Chronic Care Management: Processing Outcomes for Maximum Impact

mainlinehealth systems, inc.

The Mission

“ To provide the highest quality of clinical care for all.”

MHSI CCM

- Mainline's Chronic Care Management program started in January 2023.
- We currently have 7 FTE that are dedicated solely to the CCM program.
- We also have 6 FTE in our quality department that service our organization.
- Our CCM enrollment now has grown from 6% of our organization's eligible population in January of 2023, to 13% currently.

Organizational Support is KEY

How the CCM program received support:

1) MHSI made quality of care and access to care a priority.
2) MHSI made a point of making sure clinical staff understands why all quality measures are important.
3) MHSI provided additional resources and staffing (like our CCM and Quality Teams) to evaluate and address quality measures.
4) MHSI incentivized quality measures that effect outcomes.

Quality Measures

- Addressing quality metrics is key to improving patient outcomes.
- CMS states, “Quality measures help by measuring these key aspects of healthcare, which are chosen because they are associated with the ability to provide high-quality healthcare, and/or relate to one or more quality goals for healthcare: effective, safe, efficient, patient-centered, equitable, and timely care.”
- AAFP: “Measures inform us how the healthcare system is performing” and “measures help identify weaknesses, prioritize opportunities, and can be used to identify what works and doesn’t work to drive improvement in outcomes.”

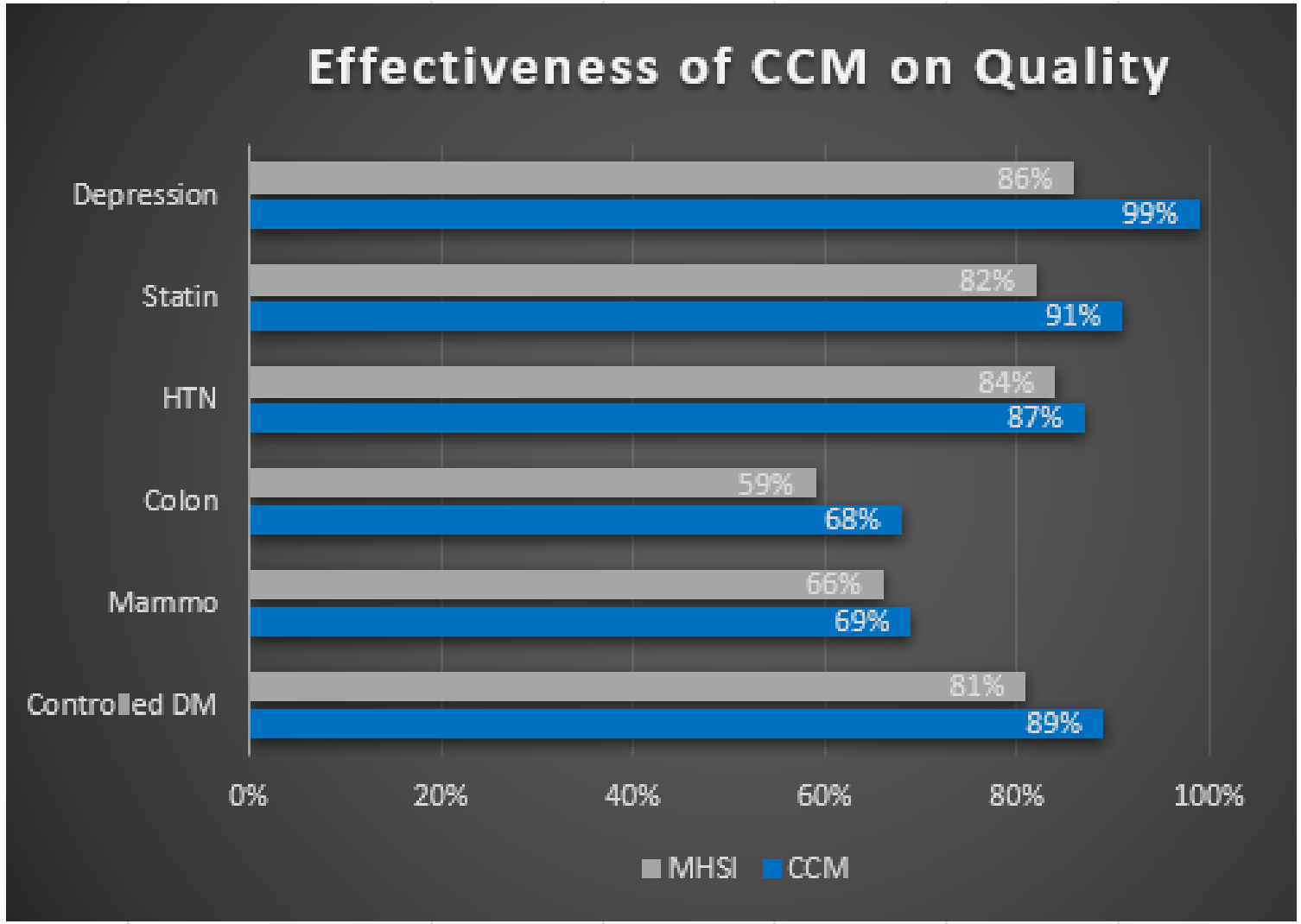
Data Processing

- MHSI measures quality data in 3 ways:
  1) Reports received by our data management company. Very detailed, but only updated monthly.
  2) The EHR CCM Dashboard. Generalized data – not specific to the individual patient.
  3) My old friend, Excel. Labor-intensive, but provides me with actionable intelligence which I pass on to my CCM team so that they can address any shortfalls immediately.

