



### Customer Name

Priority Health

### Customer Profile

Priority Health is an award-winning, Michigan-based non-profit health plan nationally recognized for improving the health and lives of the people it serves. A Spectrum Health company, Priority serves approximately 800,000 members.

### Location

Grand Rapids, Michigan

## Background

Priority Health ("Priority"), an award-winning, Michigan-based non-profit health plan, had a reputation for guiding high-quality, efficient health care in the Grand Rapids, Michigan region. It already had SNF utilization rates that were well below national averages, but leaders at the plan saw those numbers as a foundation to be built upon. They believed that through collaboration with their partner hospitals they could build a post-acute care ("PAC") management program that enhanced quality, cost-effectiveness, and most importantly, health outcomes.

Executives at Priority Health noticed that members received highly variable care in the post-acute setting, and that they were sometimes assigned to facilities that did not match their needs simply because those facilities had an open bed or were close to the member's home. Priority knew that a system that focused on safe transitions to high-quality PAC providers would give members the recovery services they need and reduce preventable hospital readmissions.

In Priority Health's experience, too many patients were being discharged to facilities that weren't appropriate to them, leading to wide variations in the care they received and the cost to the plan. The Priority team sought to establish a continuum of care that really looked at what was best for the member.

Priority executives aimed to create a best-in-class PAC management program that would aid in reducing costs and further improve patient outcomes. A partnership with naviHealth, a leader of care transitions and post-acute care management, post-acute care management, would be a key aspect of pushing Priority closer to those ultimate goals.

## Partnering to Improve Post-Acute Outcomes

Priority had a forward-thinking executive who set goals for the PAC program and executed complex plans to achieve them. The organization made initial strides with in-house initiatives to decrease skilled nursing facility (“SNF”) utilization and improve readmission rates, but ultimately partnered with naviHealth to accelerate improvements in PAC management.

Priority knew that to further improve outcomes and reduce costs in the PAC space, they need to find a way for everyone on a team to reach a consensus on discharge plans that were best for the member, a shift that would require a lot of communication and cooperation. This included placing onsite representatives in its hospitals that worked closely with naviHealth representatives and hospital case workers to help physicians, nurses, and the members agree on a post-acute plan that best served the member. The team would discuss discharge options with members and their caregivers, including the safety and quality of various facilities. They had one goal in mind: to change what had been a race to get patients out of the hospital into a system focused on actual patient needs.



naviHealth’s assessment tool, nH Predict, formed the backbone of this initiative, providing access to more than 2 million patient outcomes to develop custom post-acute care plans for each patient. nH Predict helps physicians and case managers make evidence-based decisions on the optimal discharge plan for a given patient based on that patient’s unique medical condition and functional needs.

Priority executives used naviHealth’s data to establish real, measurable goals on SNF utilization and patient outcomes. They then met regularly with providers to offer information and education on what the expectations were and how to get there.

Using the nH Predict tool, case managers now determine first if lower levels of care can meet patients’ clinical needs, and then recommend higher levels of care on an individual basis when medically necessary.

***The key to this transformation was the dedication and engagement of Priority Health executives, who remained laser focused on their goals and kept close tabs on the approaches of top-performing hospitals.***

## Clinical Outcomes Achieved

Through the Priority team's successful execution, Priority further decreased SNF utilization and optimized community integration to ensure members were discharged to the most appropriate post-acute setting.

The partnership between naviHealth and Priority Health led to a 41 percent decrease in SNF days per 1,000; a 36 percent decrease in SNF length of stay; and a more than 13 percent decrease in SNF admits per 1,000.

Care quality also increased, and the plan's members saw a significant drop in readmissions. That means patients returned home faster, without a decline in quality.

## Priority Health and naviHealth Results:

- >25% overall reduction in SNF medical expense
- Impact driven through combination of admission rate, length of stay and resource utilization groups management
- 3% reduction in readmissions from members who admit to SNF
- Strong alignment with top providers

## About Priority Health

Priority Health is the second largest and fastest growing health plan in Michigan offering a broad portfolio of health benefit options for employer groups and individuals, including Medicare and Medicaid plans. With close to 800,000 members across Michigan, 1,200 employees and over 30 years in business, Priority Health continues to be recognized as a leader for quality, customer service and product innovation. Priority Health is focused on changing the way health care is delivered to make it more affordable and engaging members in their health to be healthy, get healthy and stay healthy. For more information visit [priorityhealth.com](http://priorityhealth.com)

