

Oklahoma Rural Health Conference Ignite

TCM by LTCM

Chantelle Julian, Director of Operations
Loree Tamayo Consulting and Management



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LTCM

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Total Case Management A Patient Centered Model of Care

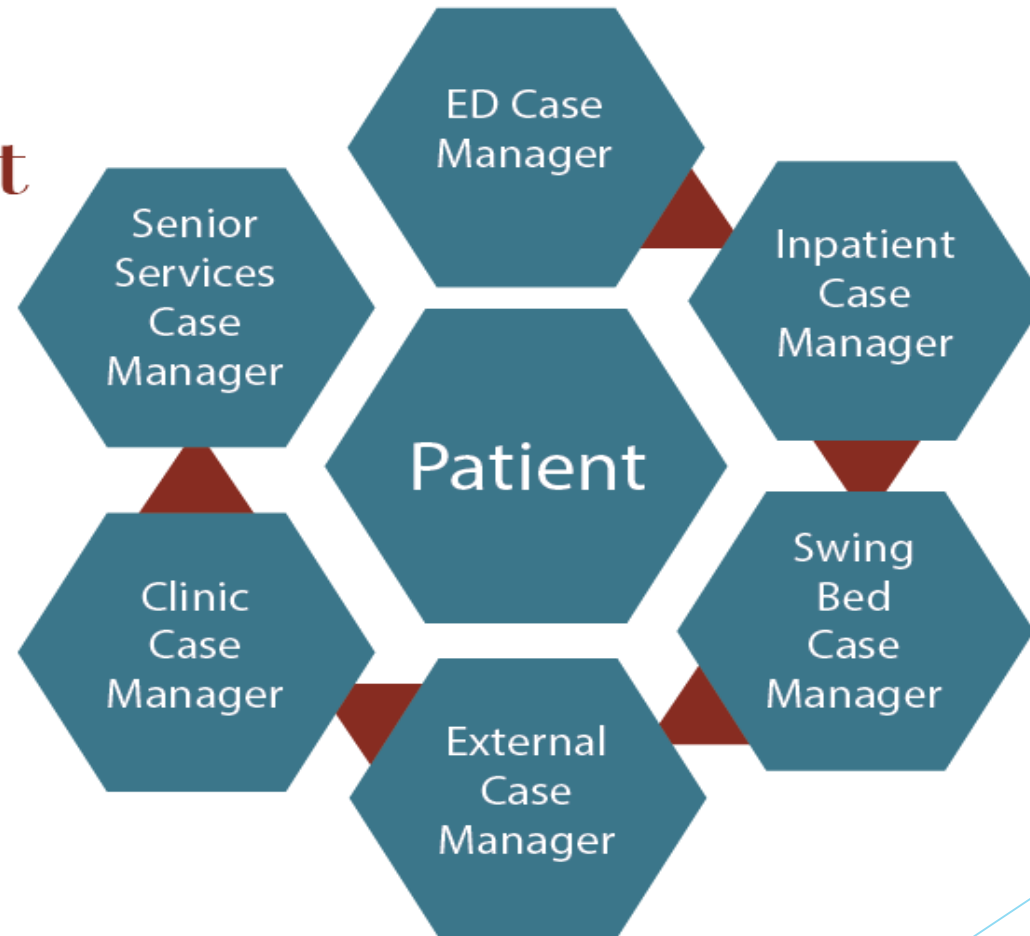


Rural Health Association
of Oklahoma

Serving as a united voice for Oklahomans in the promotion of rural health issues through advocacy, education, and leadership.

What is Total Case Management?