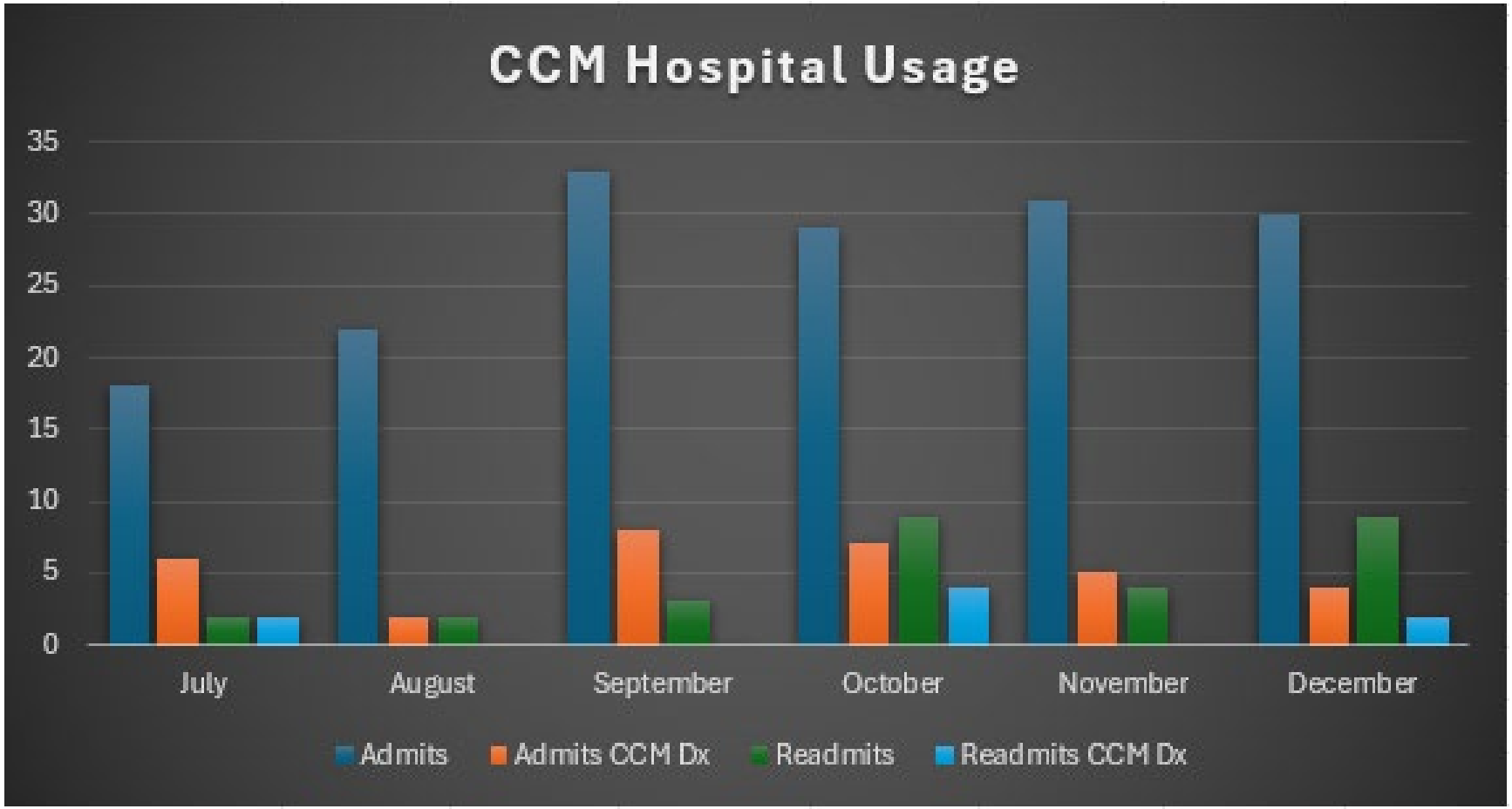
RPM:
A new tool for the outcomes toolbelt

- January 2024 FQHC's can bill for remote patient monitoring.
- Summer 2023 MHSI applied for a RPM grant from the Arkansas Blue and You Foundation.
- MHSI was awarded the Blue and You grant in December 2023.
  - MHSI used the funding to purchase RPM equipment.
- MHSI implemented the RPM program February 2024. MHSI believes this will provide us more even more actionable data to improve health outcomes.

