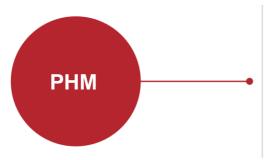


ribera salud grupo

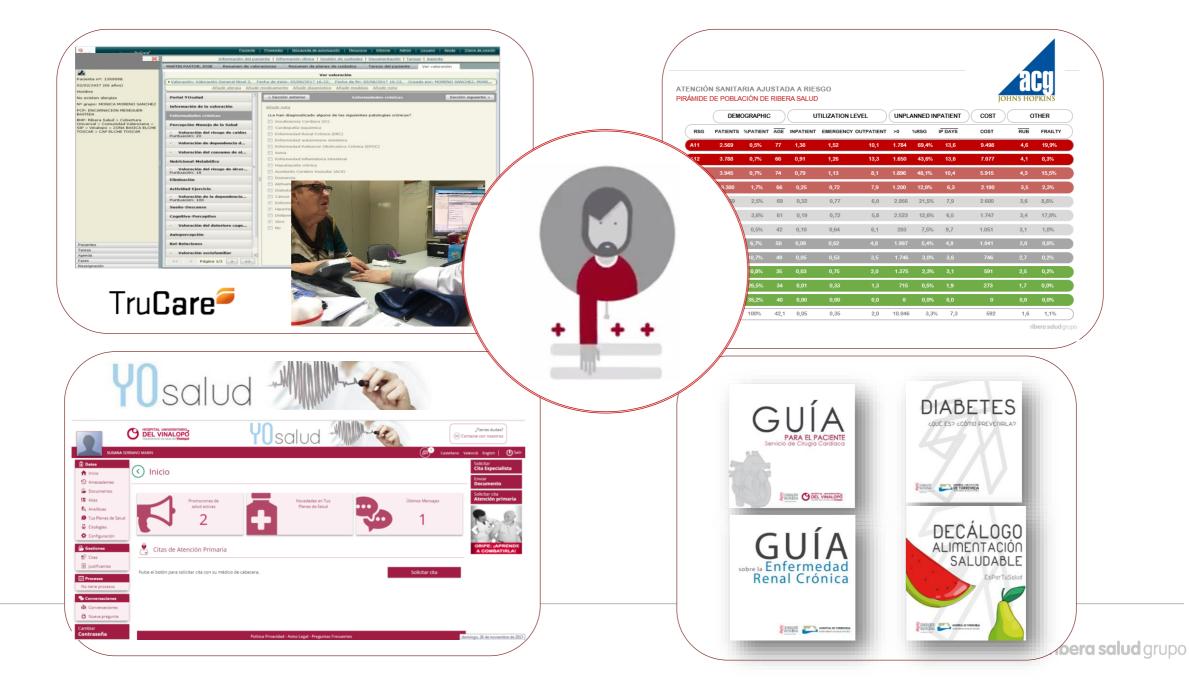
Population Health Management (PHM)

Population Health Management (PHM) Definition



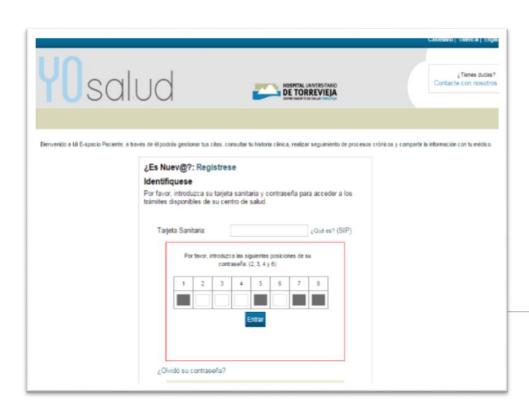
It is the efficient and constant management over time the health needs of the population, through care coordination, disease management, preventive detection and proactive action

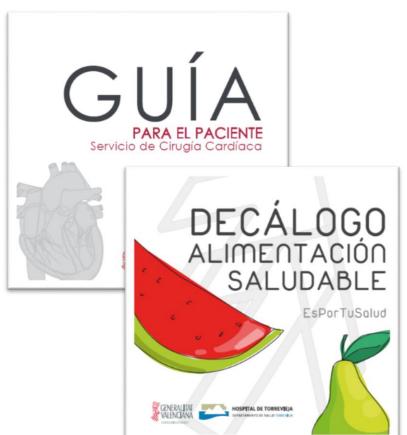
POPULATION HEALTH MANAGEMENT EN RIBERA SALUD



AVAILABLE TOOLS FOR THE CITIZEN

- Health portal
- Paritorios Online (Maternity webpage)
- APPs
- Touch ATMs
- Information by SMS
- Waiting times in the emergency room
- Simultaneous translation
- Information to family members









