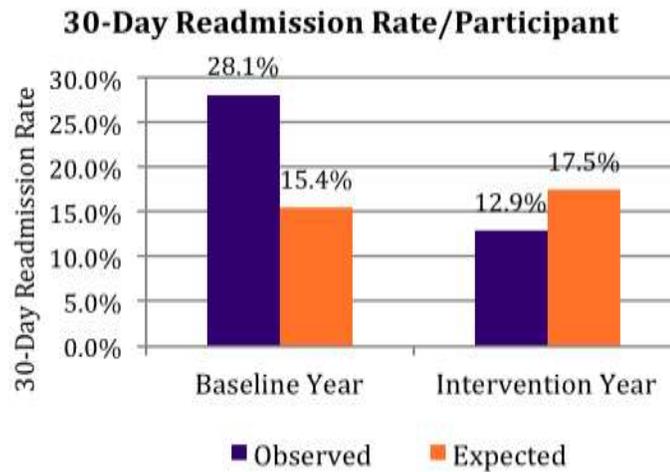


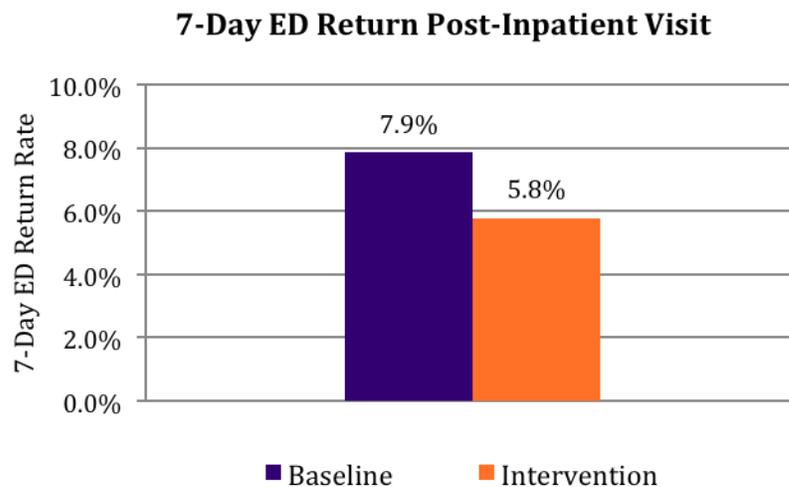
KentuckyOne Health’s Transitions of Care Program Outcomes: January 2017

Over the past three years, KentuckyOne Health’s transitions of care program—Health Connections—has demonstrated excellent Triple Aim outcomes, fostering a best practice that has successfully served hundreds of at-risk residents of west and south Louisville. 353 patients “graduated” from a 90-day health coaching/social needs program (from September 2013 through December 2016). Following is a snapshot of results...

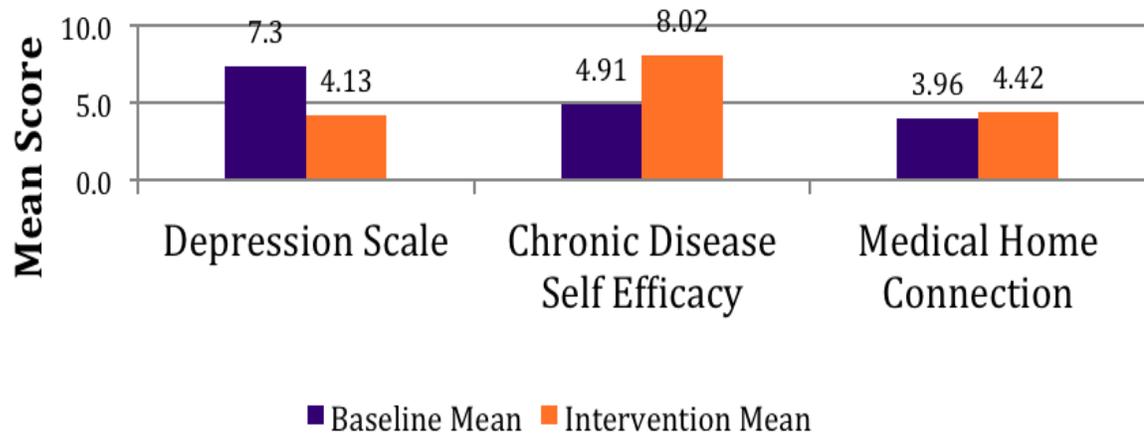
- Readmissions to the hospital within 30 days of discharge were reduced by 15.2 percentage points—a 50% reduction in hospital readmissions with an associated cost savings of \$29,354 per inpatient case.



- Returns to the Emergency Department within 7 days of discharge were reduced by 2.1% points with an associated cost savings of \$1,677 per case.



- Clinical outcomes also demonstrate statistically significant improvement with a 3.17% reduction in depression scores, 3.11% improvement in self-efficacy and 0.65% improvement in patient experience.



- The program enrollment rate is 50% with a 60% graduation rate. The addition of the CHW “hospital connectors” has improved engagement and graduation rates.
- The program has become a replicable model for health systems around the country which have made site visits to Louisville to adopt Health Connections practices. These include St. Vincent Infirmiry in Little Rock, Arkansas; Highline Medical Center in Seattle, Washington; Danville Regional Medical Center in Danville, Va, and Mercy Medical Center in Durango, Co. Work tools developed in the Louisville market are currently being utilized by CHI Health at Home to deploy a Community Health Worker program in Nebraska.
- KentuckyOne has supported replication of CHWs in Louisville by supporting replication with other local non-profits: the Louisville Urban League’s “It Starts With Me” Community Health Navigators who are door-knocking in west Louisville to provide home-based social/emotional supports, and the Community Health Champion for Ideas xLab’s Project HEAL in Smoketown, the oldest African American neighborhood in Louisville.
- The program has earned recognition at a national level as a model of excellence. This includes its selection as a featured innovation at the CHA 2015 assembly by the UCLA Global Lab for Health. It is also one of three case studies selected for inclusion in the CMS Equity Plan for Improving Quality in Medicare, the first plan of its kind to address health equity in Medicare.
- Long-term sustainability of the model requires policy/system-level change, including reimbursement for Community Health Workers by Kentucky Medicaid. In addition to advocating at the state level, Health Connections is represented on the Kentucky Department of Health’s Community Health Worker Advisory Committee, serving in a leadership capacity to further the professional development of CHWs in the Commonwealth.

Health Connections Program Success Measures for 311 Program Graduates

