From Hospital to Population Health Management

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Santiago Delgado Izquierdo
Ribera Salud Grupo
SPAIN

KEY IDEAS

Hospital Transformation

1999

Hospital Contract

- System Fragmentation
- Lack of previous experience in PPP models
- Capitated model
- Difficulty to implement new strategies

2003

Transformation

Permanent Goal

Hospital
Primary Care
Mental Health
Home Care Contract

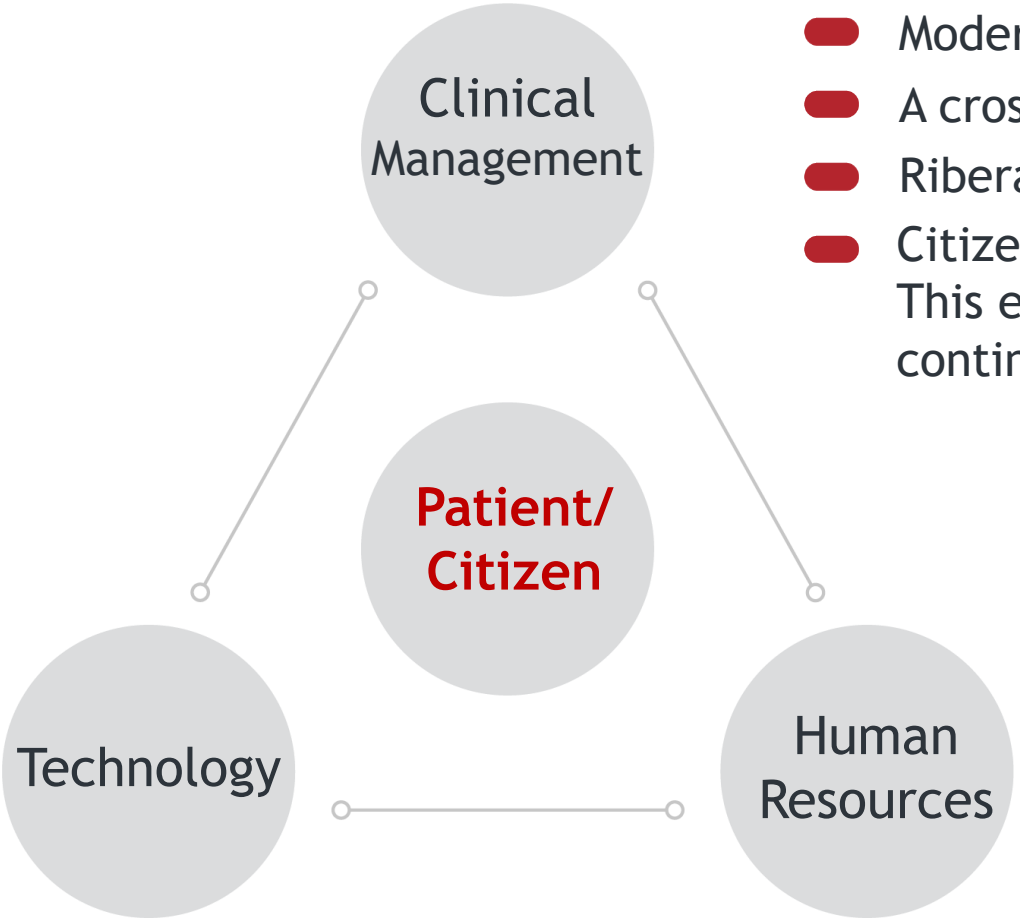
- Integration
- Cultural Change in decision-makers
- Resistance to change
- Lack of experience in teamwork

Today

Healthcare Network

- Benchmarking
- Best practices
- Shared services
- PHM
- Reduced clinical variability

RSG-Triangle of Success



- A Citizen-centered clinical management Strategy
- Modern HR Management
- A cross-functional Information System
- Ribera Salud Triangle of Success
- Citizens are the heart of the Alzira Model. This elements are self-reinforcing in a continuous process of improvement

TRANSFORMATION
AND INNOVATION

Population Health Management

What is the best for citizens?

Provide best healthcare outcomes

Sustainability
Quality
Satisfaction

Cultural Transformation

Alignment

Integration

- ✓ Processes
- ✓ IT
- ✓ Stratification
- ✓ Personalized care

Payment/Budget

- ✓ Capitation
- ✓ Single Budget
- ✓ Health is Financed

Goals/Incentives

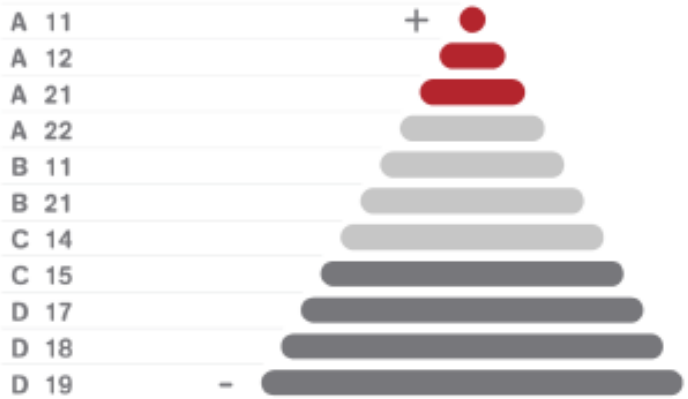
- ✓ Share Goals
- ✓ Networking Consolodiation