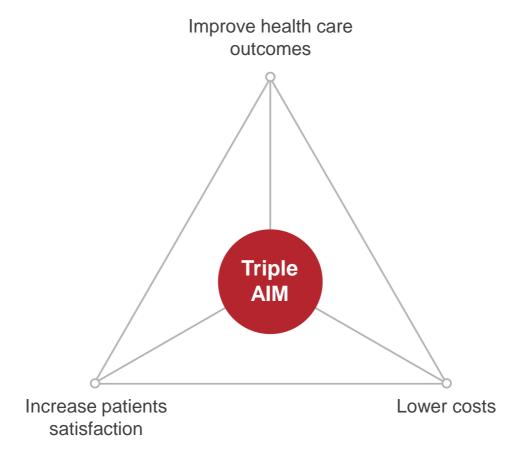




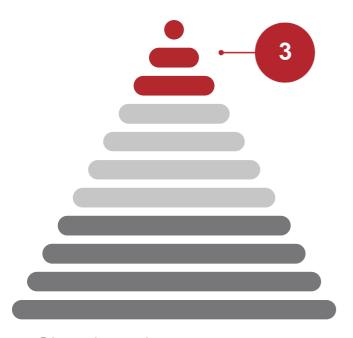


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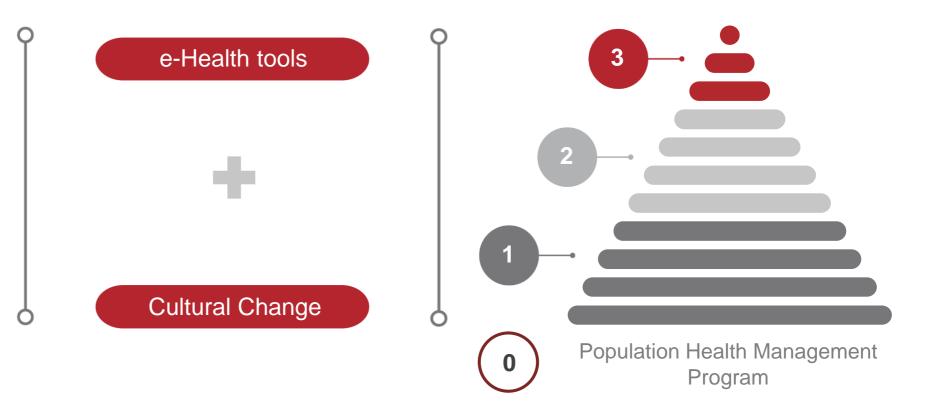
Population Health Management (PHM) Objetives



