The Computerworld Honors Program

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Final Copy of Case Study

Status:
Laureate

Year:
2013

Organization Name:
Independent Living Systems

Organization URL:
www.ilshealth.com

Project Name:
eCare Central

Please select the category in which you are submitting your entry:
Health

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

This project was developed to assist with the health care management of at-risk individuals through the timely identification of health risks, the development of a care plan to mitigate these risks and tools to track care plan progress. The system uses medical claim, pharmacy, and lab data to pre-stratify individuals according to their health risk. The stratification process identifies utilization patterns and health outcome indicators including pharmacy utilization, emergency room services, hospital admissions, and the frequency of specific identified and designated medical and core services. Individuals whose composite risk score is stratified as "High" are given priority for direct outreach. The system provides a mechanism for the completion of a survey called a health risk assessment (HRA). At risk individuals are interviewed and their responses are entered into the system. This data is used to determine a secondary risk score and to auto-generate a recommended care plan. The initial risk score, along with the assessment score, is reviewed by a Clinical Case Manager, who speaks directly with the individual or their caregiver to determine a final risk level based on all available

information. The care plan is finalized and the individual is given assistance accordingly. This process offers a significant advantage over standard predictive modeling software, which is typically limited to an analysis of historical claims information that is subject to claims lag. Using our system, a care manager can quickly stratify membership both with and without historical claims information (i.e. new or non-utilizing membership) and set appropriate interventions in motion long before traditional predictive modeling software can identify an issue even exists. The system has been developed as a web application utilizing C#.net with a Microsoft SQL Server back end.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

The system was implemented in December 2009. Subsequent releases have included the pre-stratification process of individuals based on their medical history, a consolidated view of the individual's history and current activity as well as integration with our claims system for real time authorization requests and approvals where claims payment is also being managed. This system is also used for call center support and integrates with our meals delivery program for individuals who qualify for meals as part of their health benefits.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

Completed and in use but constantly enhanced to meet our client's needs.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

An elderly individual had experienced a decline in her mobility, resulting in multiple falls and subsequent hospitalizations. She was in need of an electric scooter to perform her daily activities. Through traditional care pathways, her physician provided her with an order for an electric scooter. The cost of the scooter was not fully covered by the health plan benefit and the member did not have the funds to purchase the scooter. The member did not receive a scooter. The individual was then placed into the care management program to assess her health status and ADL decline. After the completion of a health risk assessment, the care manager was able to quickly recognize the most pertinent interventions on the resulting care plan, since interventions on the care plan are separated by type and emergent need. The system generated care plan recommended an assessment of the home environment to determine safety issues. This resulted in modifications to the living environment to accommodate her mobility decline. Community resources were also contacted to locate an electric scooter, which was donated to the member. Finally, the individual was referred to her health plan's Falls and Fracture program by the care manager. After 6 months of enrollment in the Falls and Fracture program, the health plan provided an update indicating the individual had no further falls subsequent to the implemented interventions. Both the individual and her husband called the Care Management Department to express their gratitude and to commend the work done by the team.

Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

This is an innovative approach to care management and the overall benefit administration for at-risk individuals.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

The system is patient centered, allowing the care manager to input new data, which then modifies the care plan to better meet the individual's specific health needs. Not only can you customize interventions, you can map out your interventions systematically in a way that allows for greater impact on outcomes. Using our system's reminder option, task scheduler, and dashboard, the care manager can set reminders that allowed them to follow-up with the individuals in a timely manner and to effectively manage the support needs of many individuals.