



Breaking Down Barriers to Care

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Red Carpet Care Goals:

- Improved Outcomes
- Better patient experience
- Improved Communication
- Ease of access
- Lower Cost of care



Red Carpet Care

Focus on the “Super Utilizer”



Red Carpet Care

Super Utilizer patients have:

- Complex medical and social needs
- Are among the sickest 5 percent of the population and account for 60 percent of the nation's healthcare costs



Red Carpet Care

Super Utilizer patients have:

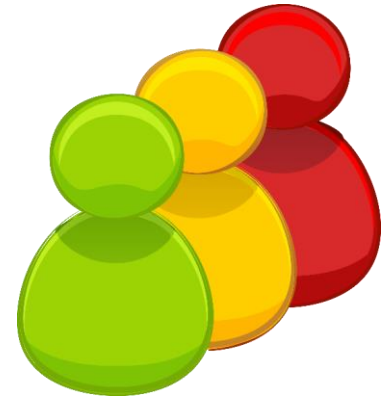
- Have one or more chronic conditions that are poorly controlled
- Lack Ties to Primary Care
- Wind up in the ED, driving up costs without better outcomes



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The **Face** of a Super Utilizer:

- History of trauma
- Depression
- Substance abuse
- Personality Disorder
- Family and Social issues
- Limited resources (housing, transportation)



Barry J. Jacobs, Psy.D.
Crozer-Keystone Family Medicine Residency Program



Red Carpet Care Background

- **Population Health:** New approach being implemented throughout the country
- Medicare and Hospital incentives: Focus on preventative care and patient re-hospitalization
 - ACO: MetroHealth Care Partners
 - E-ACO: MetroHealthy
- Red Carpet (2015): Grace Model training
 - Geriatric Resources for Assessment and Care of Elders



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Team Approach:

- Geriatrician
- Nurse Practitioner
- Pharmacist
- Mental Health Nurse Practitioner
- Social Worker
- Care Coordinator
- Care Navigator



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Criteria for Inclusion:

- ACO Member
- 2 ED visits within the last 12 months
- 1 inpatient visit within the last 12 months
- Cuyahoga County Residence
- Top 10% risk stratification ranking



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Criteria for Exclusion:

- Dialysis
- Active Cancer Treatment
- Pregnancy
- Safety Concerns due to condition of the patient's home
- Active substance abuse
 - Dependent on patient compliance
- Non-compliance with Red Carpet Program



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New Patient Home Visit:

- Team visit
 - Nurse Practitioner and Social Work
- Home assesment
- IDT Meeting:
 - Bringing assessment and information to team meeting for discussion and recommendations
- PCP and Specialist notification with recommendations from team
- Recommendations implemented by team and Providers