Ribera Salud Strategic transformation



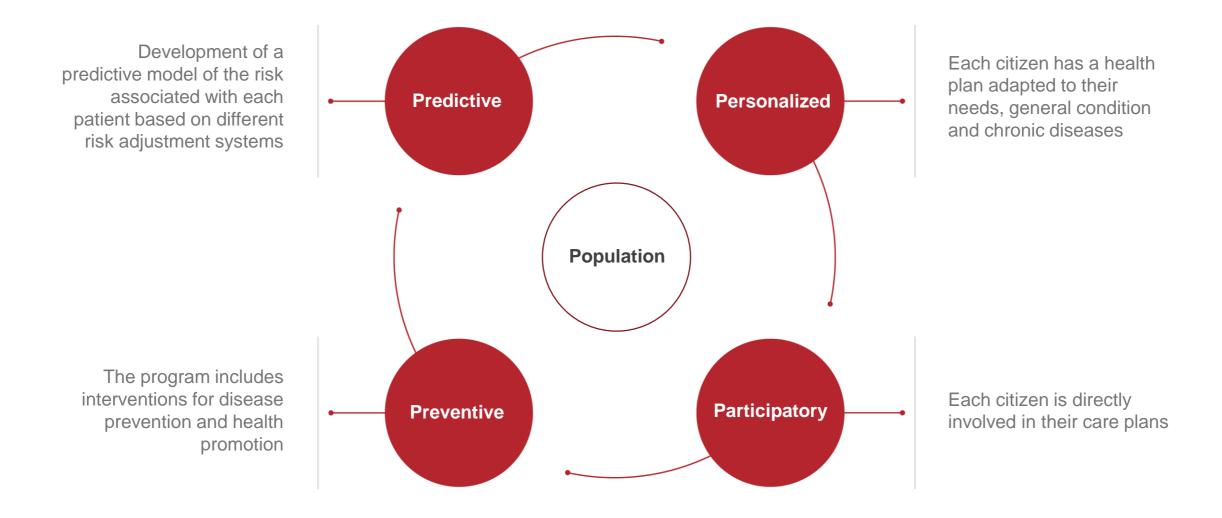
Chronic patient management Program



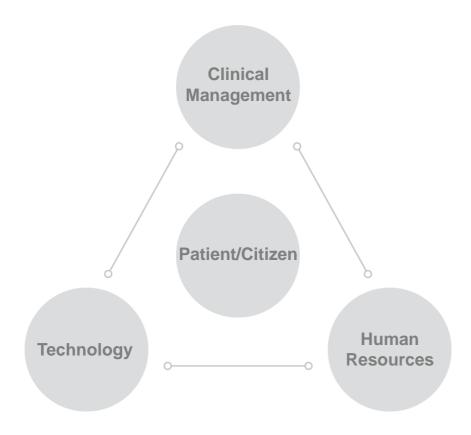
Clinical Management. Stratification How is our population?

		Communication	Professional in Charge
Level 3	Case Level 3+ management	Care at home	Case management nurses Basic area nurses-Care Center Programmed telephone follow
	Case management	Face to face at Primary Care Center	Basic area nurses
Level 2	Disease management	Face to face at Primary Care Center	Basic area nurses
Level 1	Education in self-care and self- management of chronic disease	Health Portal-Phone	Basic area nurses Care Center
Level 0	Strategies for health promotion and disease prevention	Health Portal	Care Center

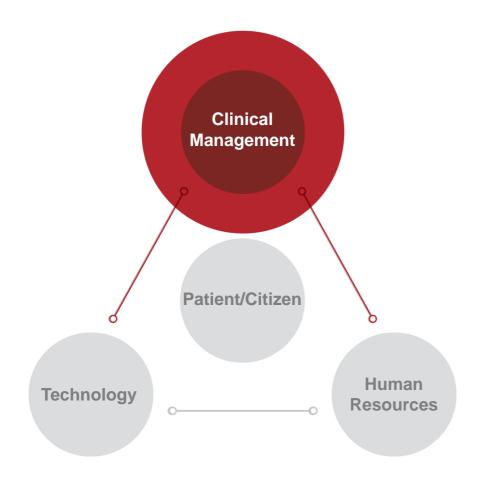
Population Health Management (PHM) 5P Model



Population Health Management (PHM) Triangle of Success



Population Health Management (PHM) Triangle of Success

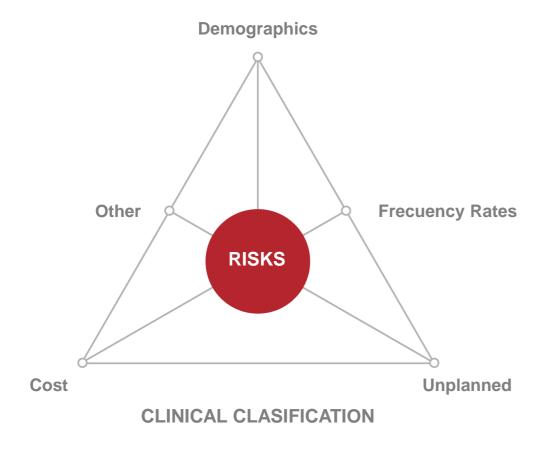


- Proactive Population Health Management, personalized care and patient-care giver engagement
- Better coordinated care. Integration of primary care, acute and social care
- Resource management: the right in the right place, at the right time, by the right person and at the right cost
- Decision support and standardized workflows. Reduced clinical variation

Clinical Management. Stratification

How is our population?