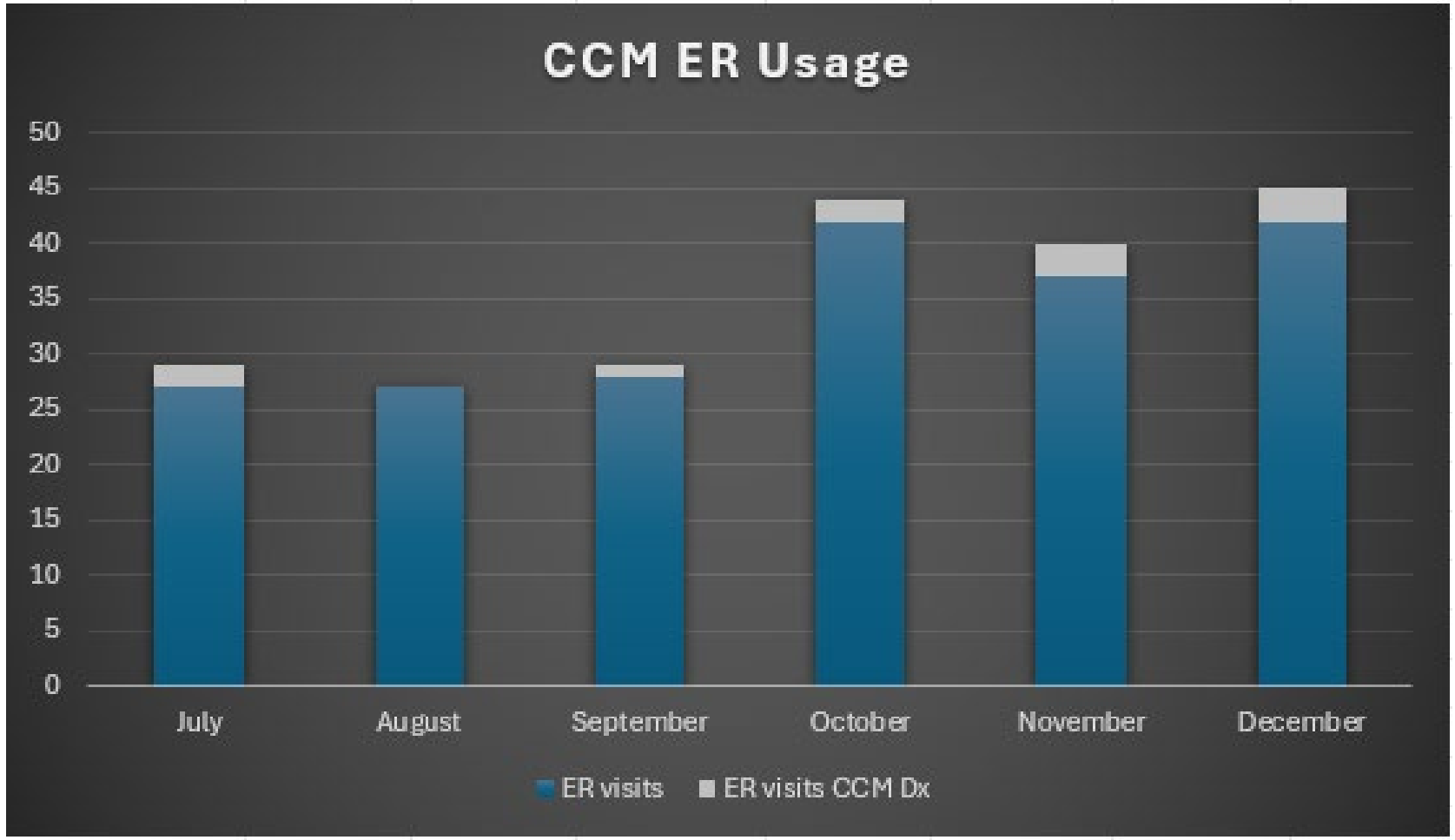
Comparing CCM vs Non-CCM patients



Hospital Admission Data



CCM ED Usage


CCM ER Usage
50
45
40
35
30
25
20
15
10
5
0
July
August
September
October
November
December
ER visits
ER visits CCM Dx

Heath Reep, APN, FPC, is the Chronic Care Management Director for Mainline Health Systems, an FQHC with 33 clinics spread throughout southeast and central Arkansas. Heath spent 23 years providing primary care to his hometown community of Warren, Arkansas, a rural, medically-under-served area of the state.

In January of 2023 under Heath's direction, Mainline opened their chronic care management program. Since that time, Mainline's CCM program has served over 900 patients in Arkansas and continues to experience steady growth. Heath is passionate about improving quality of life for the people of Arkansas through health education and providing ready access to care for all.

Contact Information

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