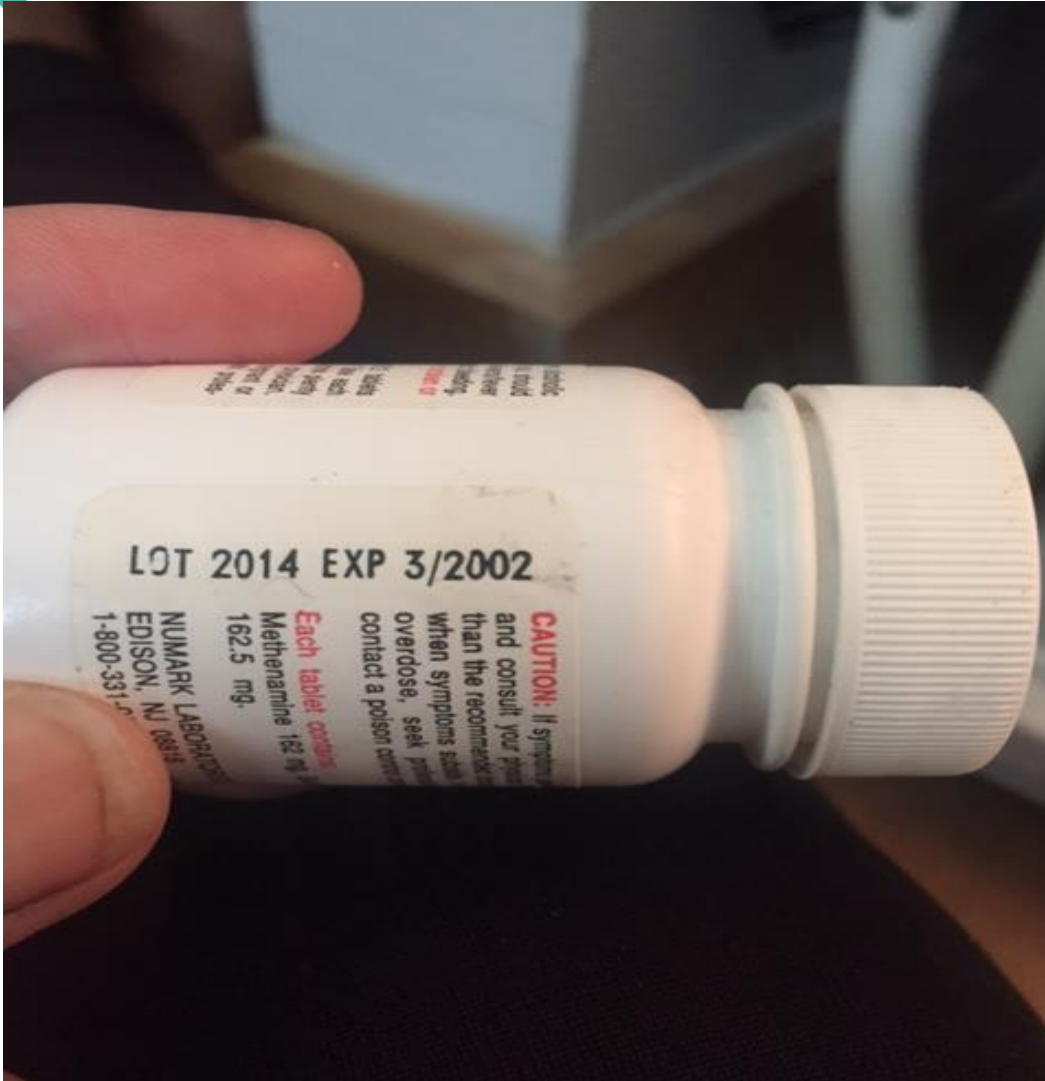


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Nurse Practitioner Role:

- Medical History
- Medication Reconciliation
- Physical examination
- Safety Evaluation
- Chronic Disease Education
- Urgent visits for medical intervention







Red Carpet Care

Social Worker Role:

- Psychosocial history and assessment
 - Depression Screen (PHQ-9), Mini-Cog, SLUMS, caregiver assessment
- Diagnosis understanding and health goal discussion
- Interventions
 - APS, program resource referral, mental health referral
- End of Life discussion and Advanced Directives
- Inpatient Connection



Red Carpet Care

Barriers:

- Family support
- Patient knowledge and understanding
- Transportation
- Lack of resources



Red Carpet Care

Program Features:

- Urgent Access Line
 - 8am-10pm daily access, Monday-Sunday
 - Direct connection to providers, Red Carpet Team
- Cab vouchers
- Red Carpet Care Navigator to assist with appointments
- EMMI Education



Red Carpet Care

ED / Inpatient Stay:

- Team member hospital visits
- Clinical Review meeting:
 - Octane levels: Weekly calls and visits
 - Cruise Control
 - Regular
 - Octane
 - High Octane
- Prevention Plan and new recommendations



Red Carpet Care

Red Carpet Comprehensive Clinic:

- Same day and Urgent appointment access
- Nurse Practitioner and Social Work team
- Extensive chronic disease education
- Varied appointment length
- Disease treatment (IV, wound care, breathing treatments, etc.)



Red Carpet Care

Tools for Success:

- Weight scale
- BP cuff
- Emergency medications
- Medication organization



Red Carpet Care

Results:

- Decrease in ER visits
- Enhanced patient experience
 - Fluid transition between Inpatient and Outpatient
- Lower costs

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“You can enjoy diabetes, high cholesterol and hypertension or you can suffer from good health.”