Ribera Salud has been working on a clinical classification based on risk adjustment systems which allows us to building our own population pyramid and provides us with better information for more targeted care



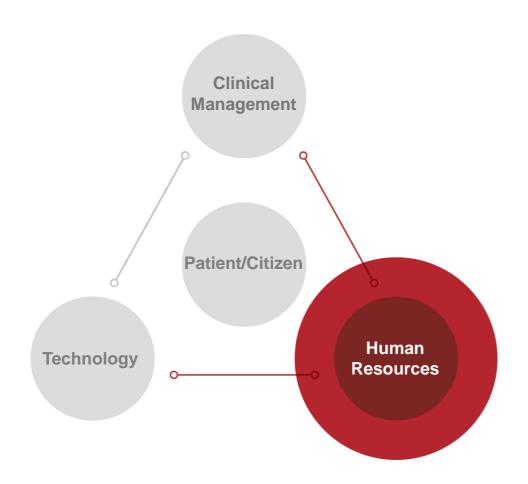


Clinical Management. Standardization What do we have to do?

- Creation of multidisciplinary work groups with professionals from both hospital and primary care
- Review and update of the clinical practice guidelines of the main chronic pathologies
- Inclusion and exclusion criteria for each level of care
- Referral criteria between hospital and primary care center
- Medical follow-up in primary care

- Heart failure
- Chronic Kidney Disease
- Chronic obstructive pulmonary disease
- Diabetes
- Neurological disease
- Osteoarticular disease
- Intestinal Inflammatory Disease
- Prevention Factors Cardiovascular Risk
- Pregnancy control
- Control of childhood obesity

Population Health Management (PHM) Triangle of Success



- Improve the training of professionals
- Empower primary care nurses with the development of new roles and competencies
- Improve trust in primary care professionals

Human Resources. New roles and functions Who has to do it?

- Case management nurse. They are responsible for the program in each primary care center.
 - Identify and manage the most complex cases
 - Promote comprehensive care to the most complex patients
 - Coordinate and mobilize the most appropriate resources at all times, both social and health services
 - Increase the level of satisfaction of people in situations of dependency and their families in terms of their quality of life and the perception of the quality of the care received
 - Ensure the continuity of care as a fundamental element of quality care
 - Contribute to the sustainability of the system through the rational use of resources to support care
 - Work in coordination with the social network in health
 - Advise on care within the care teams

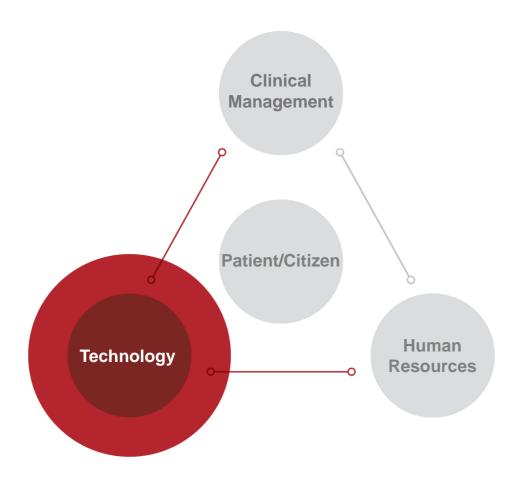
Human Resources. New roles and functions Who has to do it?

- Link Internists. In the integration model, hospital specialists have a direct relationship with family doctors through weekly meetings in primary care centers
 - Act as a consultant in the requested diagnostic and therapeutic processes
 - Perform the hospital follow-up of patients, especially chronic patients, of the corresponding primary care center
 - Make the indications to the discharge of the patients by interconsultation with their family doctor
 - Prepare and evaluate the action protocols jointly
 - Coordinate the discharge of the patient with the primary care doctor

Human Resources. New roles and functions Who has to do it?

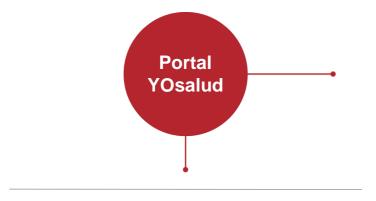
- Care management nurse hospital inpatient.
 - Realization of actions directed to the education on the knowledge of the disease, adherence to the treatment, self-care and monitoring of signs and symptoms of worsening or decompensation
 - Establish a contact with Social Worker, and the main caregiver for the organization of devices for hospital discharge
 - Provide all the necessary information to the patient and caregiver upon discharge.
 - Coordination with the nurse who manages primary care cases and / or with the Home Hospitalization Unit, before hospital discharge

Population Health Management (PHM) Triangle of Success



- Patients: world-wide on-line access to personal medical records, ability to interact with the hospital and primary care doctors and nurses
- Patient healthcare portal with personalized content for healthcare promotion, education and prevention
- Tool for the creation of standardized care plans

How do we do it?