Stakeholders

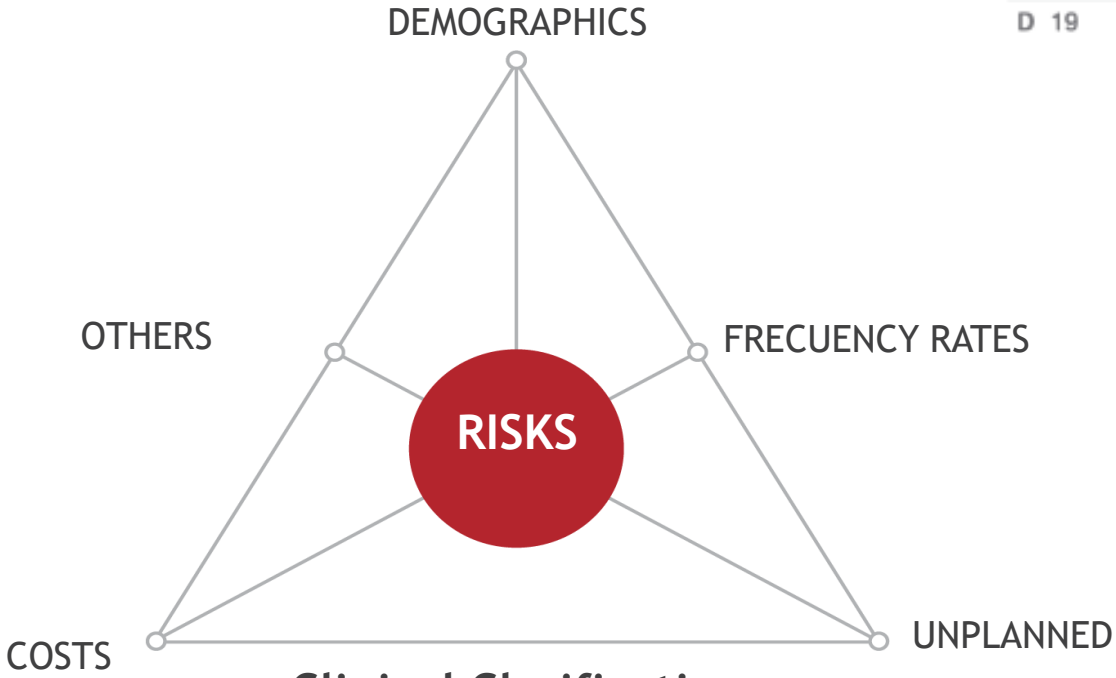
Payers-Providers-Citizens-Policy Makers

Transformation and Innovation

- ✓ RSG clinical clasification based on risk adjustment
- ✓ Own population pyramid
- ✓ Better information for more targeted care