Total Case Management



Case Manager's Contribution

- ❖ Assist physicians and providers to improve healthcare services
 - ❖ Admissions
 - ❖ Referrals
 - ❖ After-care patient follow-up
- ❖ Increase utilization of services by connecting patients with care



ED Case Management Model

- ❖ In-depth analysis of Emergency Department:
 - ❖ Peak Time Analysis
 - ❖ Case Management Scheduling
- ❖ Case Manager Qualifications
 - ❖ Social Worker or Similar Background (No license required)



Case Management Services

- ❖ Comprehensive Computerized Analysis
 - ❖ Patient Care Needs
 - ❖ Provision of Care
 - ❖ Method of Care -
 - ❖ Appropriate Level of Care
 - ❖ Coordination of Care -
 - ❖ Patient Care Tracking and Follow-up



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Benefits of ED Case Management

- ❖ Decline in Patients Returning to Your ER within 72 hours
- ❖ Reduction in Uncompensated Care in ED
- ❖ Significant Increase in Patient Satisfaction



Inpatient Model

❖ Critical Review of Admission Criteria and Transition of Care



ED → Obs → In-Patient → Swing Bed →
Discharge Planning → Other Services

- ❖ Interdisciplinary Approach to Care
 - ❖ Planning Transition/Progression of Care
 - ❖ Connect Patients with Care and Services throughout all service lines



Outreach Model

- ❖ Follow up on all transfers out to higher level of care to ensure place back in the system. For example: Swing bed, rehab, nursing home, or clinic follow up visits.



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Clinic Model

- ❖ Connection of Care to Meet Patient Need - Transition of Care
 - ❖ Specialists
 - ❖ Local Service Referrals
 - ❖ Community Referrals



Clinic Case Management

- ❖ After Transition of Care - Patient Recapture
 - ❖ Focused Follow-up after Referral for Care
 - ❖ Continuity of Care



Senior Care Service Model

- ❖ Senior Care in your Community is a great Referral Source:
 - ❖ Nursing Homes
 - ❖ Assisted Living
 - ❖ Home Health
 - ❖ Hospice



Senior Care

- ❖ Our Senior Care Service Model has developed:
 - ❖ Strategies for Acquiring and Delivering Care for your Senior Population
 - ❖ Connecting patients to services
 - ❖ Increasing clinic and out-patient services

Patient Outcomes and Satisfaction

Total Case Management provides for a Full Circle Care:

- ❖ Acute needs often shed light on chronic care issues that are often not addressed, leaving the circle of care open. The prevalent ED Model of Care: “Treat them and street them.”



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Let's do something different!

- ❖ Our newly developed case management techniques provide for:
 - ❖ Comprehensive Follow-Up Services
 - ❖ Patient Tracking Mechanisms/Tools
 - ❖ Preventive vs. Reactive Care
 - ❖ Increased Continuity of Care
 - ❖ Better Patient Outcomes
 - ❖ Patients receiving care closer to home.

LTCM Total Case Management: Start-Up

- ❖ Analysis of Service Lines to determine Baselines:
 - ❖ ED Disposition
 - ❖ In-patient Admissions Rates
 - ❖ Clinic Utilization
 - ❖ Utilization of Services for Senior
 - ❖ Out-patient Service Utilization



Implementation Timeline

- ❖ EDCM: 3 months
- ❖ IP and Outreach: 2 months
- ❖ Clinic: 2 months
- ❖ Senior Care: 1 month



Return on Investment

- ❖ Improved Patient Care Coordination
- ❖ Improved Patient Outcomes
- ❖ Increased Patient Satisfaction
- ❖ Increased Observation and In-Patient Admissions
- ❖ Increased Care Service Utilization: In-Patient and Out-Patient Services
- ❖ Increased In-Patient and Out-Patient Revenue



Increased Utilization = Increased Revenue

First Year Program:

- ❖ In-Patient Admissions: 50% increase
- ❖ Observation Admissions: 46% increase
- ❖ Follow-Up Clinic Visits: 38% increase

- ❖ TOTAL NET REVENUE INCREASE FROM ALL SERVICE LINES

\$1,291,800

It has only continued to increase year after year!



Are You Interested in Increasing YOUR Bottom Line???

❖ Next Steps:

- ❖ LTCM will provide on-site consultation
- ❖ Analysis of Current Services
- ❖ Forecast Opportunities for Growth



Come see me at the LTCM Booth!



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