Guided Care: Transitions and More

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Effective Geriatric Care Transitions:
a Patient and Family Centered Approach
December 10, 2009

Ms. Marian Chen

79 year old widow
Retired teacher, lives alone
Income: SS, pension and Medicare
Daughter, lives 10 miles away with three teenagers
Five chronic conditions
Three physicians
Eight medications
In 2009, Mrs. Chen has had...

Mrs. Chen
- Confused by care, meds
- Poor quality of life
- High out-of-pocket costs

Daughter
- Stressed out
- Reduced work to half-time
- Considering nursing homes

Medicare paid $42,400 to providers for her care (not including medications)
Chronic care is:

- Fragmented
- Discontinuous
- Difficult to access
- Inefficient
- Unsafe
- Expensive

The ¼ of Beneficiaries Who Have 4+ Chronic Conditions Account for 80% of Medicare Spending
What is Guided Care?

Comprehensive, coordinated care for patients with chronic conditions (and their families).

An RN located in the practice collaborates with 2-5 physicians in caring for 50-60 of their most complex patients (and caregivers).

Nurse/physician team

Assesses needs and preferences
Creates an evidence-based “care guide” and a patient-friendly “action plan”
Monitors the patient proactively
Supports chronic disease self-management
Smoothes transitions between care sites
Communicates with providers in EDs, hospitals, specialty clinics, rehab facilities, home care agencies, hospice programs, and social service agencies in the community
Educates and supports caregivers
Facilitates access to community services

Boyd et al. Gerontologist Nov. 2007
Transitional Care

- Provide “Care Guide” to hospital staff
- Round on patient daily
- Prepare patient and family for discharge
- Make home visit(s), calls
- Ensure prompt follow-up with PCP
Who is Eligible?

- All Patients Age 65+
- Review previous year’s claims data with PM software
- 25% High-Risk
- 75% Low-Risk

How Well Does Guided Care Work?

A pilot test and the first year of a multi-site RCT show:

- Improved quality of care
- Improved physician satisfaction with care
- Reduced strain for family caregivers
- High job satisfaction for nurses
- Cost savings for insurers

Sylvia M et al. *Disease Management* Feb 2008
Boyd C et al. *JGIM* Feb 2008
Wolff et al. *Journals of Gerontology* June 2009
Leff B et al. *AJMC* July 2009
Randomized Trial

High-risk older patients (n=904) of 49 community-based primary care physicians practicing in 14 teams

Physician/patient teams randomly assigned to receive Guided Care or “usual” care

Outcomes measured at 8, 20 and 32 months

Baseline Characteristics

<table>
<thead>
<tr>
<th></th>
<th>Guided Care</th>
<th>Usual Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>77.2</td>
<td>78.1</td>
</tr>
<tr>
<td>Race (% white)</td>
<td>51.1</td>
<td>48.9</td>
</tr>
<tr>
<td>Sex (% female)</td>
<td>54.2</td>
<td>55.4</td>
</tr>
<tr>
<td>Education (12+)</td>
<td>46.4</td>
<td>43.4</td>
</tr>
<tr>
<td>Living alone</td>
<td>32.0</td>
<td>30.6</td>
</tr>
<tr>
<td>Conditions</td>
<td>4.3</td>
<td>4.3</td>
</tr>
<tr>
<td>HCC score</td>
<td>2.1</td>
<td>2.0*</td>
</tr>
<tr>
<td>ADL difficulty</td>
<td>30.9</td>
<td>29.3</td>
</tr>
<tr>
<td>Cognition (SPMS)</td>
<td>9.1</td>
<td>9.0</td>
</tr>
</tbody>
</table>
Effects on Physician Satisfaction

**Communicating with Patients**
- Guided Care Physicians (n=18): 0.11
- Usual Care Physicians (n=20): 0.42
- p=0.047

**Communicating with Caregivers**
- Guided Care Physicians (n=18): -0.11
- Usual Care Physicians (n=20): 0.34
- p=0.066

**Educating Caregivers**
- Guided Care Physicians (n=18): 0.5
- Usual Care Physicians (n=20): 0.39
- p=0.006

**Motivating Patients**
- Guided Care Physicians (n=18): -0.4
- Usual Care Physicians (n=20): -0.18
- p=0.034

**Knowing Patients’ Meds**
- Guided Care Physicians (n=18): 0.29
- Usual Care Physicians (n=20):

**Effects on Quality of Care**

PACIC scales
- AGGREGATE
- Activation
- Problem Solving
- Decision Support
- Coordination
- Goal Setting

Quality rated in the highest category on PACIC

Adjusted for participants’ baseline age, race, sex, educational level, financial status, habitation status, HCC score, functional ability (i.e., SF-36 physical component summary and mental component summary scores), subscale-specific baseline PACIC score, satisfaction with health care, and practice site.
Effects on Caregiver Strain

Satisfaction Items
1. Familiarity with patients
2. Stability of patient relationships
3. Communication with patients; availability of clinical info; continuity of care for patients
4. Efficiency of office visits; access to evidence based guidelines
5. Monitoring patients; communicating with caregivers; efficiency of primary care team
6. Coordinating care; referring to community resources; educating caregivers
7. Motivating patients for self management

Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Satisfaction Items
1 = Autonomy/flexibility; overall satisfaction
2 = Client interaction
3 = Diversity of tasks; amount of challenge
4 = Relationship with PCPs
5 = Interaction with coworkers; manageability of workload
6 = Relationship with other physicians

GCNs' Satisfaction with Role

Effects on Guided Care Nurses

“The best job I’ve ever had”
“I wanted a job that I’d be passionate about. I found what I was looking for.”
“I know them [patients] better than anyone else in the practice, and this is so satisfying.”
“You need to go into this for the long haul.”
“I love this role.”
### Annual Costs of Guided Care

**Guided Care Nurse**
- **Salary**: $71,500
- **Benefits (@ 30%)**: 21,450
- **Travel (to pts’ homes, hospitals)**: 588

**Communication services**
- **Internet, cell phone**: 1,800

**Equipment (amortized over 3 years)**
- **Computer**: 500
- **Cell phone**: 67

**TOTAL**: $95,905

### Effects on Costs of Care
*(per caseload, 55 patients)*

<table>
<thead>
<tr>
<th>Description</th>
<th>GC – UC Difference</th>
<th>Average Expenditure</th>
<th>Cost Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital days</td>
<td>-76.1</td>
<td>$1,519/day</td>
<td>-115.6</td>
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<tr>
<td>SNF days</td>
<td>-99.1</td>
<td>$305/day</td>
<td>-30.2</td>
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<tr>
<td>Home health episodes</td>
<td>-20.1</td>
<td>$1331/episode</td>
<td>-26.8</td>
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<tr>
<td>Physician visits</td>
<td>40.0</td>
<td>$41/visit</td>
<td>1.7</td>
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<tr>
<td>Gross savings</td>
<td>-----</td>
<td>-----</td>
<td>-170.9</td>
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<tr>
<td>Cost of GCN</td>
<td></td>
<td>95.9</td>
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</table>

**NET SAVINGS**: -75.0
Hospital Readmissions within 30 days, n (%)

<table>
<thead>
<tr>
<th></th>
<th>All</th>
<th>FFS</th>
<th>HMO 1</th>
<th>HMO 2</th>
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<tr>
<td></td>
<td>GC</td>
<td>UC</td>
<td>GC</td>
<td>UC</td>
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<tr>
<td>Admissions</td>
<td>495</td>
<td>454</td>
<td>198</td>
<td>233</td>
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<tr>
<td>Re-admissions</td>
<td>90</td>
<td>108</td>
<td>36</td>
<td>54</td>
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<tr>
<td>Re-admission rate</td>
<td>18.2%*</td>
<td>23.8%</td>
<td>18.2%</td>
<td>23.2%</td>
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*p<0.05

Guided Care
Tier 2 Medical Home

Provides at least 22 MH services
- 19 required services
- 3 of 9 additional services

Practice infrastructure
- Full-time Guided Care nurse (RN)
- Half-time LPN
- Electronic health record (EHR)
Annual Costs of a Guided Care Tier 2 Medical Home

Full-time Guided Care Nurse $95,900
Half-time LPN (salary, benefits) 27,300
EHR 13,000
Total $136,200

MMHD Care Management Fees

Fee per patient per month

<table>
<thead>
<tr>
<th>Tier</th>
<th>HCC score &lt; 1.6</th>
<th>HCC score &gt; 1.6</th>
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<tbody>
<tr>
<td>1</td>
<td>$27.12</td>
<td>$80.25</td>
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<tr>
<td>2</td>
<td>$35.48</td>
<td>$100.35</td>
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## MMHD Care Management Fees

<table>
<thead>
<tr>
<th>Tier 1</th>
<th>Pts</th>
<th>Fee</th>
<th>Mos.</th>
<th>Total</th>
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<tr>
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<td>60</td>
<td>$80.25</td>
<td>12</td>
<td>$57,780</td>
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<td></td>
<td>180</td>
<td>$27.12</td>
<td>12</td>
<td>58,579</td>
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<td><strong>$116,359/year</strong></td>
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<table>
<thead>
<tr>
<th>Tier 2</th>
<th>Pts</th>
<th>Fee</th>
<th>Mos.</th>
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<td>60</td>
<td>$100.35</td>
<td>12</td>
<td>$72,252</td>
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<td></td>
<td>180</td>
<td>$35.48</td>
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<td>76,637</td>
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<td><strong>$148,889/year</strong></td>
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## Effect on a Practice’s Bottom Line

<table>
<thead>
<tr>
<th>Change in annual revenue</th>
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<tbody>
<tr>
<td>Care management fees</td>
<td>$148,889</td>
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<tr>
<td>Practice costs</td>
<td>-136,200</td>
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<tr>
<td>Net effect on practice</td>
<td>+$12,689</td>
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</table>
Technical Assistance
www.MedHomeInfo.org

- Guided Care implementation manual
- On-line course for Guided Care nurses
- On-line course for physicians
- Guidance in selecting HIT
- Online practice self-assessment (“MHIQ”)
- Regional weekend “Learning Collaboratives”
- Ongoing “Learning Communities”

Partner Organizations

- AAFP/TransforMED
- ACP
- Institute for Johns Hopkins Nursing
- ANA / ANCC
- AMGA
- MGMA
Grant Support

- John A. Hartford Foundation
- Agency for Healthcare Research and Quality
- National Institute on Aging
- Jacob and Valeria Langeloth Foundation