The Health Portal is a fundamental tool for the empowerment of the patient with minimal intervention of health professionals. From any mobile device with internet connection, the patient can consult their discharge reports, test results and access to personalized health recommendations, as well as perform administrative procedures.

- Accessibility
 - Communication channel

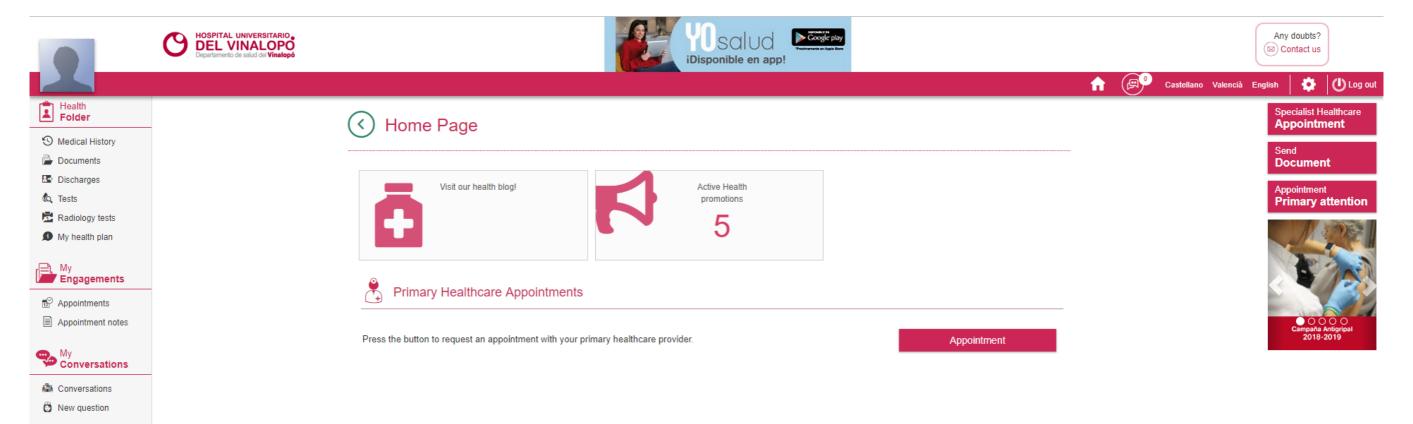
The main objectives of the Health Portal:

Reduction of PC visits

- You can check if you have an appointment with any specialist and you can also ask for a visit
- You can ask your doctor or nurse by secure messages
- You can check your medical history everywhere
- You can upload your clinical documents in electronic format in order to attach them to your EMR
- You can check your blood test results without going to the doctor
- You can register and share with the doctor all the information related with your chronic diseases and check its evolution

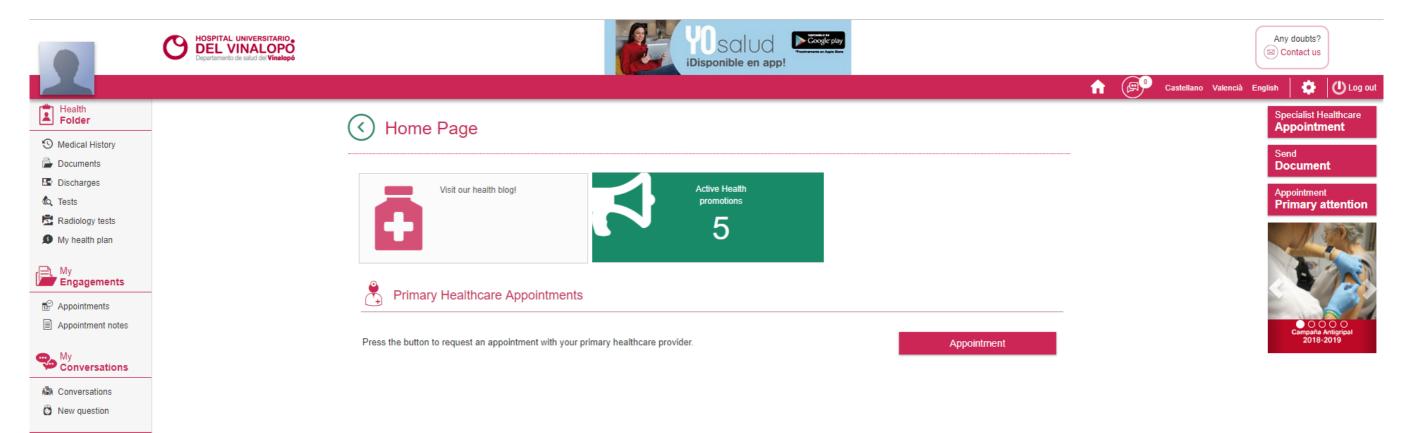
How do we do it?

