



Company Overview



The driving force behind CHP's philosophy is to look at the patient holistically – their medical health, as well as mental health and social well-being. Data from these sources guide how our team creates targeted care plans for our members.

Our "People + Technology + Data" approach enables clinical decision support for our home health staff, armed with patient data collected through our technology, and analysis of the resulting biometric data and trends.

This allows us to triangulate insights into how we provide care and how we can continue to hone our best practices for this model.

This aggregation of data enables our care team daily with parametric and patient reported data that supplements our decision making process, shapes our daily workflows and helps prioritize the most critical needs of our members – so we can make expedient and accurate choices on where to spend energies to provide the best care.

www.CatalyticHealthPartners.com

Customer Since: 2017

Industry: Population Health Management

Life365 Solutions:

- Life365 Platform / System Integration;
- System Tech Support Services;
- Life365Kits / Equipment;
- Program Support Materials

The Challenge: Engaging Under served Populations

Catalytic Health Partners sought to address poor health of an underserved population, as measured by **multiple gaps in care** and **very high utilization of hospital and acute care resources**, resulting in high costs to the health plan. CHP's patient **population is a high risk, chronic care cohort of Medicaid and dual eligible members** located throughout rural Arizona, with a large portion being hispanic. The goal was to provide the right engagement, communication and combination of resources and tools to move the members to a better state of health.

Methodology to Support the Program

CHP created a **member engagement program** to monitor the health and lifestyle of their population. The patient care team is comprised of a combination of professionals including, nurse practitioners, licensed counselors, social workers, nurses, and medical assistants. CHP utilizes Life365's platform to facilitate the integrations of biometric data from medical devices in the patient homes. Data flows into CHP's electronic medical record and analytics software. With Life365 acting as the technology enabler, CHP clinical resources could focus on implementing their holistic approach to patient care. Additionally, CHP invited supporting Life365 team members to interview staff, and meet select participants in their environments, to better understand their workflow for the roll-out.

Tools Utilized to Support the Organization

The user experience was driven by best practices for the population, as well as targeted insights gathered for specific individuals. To allow CHP staff to stay in touch with members efficiently, a cellular enabled Android tablet became clinicians' "eyes and ears" between face-to-face visits, providing telehealth sessions via 2-way video, telephonic audio only consults, and customized patient questionnaires. Life365 utilized Catalytic's inventory of tablets deployed in members' homes, installing an app to easily connect Bluetooth scales, blood pressure monitors, glucose meters and blood oxygenation meters to collect vitals data. Beyond integration and technical support, Life365 helped produce user support materials, and the platform enabled CHP to deploy the right monitoring equipment and engagement solutions for the program's population.

The diverse combination of data points provided a fuller picture of members' physical and behavioral health status, which streamlined efficiency in communication and coordination for all stakeholders. It also helped prioritize workflow and enable earlier intervention – including in-office and virtual visits, adjustment to therapy, or transportation to services.

Results

Deployment of the full system produced significant impact. After six months CHP saw a **65% decrease in emergency room utilization and a 40% reduction in acute care utilization across the patient population**. Members reported an improvement in quality of life, corroborated by a **34% improvement in their PHQ9 scores**. Customer satisfaction is measured on a routine basis with a **4.8 rating** on a 0-5 point scale with 0 being highly unsatisfied and 5 highly satisfied; 84% of members participated in the survey. Additionally, CHP analysis of **workflow performance indicated a 30% increase in efficiency**.