Level of Risk

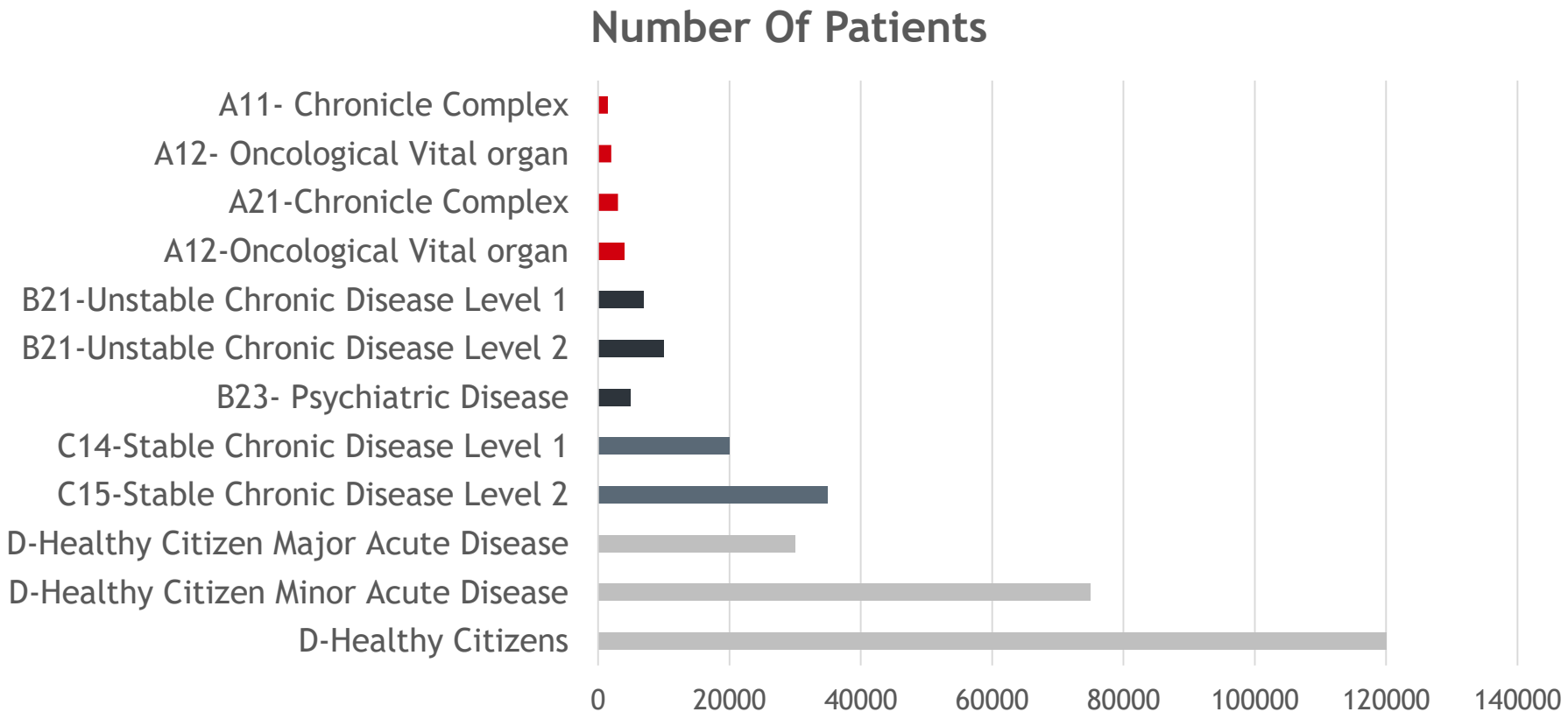


Clinical Clasification

More proactive and Targeted Care: Population Pyramid

	DEMOGRAPHIC			UTILIZATION LEVEL			UNPLANNED INPATIENT			COST	OTHER	
RSG	PATIENTS	%PATIENT	AGE	INPATIENT	EMERGENCY	OUTPATIENT	>0	%RSG	IP DAYS	COST	RUB	FRAILTY
A11	2.569	0,5%	77	1,38	1,52	10,1	1.784	69,4%	13,6	9.498	4,6	19,9%
A12	3.788	0,7%	66	0,91	1,26	13,3	1.650	43,6%	13,6	7.077	4,1	8,3%
A21	3.945	0,7%	74	0,79	1,13	8,1	1.896	48,1%	10,4	5.915	4,3	15,5%
A22	9.380	1,7%	66	0,25	0,72	7,9	1.200	12,8%	6,3	2.190	3,5	2,3%
B11	13.759	2,5%	69	0,32	0,77	6,0	2.956	21,5%	7,9	2.600	3,6	8,8%
B21	19.979	3,6%	61	0,19	0,72	5,8	2.523	12,6%	6,5	1.747	3,4	17,8%
B23	2.703	0,5%	42	0,10	0,64	6,1	203	7,5%	9,7	1.051	3,1	1,0%
C14	36.677	6,7%	50	0,09	0,62	4,8	1.997	5,4%	4,8	1.041	3,0	0,8%
C15	59.052	10,7%	49	0,05	0,53	3,5	1.746	3,0%	3,6	746	2,7	0,2%
D17	59.519	10,8%	35	0,03	0,75	2,0	1.375	2,3%	3,1	591	2,5	0,2%
D18	145.683	26,5%	34	0,01	0,33	1,3	715	0,5%	1,9	273	1,7	0,0%
D18	193.592	35,2%	40	0,00	0,00	0,0	0	0,0%	0,0	0	0,0	0,0%
TOTAL	550.646	100%	42,1	0,05	0,35	2,0	18.046	3,3%	7,3	592	1,6	1,1%