Change Password



How do we do it?

Change Password



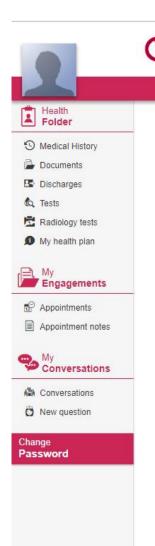
How do we do it?

DEL VINALOPO

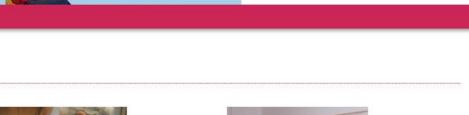
Health promotions

Campaña Antigripal 2018-2019

Guía de uso YOsalud















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Send Document

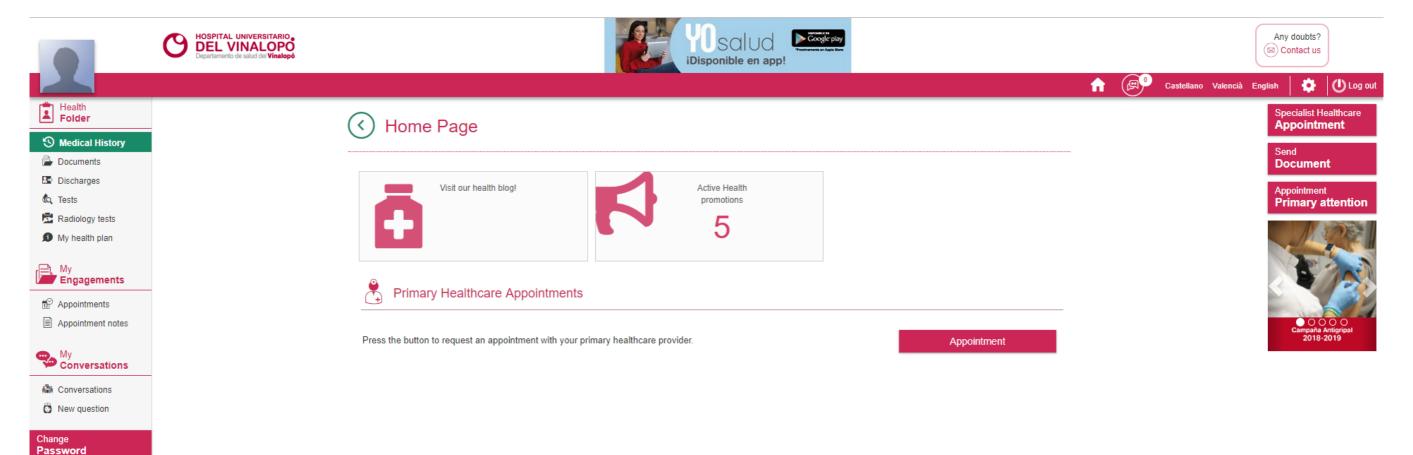
Any doubts?

