

Case Study

Conduent™ Reduces Readmissions Using Analytics

A comprehensive approach to analytics can make the biggest difference when evaluating program effectiveness. We used analytics to help a state Medicaid client significantly reduce hospital readmission rates, avoid more than \$1 million in healthcare costs and improve care of newborn babies.



The Challenge

In May of 2014, Conduent met with a state Medicaid client to review its Quarterly Total Population Health Program Report. The meeting began as a typical review of data, which were positive, especially in terms of low readmission rates.

Wanting to take advantage of every opportunity to improve health outcomes, the state and Conduent decided to dig a little deeper based on the information gleaned in the review. As we are dedicated to achieving the best quality outcomes, it was worth the extra work if the result might reveal opportunities to improve outcomes even further.

Using analytics, we discovered that readmission rates were higher in newborns than any other

admitting diagnosis. In particular, conditions originating in the perinatal period had a significantly higher 30-day readmission rate.

Further analysis showed that rural counties within the state had the highest readmission rates for conditions originating in the perinatal period.

Because our quality improvement process also incorporates social determinants, our deeper dive revealed that several rural counties received no supported from home phototherapy Durable Medical Equipment (DME). Coupled with lack of transportation, this caused recently discharged jaundiced infants to be readmitted to the hospital for further care.

The challenge: how could we help these jaundiced newborns and their mothers and ultimately lower their readmission rates?

The Solution

Conduent™ got to work using care management processes and quality improvement strategies to assess the problem, identify barriers and strengths, plan strategies and ultimately improve outcomes.

Armed with a plan for improving transition of care processes within the healthcare system, our Care Management team worked with the client to implement strategies to eliminate barriers and decrease overall healthcare costs. Once the plan was in place, we analyzed the data again to evaluate the outcomes. As is the case with any process improvement plan, evaluation of the outcomes was the next step.

Conduent and the state client used a multi-faceted care management strategy. This included educating physicians and hospital staff on improved post-discharge treatment practices, as well as:

- Collaborating with community hospitals, providers and public health nursing to identify barriers and implement improvement strategies
- Combining interventions and educational materials to increase the health literacy of members in order to prevent jaundice
- Referring breast-feeding mothers to public health nurses for education
- Providing coaching for new mothers with high-risk birth outcomes
- Collaborating with DME providers about the availability of home bilirubin lights and blankets

- Continuing transition of care activities for all Medicaid members discharged from the hospital
- Increasing the overall level of awareness of jaundice through educational presentations and an ongoing focus for future new mothers

The Results

Over the next year, newborn readmission rates were reduced significantly, along with overall readmission rates, helping the state reduce Medicaid healthcare costs.

In addition, the campaign and transition of care interventions helped the state avoid more than a million dollars in healthcare costs caused by readmissions.

If left to conventional case-by-case quality improvement activities, we could have missed the opportunity to enhance total population health care practices.

By going beyond the original data analysis, Conduent improved the transition of care for newborns in an ongoing prospective process.

You can learn more about us at www.conduent.com/caremanagement.

