



# Premier Program



CHI Saint Joseph Health Partners





## CHI Saint Joseph Health Partners Integrated Network

The CHI Saint Joseph Health Partners integrated network is formed with members in mind, providing flexibility and choice of who to see for care needs.

An aligned physician model rooted in care quality, outcomes and administrative efficiency ensures members receive the right care, at the right time, at the right place.

### **Complex care**

Personal care plans for high-risk and rising-risk members.

### **Value for performance and outcomes**

Financial rewards for quality metrics achievement and cost of health care reduction.

## Care coordination program improving health through personal engagement.

When patients have complex health needs, it can take a team to ensure they get the care and attention they need. Patients often need extra support with managing their condition, understanding their care plan and navigating the health care system.

Premier Program combines operational efficiency and clinical expertise. CHI Saint Joseph Health Partners hospitals and physicians provide integrated care with humankindness to deliver better health care experiences, outcomes and health plan savings.

## Premier population health management while reducing health care costs.

Population health management is the collection and analysis of clinical data to improve the health of a population. Premier Program strives to empower members' ownership of their health and wellness with personal engagement and education.

Healing with humankindness means providing the best care possible. CHI Saint Joseph Health Partners collaborates with physicians to create patient care plans addressing the needs of high-risk and rising-risk members, while also supporting healthy members in staying healthy.

A holistic care approach tailored to meet members' personal care needs.

#### Care Coordination

- Utilization management
- Disease management
- Behavioral health

#### Personal Engagement

- Case Management provides a compassionate health plan connection for members and CHI Saint Joseph Health Partners
- Care teams work closely with physicians to support member care plans and problem-solve complex issues
- Address barriers to care

#### Member Activation

- One-on-one care coordination by local community nurses and staff
- Treatment plan education

Aiming for clinical outcomes and care quality improvement while reducing health care costs.

#### Data and Analytics

Premier Program members receive quality care across the continuum. CHI Saint Joseph Health Partners' dedicated data analytics and care teams perform continuous risk analysis focused on high-risk and rising-risk members.

#### Community Care Teams

- Identify chronic diseases
- Address care needs, gaps and social factors
- Encourage member participation in their health care

#### Better Results

- Integrated care
- Actionable data
- Proactive intervention
- Collaborative processes

#### Employer Program Advantage

- Customized reinsurance arrangements
- Competitive overall program costs
- Comprehensive, action-oriented program measurement and guidance







### Humankindness Care Coordination

Patients struggling with a serious health condition may frequently utilize the emergency department or other hospital services. By identifying these patients early and introducing them to the care coordination program, CHI Saint Joseph Health Partners works diligently to enhance patients' quality of life, improve health outcomes and reduce health care costs

### Success Through Outreach, Collaborating for Better Outcomes

Real-time collaboration occurs between CHI Saint Joseph Health Partners' nurses and case management coordinators on identified and/or active cases. Through this constant communication, for example, a CHI Saint Joseph Health Partners team recently identified a member who had repeated emergency department visits and hospitalizations over just a few months. The care coordination nurse connected with the member and explained how there was a care team available to assist individuals with seeking care when needed and in the most appropriate environments, rather than defaulting to the emergency department. As a result, the member agreed to enroll and participate in CHI Saint Joseph Health Partners care coordination program to help avoid future readmissions and emergency department visits.

### Care Coordination Program Value:

- The goal of care coordination is to assist the patient to regain, or maintain, optimum health or improved functional capability
- Key performance indicators for the value are:
  - Reduce readmissions
  - Reduce emergency department admissions
  - Reduce hospital admits
  - Per member per month expense



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