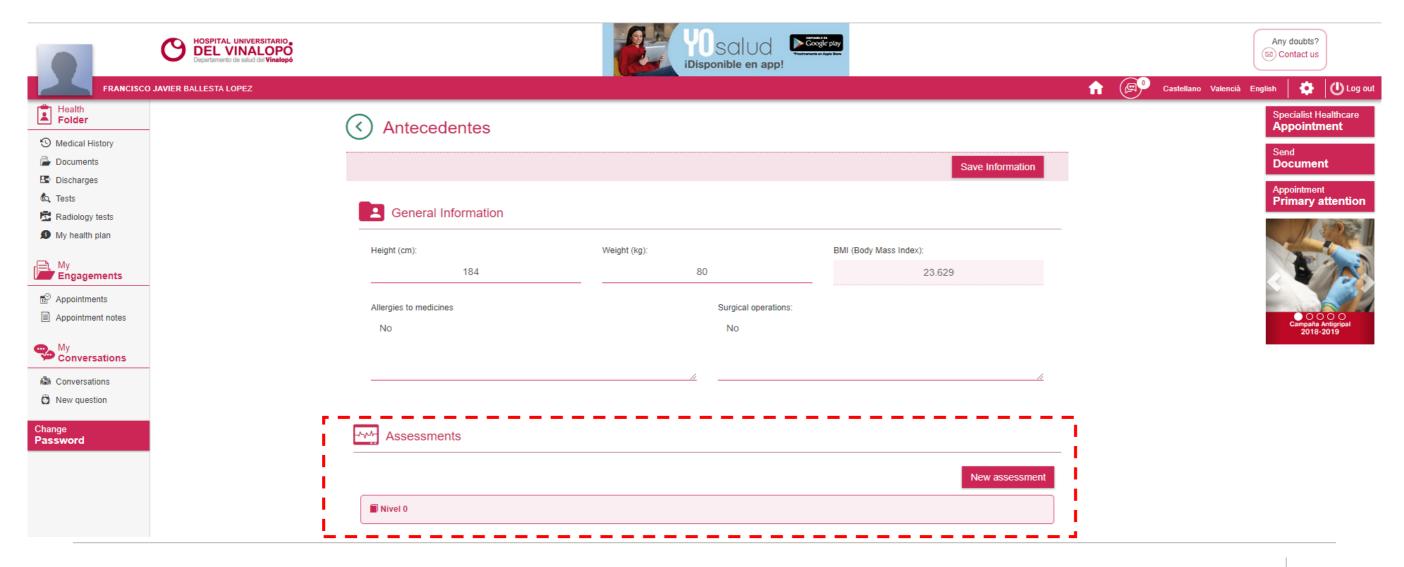
Castellano Valencià English

Appointment Primary attention

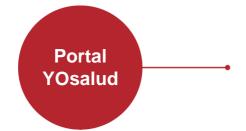


How do we do it?





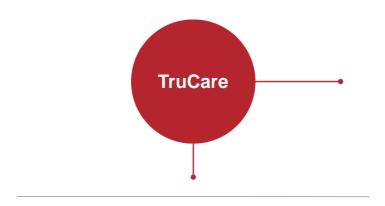
How do we do it?



Activity in the Health Portal.

Population	309.430
% validated population	45,59%
Shared messages	1.009.738

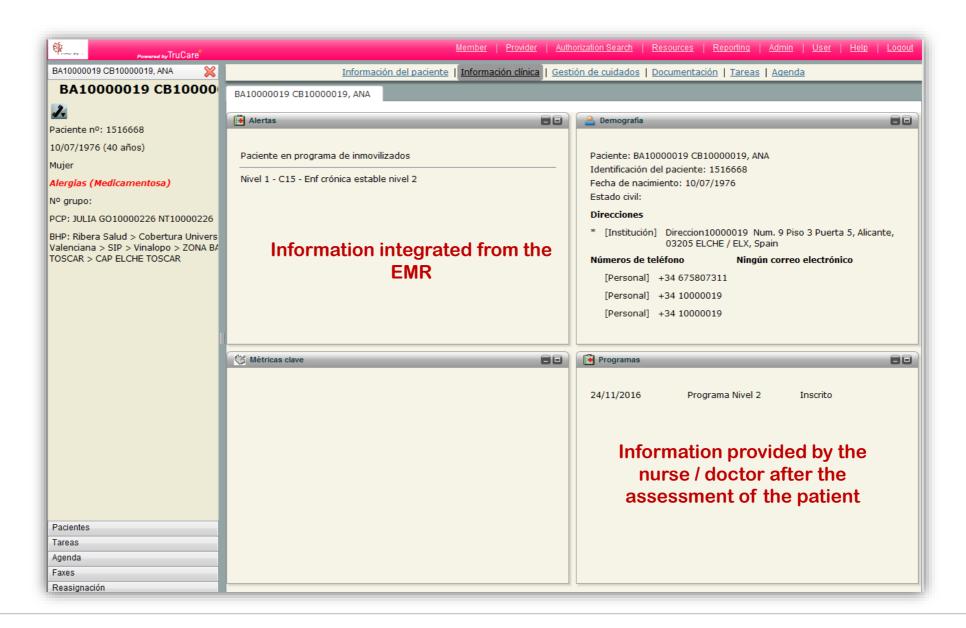
How do we do it?