Transformation and Innovation



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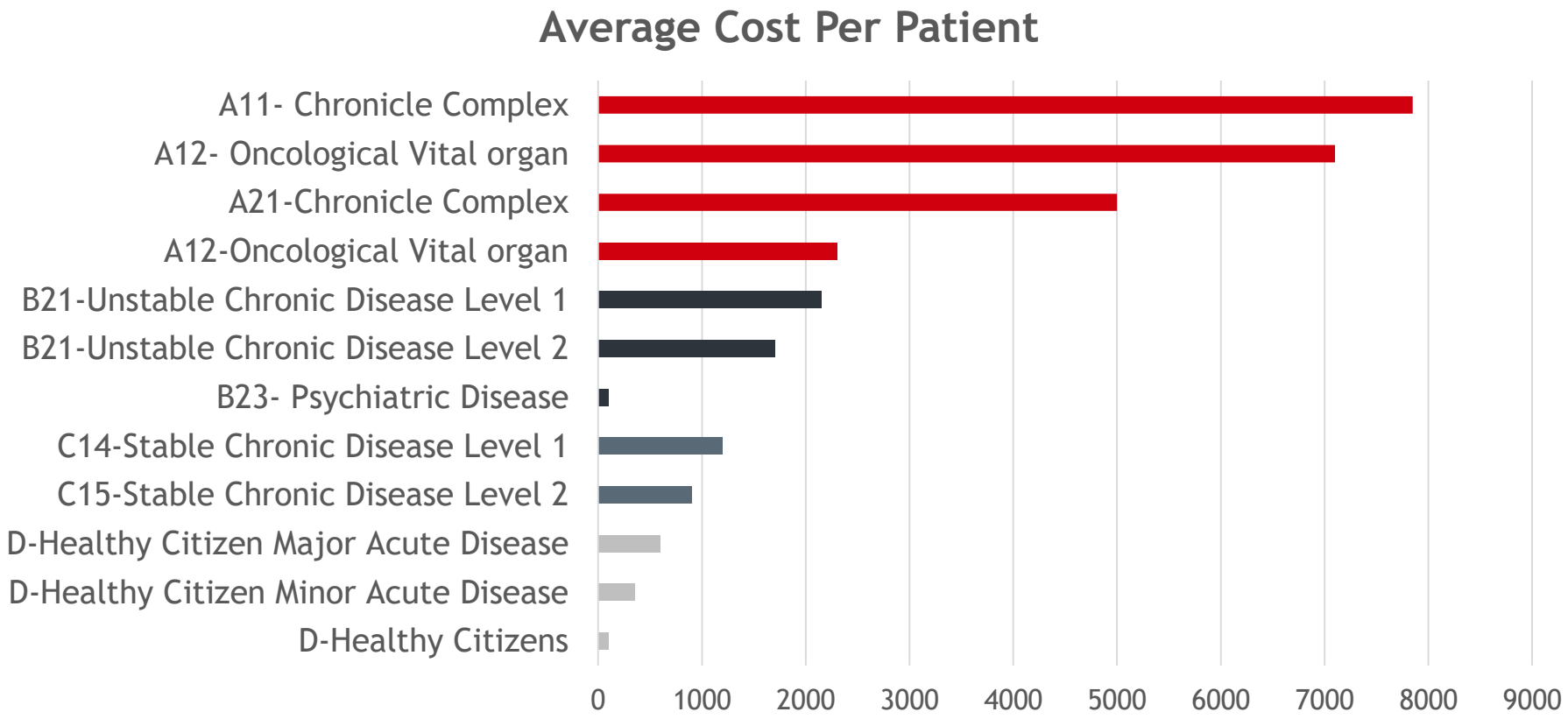
Transformation and Innovation



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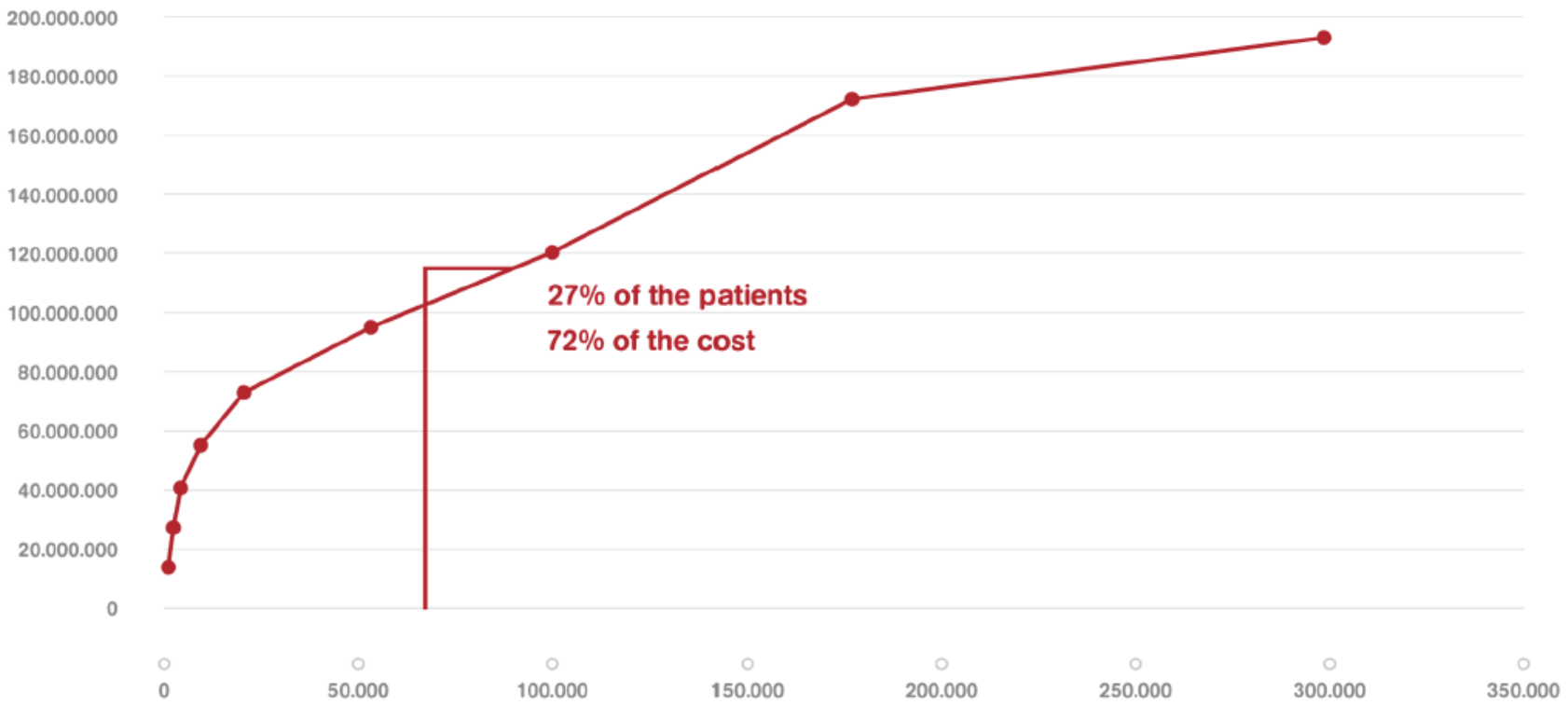
Transformation and Innovation:
Population and Cost Dispersion



