

High Touch, Integrated Care Support System

intriCare is a comprehensive clinical solution designed for multiple payers, care management organizations, home health, hospice and other services providers. **intriCare** reduces the cost and improves the communication between disciplines in the care management and coordination of patients services. This web based, easy to use system can improve nurse job satisfaction, increase time spent with the patients instead of paperwork and decrease nurse turnover.

Three major components:

- Targeted easy to use, clinical approach.
- Web based software which integrated workflow, communication and patient care management between multiple disciplines.
- Produces substantial reporting on clinical, operational and financial outcomes.

intriCare is simple to use, flexible and easily navigated system. This system allows users to browse rapidly through patient charts and makes communication with team members and patients more efficient. Clinicians have complete access to all the information needed to make care decisions and accurate interventions .

The **intriCare** System provides the technology and services to reduce cost and error and improve productivity, communication and quality of care by:

- Reducing duplication of services
- Allowing multiple users to access a patients' chart at one time
- Automated reminders prompt team members
- Patient and staff level dashboards of key performance and clinical measures

Patient and clinician level dashboards support comprehensive views of key performance indicators and can include categories such as diagnosis, laboratory, intervention, quality measurement, utilization, coordination of services and patient satisfaction measures.

The **intriCare** System also provides templates to assist your non clinical staff (care coordinators, case managers, and social workers) in the collection of clinical information from patients and their caregivers. The searchable component column chooser can quickly and easily individualize all aspects of user requirements. This feature can search throughout the system excluding or including ICD9 based information on patients.

intriCare will improve patient care with accessible, complete clinical information at the hands of the clinician at the point of care to facilitate the correct diagnoses interventions and coordination of services.

The patient specific care plans help the clinician to evaluate, identify barriers and prioritize the proper care. **intriCare** uses a binary logic so the clinicians select diagnoses, goals, barriers and interventions to build and manage an individualized plan for care.

intriCare is designed to track and graph in a dashboard, any health related measurements including geriatric condition risk factors, vital signs, cardiovascular health, nutrition, pain, labs etc. It also monitors the patients rate of losses or gains for each measurement.



Performance

The case study below is for a regional Medicare Advantage care plan offering extensive, affordable healthcare coverage for individuals on Medicare.

Challenge

Experiencing higher than average costs, the payer faced a challenge to achieve a lower Medical Cost Ratio (MCR) and reduced claims for its managed Medicare population. It engaged SAI Systems and a clinical partner to deploy a program aimed at reducing costs and improving the clinical outcomes of the most sick, highest cost patients in the payer's population.

Implementation

Upon implementation, SAI Systems ran an analysis on the payer's claims data in order to identify the top 2000 candidates in the member population, based on cost, level of disability, and existing diagnoses. SAI's partner organization deployed clinical staff to provide care management to the enrolled members, at no cost to the members. The **intriCare** system allowed this partner to quickly scale up by providing the staff with a standard work flow, metrics to track clinician's performance and activities, and a large number of reports which were used to track progress of the program both clinically and financially. This allowed an average ratio in the program of 1 care manager to 100 enrolled members.

Results

With the help of **intriCare** claim costs were reduced by 35% and the Medical Cost Ratio decreased by 70 points. Hospital admissions were lowered by 52% and emergency room visits were down 42%.

As an added service, SAI's clinical partner utilized the **intriCare** system to review diagnosis data on the members enrolled in the program, in order to refine the accuracy and condition severity of each patient. This resulted in greater reimbursement from Medicare to the client, augmenting the results provided by the core care management program.

