Building Team Capacity: Utilizing Care Navigators in Primary Care

Sarah Thompson, PharmD, CDOE
Director, Clinical Services

November 1, 2018
Coastal’s vision

IHI Triple Aim

- Improve the patient experience of care (including quality and satisfaction)
- Improve the health of a population
- Reduce the per capita cost of health care

Institute for Healthcare Improvement, 2013
Our vision has evolved

IHI Quadruple Aim

• Improve the patient experience of care
• Improve the health of a population
• Reduce the per capita cost of health care
• Improve clinician experience

Annals of Family Medicine, 2014
Strategies to achieve the vision

- Create Systems of Care
- Utilize Data-Driven Population Health Management
- Broad Stakeholder Involvement
Data-driven population health management

• Provide insights into cost of care
• Identify care coordination opportunities
  - High-Risk and Rising-Risk patients
  - High probability for utilization (predictive)
  - High ED and inpatient utilizers (historical)
  - Social Determinant of Health screening
Population Health for High Risk Patients

• Early priorities:
  • Reduce ED utilization
  • Reduce inpatient admissions
  • Coordinate care for our sickest patients

• 5% of patients = 50% of the total cost of care
Segmentation & stratification creates efficiencies

Use data to:

- **Segment patients into populations**
  - Payer populations
  - Chronic conditions
  - Comorbidities
  - Adult vs. Pediatric

- **Stratify patients according to risk**
  - Low risk
  - Rising risk
  - High risk

70% Low Risk

20-30% Rising Risk

5% High Risk
Building Capacity

• We needed to provide care management to more patients
• Expertise in stratifying patient care within teams
• Experience in identifying and connecting patients to programs
• Nurse-only model was inefficient
• NCM burnout rates were high
Evolution of Care Management

- Expanded NCM program to include Care Navigators
- Utilized Navigators to identify high-opportunity patients for NCMs
- Created systems of care 7 pilot practices
NCM/Navigator Pilot Experience

- Regular meetings to establish workflows and differentiate roles
- Expanded our reach to manage 12%+ of population
- Provided services patients need and matched level of licensure to patient needs
- NCMs have a higher level of job satisfaction
Patient Care Story

• TBD
How can you apply these methods to your organization?
Questions

?