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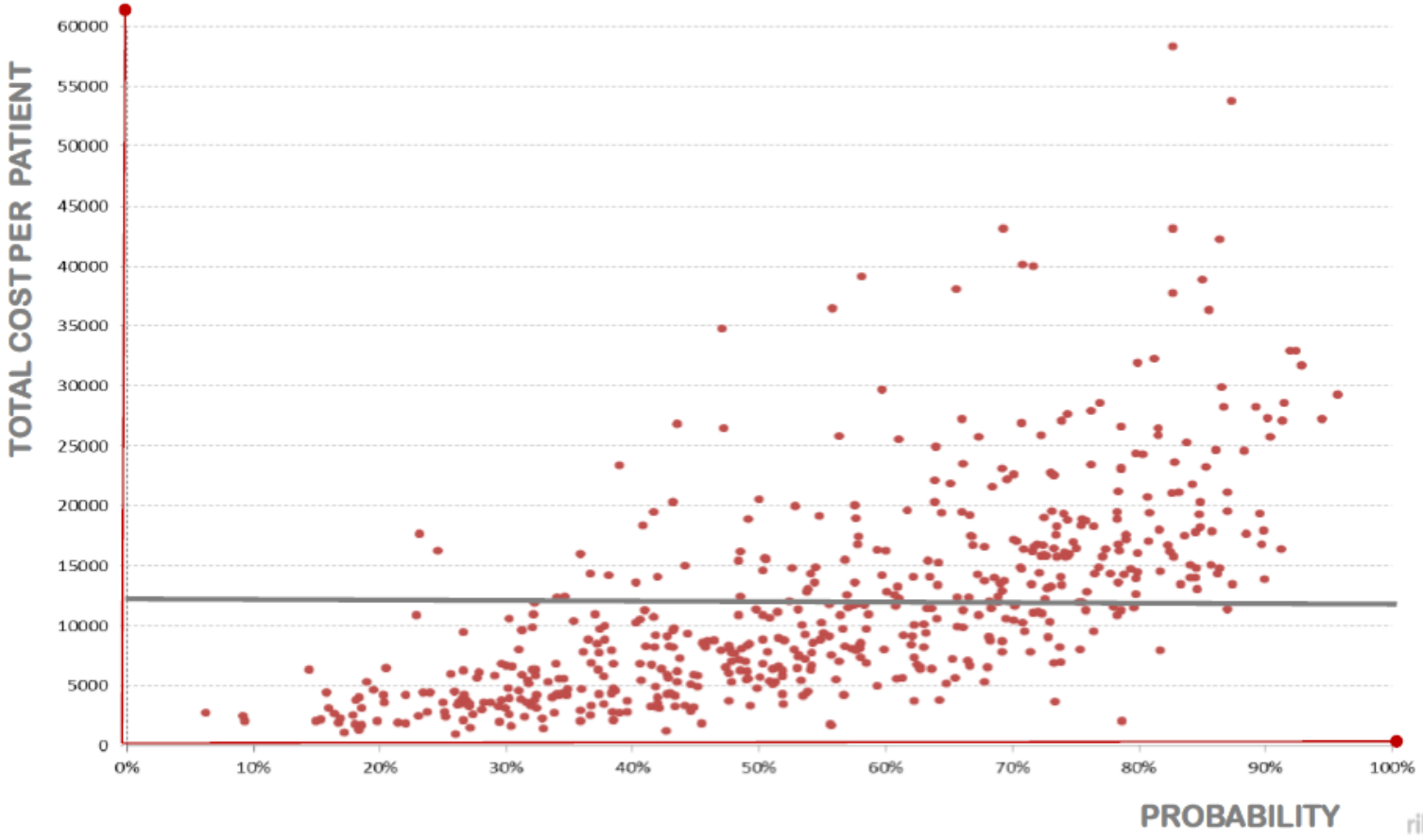
More proactive and Targeted Care: Cost Per Patient



