

Continuum Client Case Study*

Continuum's Value-Based Care Program Delivered a 17% Lower Cost of Care to Patients



Delivered **17%** Lower Cost of Care*



Reduced Inpatient Admissions by **18.8%**



Achieved **90th** Percentile of Care Quality



Increased Ambulatory Footprint by **8-9%**



Reduced Hospital 30-Day Readmissions to **12%**
(National Industry Average is 18%)



Reduced Emergency Department Visits by **3.2%**



Increased Generic Drug Dispensing to Medicare Patients by **11.3%**



Increased Provider Revenue by **5-10%** Through Value-Based Rewards

The Challenge

A group of 23 internal medicine and family medicine participated in a shared savings program with a commercial payer. The population of 20,000 consisted of adults over the age of 18. The goal of the program was to improve quality based on specific HEDIS Metrics, improve patient satisfaction and reduce the overall cost of care. The initiative required that all practices make a commitment to becoming a NCQA recognized Patient Centered Medical Home (PCMH) within two years.

Keys to Success

The program utilized a centralized and scalable model of care coordination that included the services of RN's, a social worker, a pharmacist and support staff. The program was affordable to practices of every size because of this centralized approach, and the care coordination was responsive to individual practices and patients. The interactions with patients ranged from telephone communication to, "Super Visits." A Super Visit is used for patients with the greatest needs who benefit from bringing the entire care team, patient and family together to manage an individual's specific healthcare needs.

* Outlier Product Mix Adjusted Global Cost of Care vs. Peers. Results from 24-month period.

This case study is intended to provide an example of how an actual Continuum client has benefited from Continuum's services. Continuum does not claim that the outcome of this particular case study is a typical result, or that it is necessarily representative of all those who will use its services. Continuum expressly disclaims any representations or warranties in relation to this case study or the information presented on this website.