



☰ CASE STUDY

Angel Kids Pediatrics Improves Pediatric Care Using Encounter Alerts

Audacious Inquiry's Encounter Notification Service® (ENS®) helps Angel Kids Pediatrics improve both Pediatric Clinical Quality Measures (CQMs) and HEDIS measures while reducing hospital utilization and total cost of care.

A Rapidly Growing Pediatrics Practice

Angel Kids Pediatrics is a rapidly growing practice in northeast Florida, expanding from two to seven offices between 2014 to 2019. Supporting direct patient care, Angel Kids provides integrated in-house services including behavioral and psychological counseling, newborn care, lactation consultations, immunizations, chronic disease management, allergy testing, and telehealth. As a patient-centered medical home (PCMH), quality of care is continually measured and monitored for their 20,000 plus patients in Duval and St. Johns counties to ensure the best care possible.

The Challenge: Reducing Preventable Emergency Department Utilization

Emergency department (ED) utilization makes up a large percentage of the total national health expenditure in the United States. In 2017, there were close to 145 million emergency department (ED) visits in the U.S. costing an estimated \$76.3 billion according to a brief published by the Agency for Healthcare Research and Quality (AHRQ) for the Healthcare Cost and Utilization Project (HCUP). That represents nearly one fifth of the total \$3.5 trillion healthcare expenditure in 2017. Of the total ED visits in 2017, 18.5% were patients ages 0 to 17, and the average cost per visit was \$290 for those patients, representing 10.3% of the total cost.

Looking at this scale, reducing ED utilization among patients is a common goal for healthcare providers and payers. Strategies for reducing ED utilization include improving care coordination and patient outreach and monitoring high-risk patients using metrics from health information exchanges (HIEs) and electronic health records (EHRs). Giving primary care providers access to admission, discharge, and transfer (ADT) data is one effective method for better care coordination and outreach, which can help to address higher rates of ED utilization and inpatient admissions. With HCUP data revealing that more than 50% of all ED visits result in an inpatient hospital admission, looking at ways to provide clinical interventions before patients need to use emergency services can be a key strategy.

Between 2016 and 2017, Angel Kids Pediatrics experienced a 71% reduction in inpatient admissions per month, resulting in a 33% reduction in spending per member, per month.



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Angel Kids Pediatrics, recognizing that patients' health care experience is not limited to the doctor's office during regular business hours, implemented strategies to extend reach and increase access for patients. Encounter Notification Service (ENS) is an integral part of overall efforts to increase access and provide proactive outreach to patients.

ENS provides the information needed for care transition services for patients who are discharged from the hospital and for those who use the emergency department unnecessarily.

Encounter Alerts Improved Managed Care

Angel Kids Pediatrics initially received ENS alerts for their patients through one of Florida's Medicaid Managed Care plans. They began a direct subscription to receive data for all their patients and quickly saw the benefits of having the data to improve care and lower costs.



Identified unnecessary emergency department visits



Facilitated patient hospitalization follow-up and education



Made patient outreach possible

ENS helped in identifying unnecessary emergency department visits, providing information needed for direct patient engagement and education on appropriate service use.

Daily ENS reporting is also used for patient hospitalization follow-up and education, ensuring appropriate care management after treatment. Patient outreach made possible by ENS has resulted in a significant decrease in preventable emergency department visits.

Outcomes: Improved Quality of Care and Significant Cost Savings

ENS has helped Angel Kids Pediatrics track and manage a core set of 10 targeted metrics aligned with the Pediatric Clinical Quality Measures (CQMs) and Healthcare Effectiveness Data and Information Set (HEDIS). The information available via ENS allows them to provide high-quality care, demonstrated by exceeding the benchmarks in 9 out of 10 targeted metrics.

This quality care has **resulted in decreased ED utilization, reducing hospital admissions from 51 per month to 14 per month and providing cost savings to payers.** Through savings earned from value-based agreements, Angel Kids Pediatrics is able to sustain quality results and reinvest in new strategies that are the most impactful to their practice and communities served.

71% reduction

in inpatient admissions per month

33% reduction

in spending per member, per month

29% less

cost per member per month than peers

Between 2016 and 2017, Angel Kids Pediatrics experienced a 71% reduction in inpatient admissions per month, resulting in a 33% reduction in spending and cost savings of \$5 per member, per month due to decreased ED utilization. In 2016, their overall cost per member per month was \$204.21, which is 29% less expensive than peers. The key strategies that contributed to this success include a greater focus on preventative care, prioritization of chronic disease management, and efforts to ensure appropriate use of healthcare resources such as emergency room use and generic medications. These strategies are supported through data received from the Florida HIE's ENS.



The use of technology and data is critical for physicians to adopt as we continue to move toward value-based care. Having patient information is very important as we move to value-based care. Practices can use ENS data to improve patient engagement for care coordination and education on proper health care facility utilization.”

—ASHRAF AFFAN MD FOUNDER AND CEO OF ANGEL KIDS PEDIATRICS