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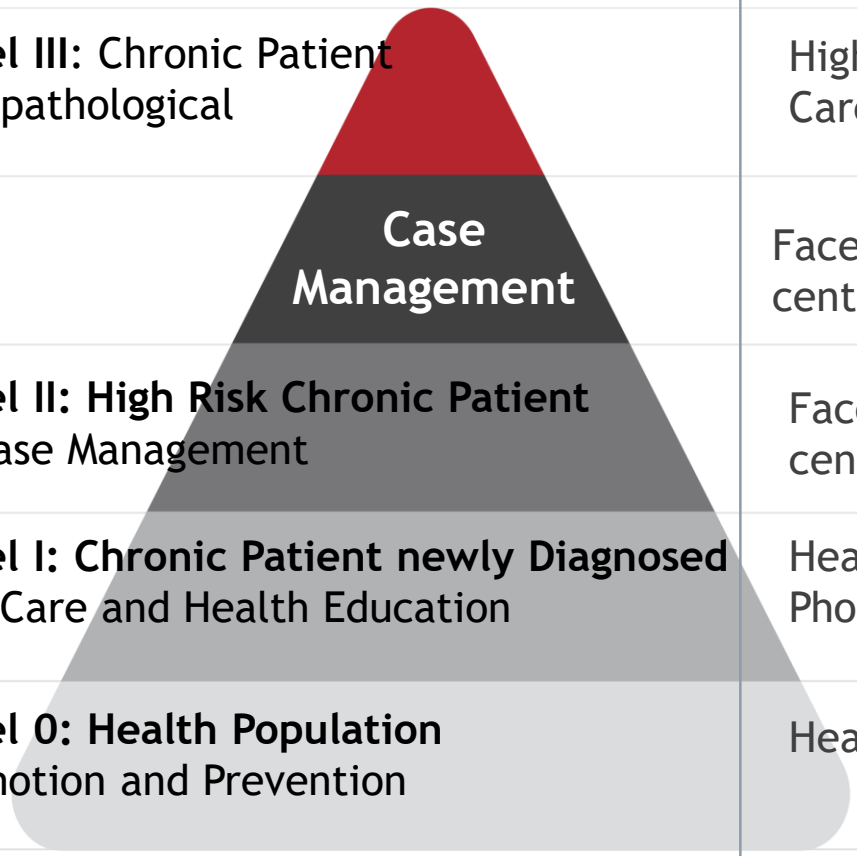
Transformation and Innovation: Pyramid of Risk



Level of Risk	Comunication	Professional in Charge
Level III: Chronic Patient Pluripathological	High Complexity Care at home	Case mngt nurses Basic area-Care Center
	Face to face at HC centre	UBA Nurses
Level II: High Risk Chronic Patient Disease Management	Face to face at HC centre	UBA Nurses
Level I: Chronic Patient newly Diagnosed Self-Care and Health Education	Health Portal/ Phone	UBA Nurses/Care Centre
Level 0: Health Population Promotion and Prevention	Health Portal	Care Centre

