care management services that create patient confidence to reengage in healthcare and improve your bottom line.

### Continuium-of-Care **Imperatives**

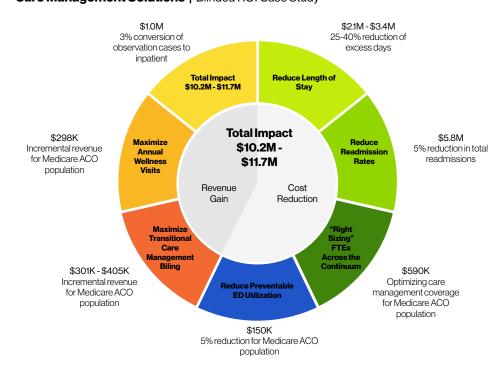
- Define impactful approaches to targeted populations
- Offset acute care revenue degradation with shifts to other settings
- Maintain or improve expense management
- Effectively engage patients and integrate appropriate services in the community
- Apply approaches that bend the total cost-of-care
- Achieve a positive return on investment (ROI)

#### **ABC Hospital Profile**

500+ bed hospital and refferal center in the Southeast with a wide range of patient services. This flagship hospital is also in an integrated health network with ACO.

- Total patient revenue: \$3.4B
- Medicare ACO attributed lives: 12,900
- Total discharges per year: 45.000
- Average length of stay: 0.47 days above benchmark
- All-clause readmission rate: 15%
- Observation to inpatient volume ratio: 20%
- Annual ED visits: 230,000
- Medicare ACO population: 13,000

#### Care Management Solutions | Blinded ROI Case Study



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