

Case Study

Innovation Care Partners Cuts Costs & Reduces Readmissions with CC&C



Overview

Innovation Care Partners (ICP) is a physician-led Clinical Integration Network and Accountable Care Organization (ACO) dedicated to providing high quality, coordinated and innovative care for the patients and families they serve. ICP provides value-based care through more than 1,200 practice locations and 6 local hospitals in Arizona.

Challenge

Inefficient Communication

ICP began in July of 2012 with approximately 1,500 covered lives. Initially, ICP had an issue with communication among different healthcare providers and needed to find a secure messaging solution that would be easy-to-use and increase satisfaction. Additionally, to meet the Medicare Shared Savings Program (MSSP) objectives, ICP needed to create a new model of care coordination focusing on chronic care and transitions of care management. The goal of the new care coordination model was to assist the physicians in total care management resulting in reduced readmission rates, lower overall healthcare costs and improved quality of care. In accordance with the Agency for Healthcare Research and Quality (AHRQ) model of patient safety, these programs include systems of therapeutic action for those receiving care



For the clinical team, TigerConnect supports achievement of our mission by facilitating really good communication.

Dr. Tiffany Nelson
Chief Executive Officer
Innovation Care Partners

as well as those providing care to achieve a better quality of life through continuous care management.

Solution

Clinical Communication and Collaboration for Enhanced Workflows

ICP originally chose TigerConnect in 2012 for a HIPAA-compliant text messaging solution. Since then, ICP has grown to more than 100,000 covered lives, 2,000 physicians and hundreds of care coordinators. ICP needed to expand communication beyond just physicians and strategize how to improve workflows for maximum efficiency. The organization quickly realized that they had access to a powerful care coordination solution with TigerConnect. In addition to secure messaging, the TigerConnect Clinical Collaboration Platform offers a range of tools that enable better care coordination, including voice and video calling and integration with EHRs and other clinical systems.

“When you lay a technology such as TigerConnect on top of our communication and collaboration processes, where we all can communicate together about transition of care workflows, whether we’re on the same EHR or not, we can share documents and really get communication succinctly and timely when we need things done,” said Dr. Karen Vanaskie, chief clinical officer at Innovation Care Partners.

A few years ago, ICP upgraded to the TigerConnect Clinical Collaboration Platform – Advanced and implemented the platform across clinical and non-clinical staff to enable better collaboration and enhanced workflow capabilities including EMR integration, scheduling, and laboratory information systems (LIS) integration support.

Synchronous communication, such as using phone calls to coordinate patient discharges with multiple care team members who may not be available at the time of the call, creates communication bottlenecks and slows down care coordination workflows. With TigerConnect, care teams can coordinate discharge needs via secure group messaging, which has enabled faster and more efficient discharges.

“One thing we always want to make sure of is that we keep our patients in our network. TigerConnect helps us communicate better along that continuum of care so that the patient doesn’t divert,” said Dr. Karen Vanaskie.

For example, if a patient is taken to a hospital emergency department within the ICP network, a transition care manager (TCM) might go down and intercept the patient in the lobby before the patient is admitted. The TCM can conduct a short consultation with the patient, communicate with the patient’s primary care physician or a specialist via TigerConnect, and possibly avoid an expensive emergency visit.

The TCM can then arrange for a primary care or specialist visit the next day or even that same day for the patient and avoid \$5,000 or \$10,000 of unnecessary care costs in the emergency room.

Additionally, if a patient is approaching the end of their transition of care program the TCM can refer the patient to the chronic care manager (CCM) to continue providing seamless care and services.

50%

reduction in patient readmissions rates

Ranked

3rd

in the nation for shared savings among 472 ACOs

Saved

\$19.5 MILLION

of spend in shared Federal savings

10%

decreased cost of care across all insurance carriers



Choosing TigerConnect is one of the easiest decisions that we made as an organization. It's a way to fix communication between physicians and to connect different parts of the medical system. It is cost-effective and I'm pretty convinced that it was one of the main reasons that we were successful in saving money and providing good quality care for our patients.

Dr. Tiffany Nelson
Chief Executive Officer
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Result

Streamlined Communication Translates to Cost Savings and Improved Quality of Care

As a result of using TigerConnect, ICP was able to cut their healthcare costs in half from 2012 to 2014 and continue to improve upon those results. Streamlined communication enabled the organization to decrease avoidable ED visits, acute admits, and decreased skilled nursing facility days resulting in reduced readmissions and total cost of care. This has allowed ICP to save the Federal Government's MSSP 16.9% of spend – approximately \$19.5 million of shared savings. ICP was named third among the 472 ACOs in the country in terms of savings percentage and sixth in the country for shared savings return, which they attribute to the partnership with TigerConnect. Additionally, ICP was able to achieve and sustain a 50% reduction in readmission rates.

"We saved the Federal Government about 16.9% of spend and that translated to approximately \$19.5 million dollars of shared savings. We fundamentally believe wholeheartedly that TigerConnect is a huge piece of our success," said Dr. Karen Vanaskie.

Other significant care coordination outcomes attributed to improved communication with TigerConnect include:

- Increased patient activation with their own care management to the highest level possible by over 8%

- Reduced the number of patients experiencing severe depression by more than 27%
- Increased perceived mental and physical quality of life scores by 6.6% and 2%, respectively

About TigerConnect

TigerConnect transforms healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing how doctors, nurses, care teams, patients, and data connect. With solutions spanning care communication, patient engagement, scheduling, alarm notifications, nurse call, and more, TigerConnect accelerates productivity, reduces costs, and improves patient outcomes, safely and securely. Trusted by more than 7,000 healthcare entities for user-friendly yet enterprise-ready solutions, TigerConnect delivers 99.995% verifiable uptime for more than 10 million messages each day.

Contact Us

To schedule a demo or learn more about how TigerConnect can improve clinical communication efficiency for your organization, [contact us](#).