Transformation and Innovation: Tools

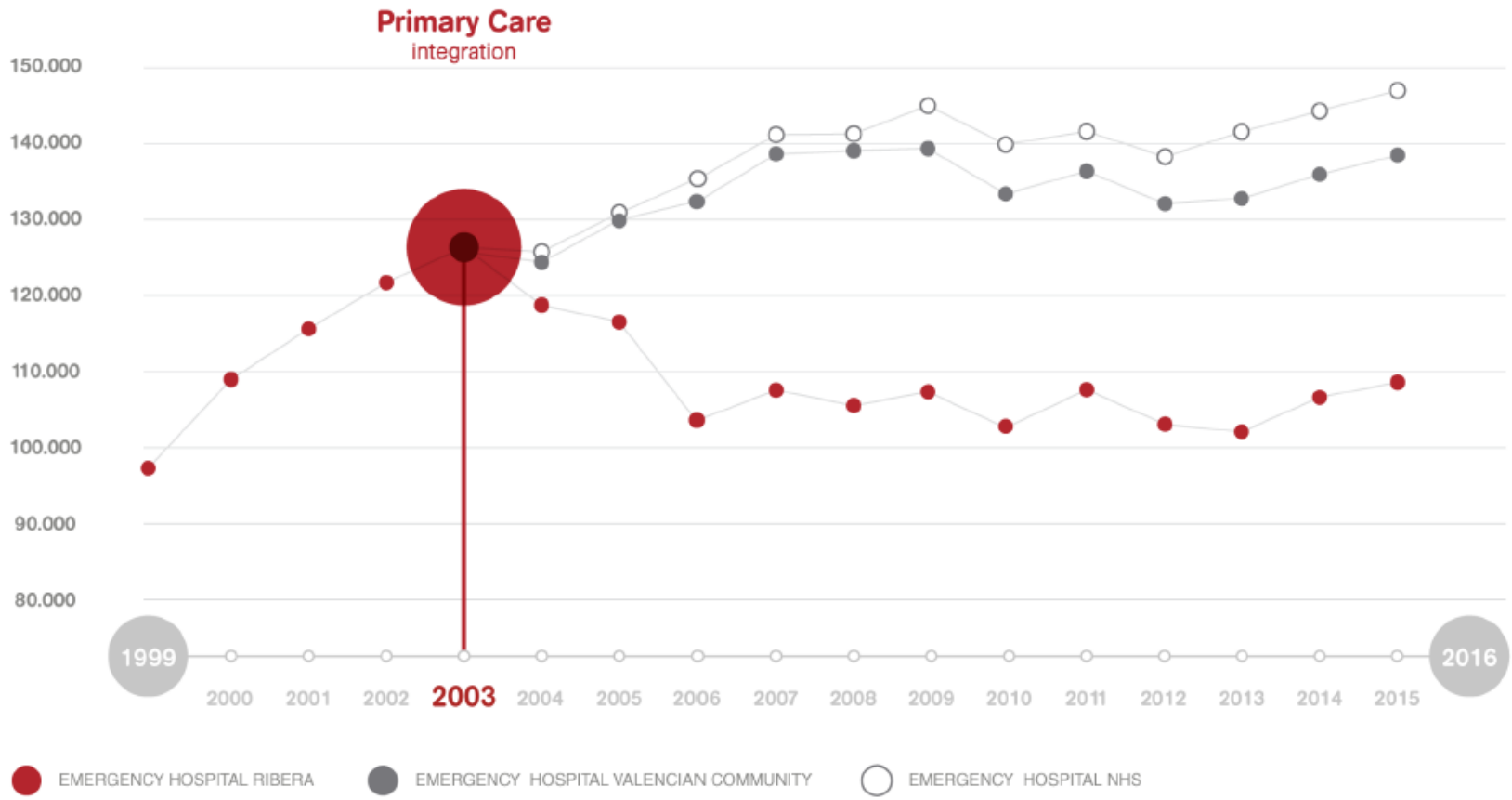
True Care is a Managed Care Tool

- Assign pre-defined care plans to patients based on screening of "risk criteria"
- Action Plan

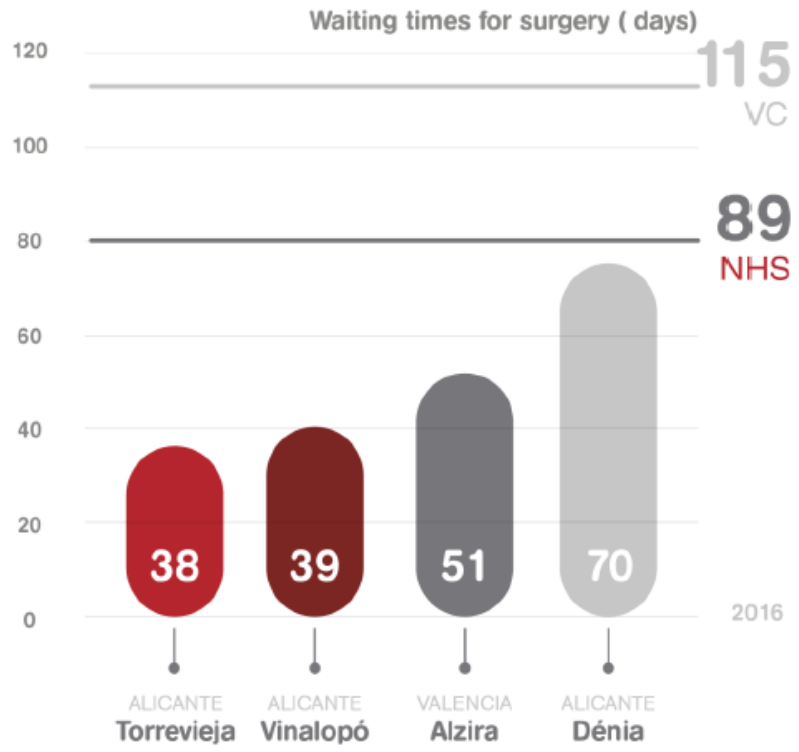
Health Portal will be the main means of communications for the level 0 of the population and a big part of population in level 1

