

Enhancing Healthcare Access and Outcomes through Transitions of Care Implementation

About

A Trust with a mission to offer low-cost, high-quality healthcare benefit plans to charity organizations for the benefit of their employees and families. The trust serves eleven participating employers with approximately 5,800 members enrolled throughout multiple states in Eastern U.S..

Challenge

The client faced significant challenges related to provider access. Many members experienced long wait times for appointments with both primary care providers (PCPs) and specialists, sometimes waiting months for even acute issues. This lack of availability often led to poor health management and an increased risk of complications, ultimately raising the likelihood of hospitalizations. Additionally, many doctors referred patients to emergency rooms (ER) instead of seeing them in-office due to appointment unavailability, further straining the healthcare system and increasing costs.

Solution

In response to these challenges, Conifer implemented a Transitions of Care (TOC) focused program to supplement the utilization management and case management programs already in place for the Trust. The TOC program focuses on supporting members to have a smooth transition from a hospital back to home. The program included the following key strategies:

- **Early Engagement Post-Hospital Discharge:** Members were promptly contacted post-discharge to ensure they had the necessary medications, understood how to care for their conditions at home, and had the resources to prevent complications.



We Deliver Client Results:

- **97%** Member Satisfaction with our PHN Care Navigation
- **88%** Member Engagement in Case Management
- **70%** of Members Move into Self-Management
- **3:1** Return on Investment

Conifer Overview



35+ Years of Experience



\$22B+ Medically Managed Spend for Employers



5M+ Managed Lives

- **Guidance on Appropriate Care Settings:** Members were educated on when to utilize urgent care facilities instead of emergency rooms, addressing the common issue of unnecessary ER visits due to provider referrals.
- **Strong PHN-Member Relationships:** A crucial factor in the program's success was the trust built between Personal Health Nurses (PHNs) and members. PHNs focused on meeting members where they were, ensuring they felt heard and valued. Rather than instilling guilt for unmet health goals, PHNs worked collaboratively with members to find alternative solutions, fostering long-term engagement and better health outcomes.

Conclusion

The implementation of TOC proved highly effective in addressing the client's healthcare access challenges. By engaging members early, guiding them to appropriate care settings, and fostering strong relationships through PHNs, the Trust significantly improved patient outcomes while reducing unnecessary hospital visits and costs. This case study highlights the value of proactive, member-centered care in achieving better health and financial sustainability within healthcare benefit plans.

2.58%

DECREASE IN
READMISSION
RATE YOY

45%

DECREASE IN
ER UTILIZATION
YOY

38%

DECREASE IN
ER COST
PMPM

Results

Conifer Health's TOC program significantly improved member health outcomes and reduced healthcare costs. A comparative analysis of member data before and after TOC engagement demonstrated remarkable improvements:

- **Readmission Rate Reduction:**
The hospital readmission rate decreased from 4.42% to 1.84% year over year.
- **ER Utilization & Cost Savings:**
 - Average ER cost per member per month (PMPM) dropped 38% year over year
 - ER utilization decreased 45% year over year

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