



# HHP CLINICAL BULLETIN

## COMPLEX CARE: HELPING OUR HIGH-RISK PATIENTS

One of the greatest challenges physicians face is managing high-risk, medically complex patients.

These patients have a big impact on our health care system:

- High-risk patients account for the majority of cost and also face the highest risk of death or injury
- In the United States, 5 percent of the population accounts for 50 percent of the health care dollars spent
- In 2009, the top 1 percent accounted for 22 percent of all costs
- It costs about \$90,000 per year to care for 1 high-risk patient in the top 1 percent

(Source: AHRQ 2012 study)

### WHAT IS LIFE LIKE FOR HIGH-RISK PATIENTS?

78%

need help with **mobility**

43%

need help **preparing food**

35%

need help with **wound care**

49%

take five to nine **prescriptions** a day

35%

have **family members performing** complex medical tasks

66%

were **afraid** they'd make a mistake

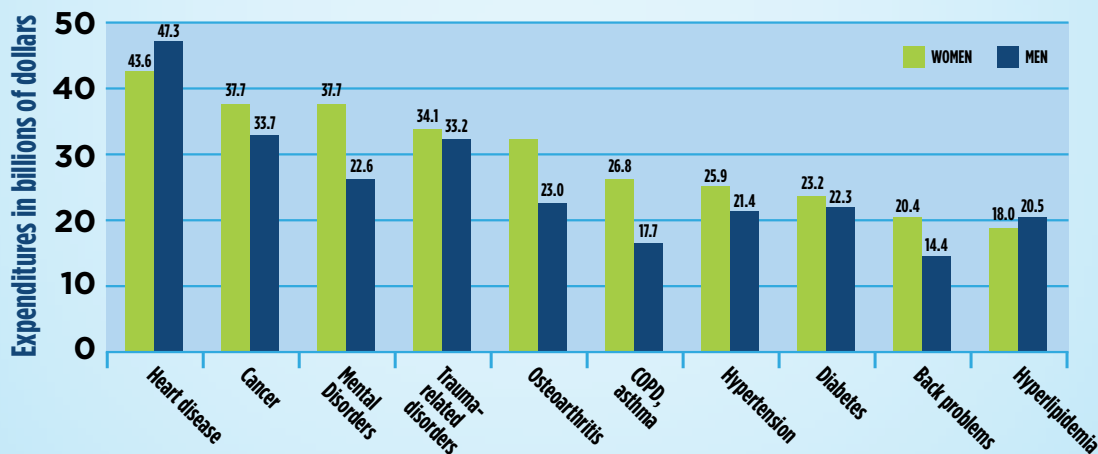
57%

of caregivers felt they had **no other options**

70%

reported they had **no home visits** by health professionals

### TEN MOST COSTLY CONDITIONS



(SOURCE: CENTER FOR FINANCING, ACCESS, AND COST TRENDS, AHRQ, HOUSEHOLD COMPONENT OF THE MEDICAL EXPENDITURE PANEL SURVEY, 2008)

This information is provided by

## HAWAI'I HEALTH PARTNERS

Physician-led. Integrated quality care. Optimal health.

Hawai'i Health Partners is an accountable care organization of independent physicians, employed Hawai'i Pacific Health physicians, and Hawai'i Pacific Health hospitals and clinics.

[hawaiihealthpartners.org](http://hawaiihealthpartners.org)

# WHAT DO HHP PHYSICIANS NEED TO DO?

## If you are a PRIMARY CARE PHYSICIAN:

1. Review your list of high-risk patients when it is provided to you and recommend those patients who might benefit from assistance.
2. Meet with the complex care nurses who are working with your patients regularly.
3. Any patients that you identify who may be at risk of hospital admission, surgery or dialysis should be referred to complex care so we can help them.

## If you are a SPECIALIST:

1. Meet with the complex care nurses who are working with your patients regularly.
2. Any patients that you identify who may be at risk of hospital admission, surgery or dialysis should be referred to complex care so we can help them.

# HOW IS HAWAI'I HEALTH PARTNERS HELPING PHYSICIANS PROVIDE CARE FOR OUR MOST COMPLEX PATIENTS?

Do you have patients who have poor outcomes despite your best efforts to provide high quality care?



Do you have patients who miss appointments, do not adhere to treatment plans, or see you repeatedly but continue to decline?



Many of these patients continue to have challenges year after year due to a lack of social support, distinct cultural or spiritual beliefs, limited resources, or major emotional challenges unrelated to their health conditions. Patients with complex needs require additional time and support that can overwhelm busy clinicians.



We realize a different approach is required to address the needs of our most complex patients, so Hawai'i Health Partners is assisting physicians by piloting a new complex care program. In this pilot, our approach involves:

1. Assisting PCPs in identifying their most complex patients.
2. Defining the challenges that each patient faces and determining what matters most to the patient.
3. Developing a plan with the PCPs and patients to coordinate optimal resources and adequate follow-up.



This program incorporates new technology, home visits, social work, and behavioral health to assist physicians and their patients. The results and metrics from these pilots will then be reviewed to determine the approach that provides the most benefit. Our goal is to ensure these pilots are effective before implementing these approaches on a broader scale.



This work is led by HHP Associate Medical Director of Complex Care Warren Wong, MD, and HHP Manager of Complex Care Laura Pladson, RN.

## HEALTH CARE SPENDING IN HAWAI'I

(SOURCE: THE HAWAI'I HEALTHCARE PROJECT; KAISER FAMILY FOUNDATION, 2010, AND THE CENTERS FOR DISEASE CONTROL)



Every year, health care expenditures in Hawai'i increase by an average of

**6.2 PERCENT**



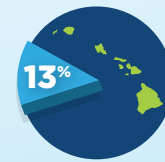
Our goal is to lower that rate to below

**4.67 PERCENT**

for the Hawai'i Health Partners population



The state purchases health care for nearly  
**40 PERCENT**  
of all residents



In 2009, Hawai'i spent  
**\$8.8 BILLION**  
on health care, which is more than 13 percent of the state's total economy



The state commits  
**25 PERCENT**  
of the state budget to health expenditures