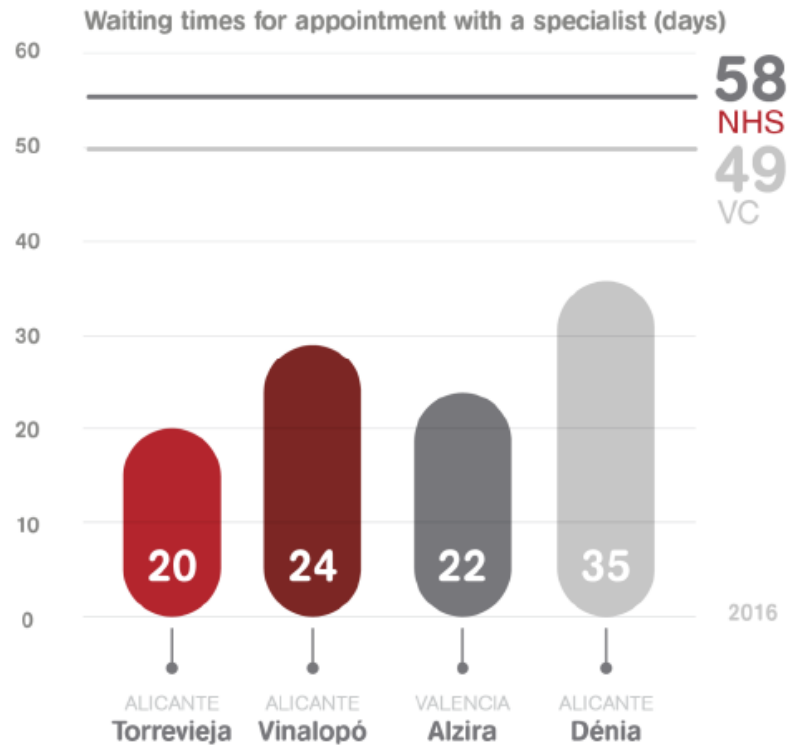
SOME FIGURES

Some Figures: Emergency Evolution



Some Figures: Waiting List Results





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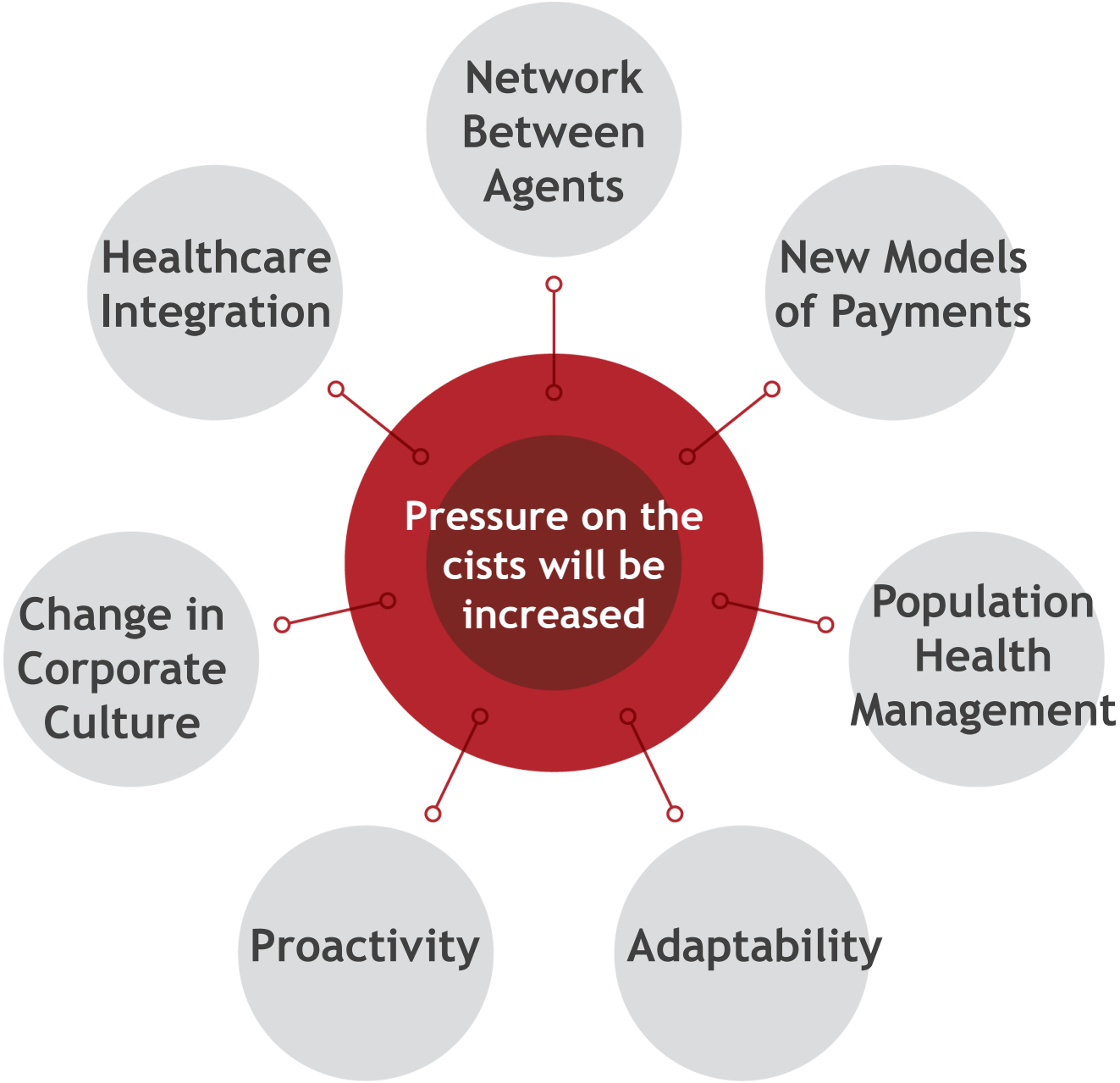
Some Figures: Indicators

INDICATORS	Ribera Salud	Valencian Community
Diabetes Type II Control	59,79%	50,15%
Outpatient Surgery Substitution Rate	78,48%	64,98%
Rate of Low – risk section	3,53%	7,76%
Hip Fracture Operate within 48 hours	90,2%	57,02%

Some Figures: Indicators

Measures	Before	After	Variation
1st Outpatient Visit	5688	5190	8,76%
Ongoing Outpatient Visit	15700	16122	2,69%
Hospital Emergencies	6752	5680	-15,88%
Hospital Admissions	2933	2123	-27,62%
Hospital Re-Admissions	266	197	-25,94%

CONCLUSIONS


Network Between Agents
Healthcare Integration
New Models of Payments
Pressure on the cists will be increased
Change in Corporate Culture
Population Health Management
Proactivity
Adaptability

THANK YOU