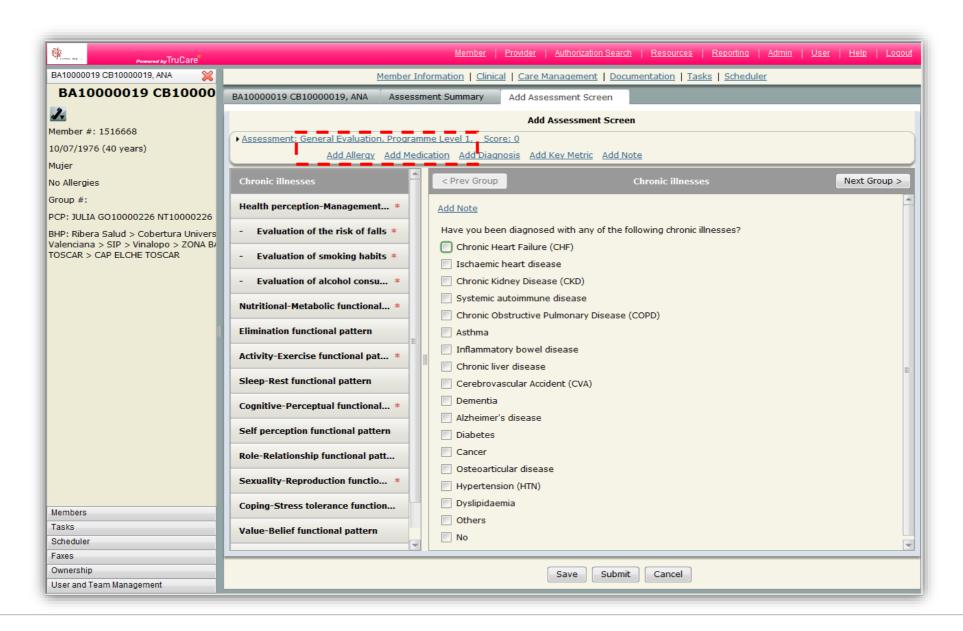


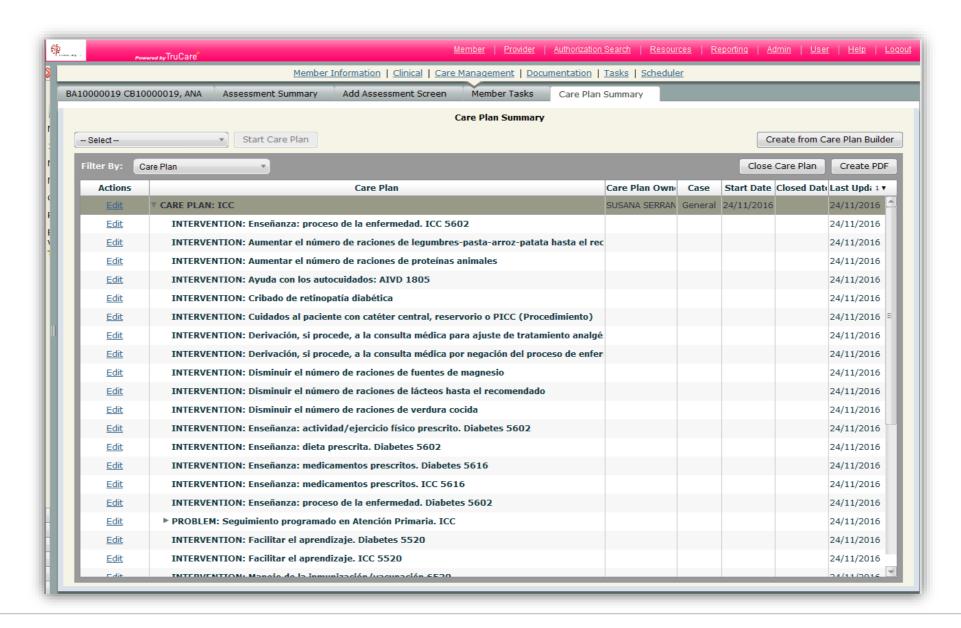
It allows standardized evaluations based on the level of chronicity and the chronic pathologies of the patient. Based on the responses recorded, an individualized care plan is drawn up and the appropriate follow-up of the pathology is established according to its level of severity

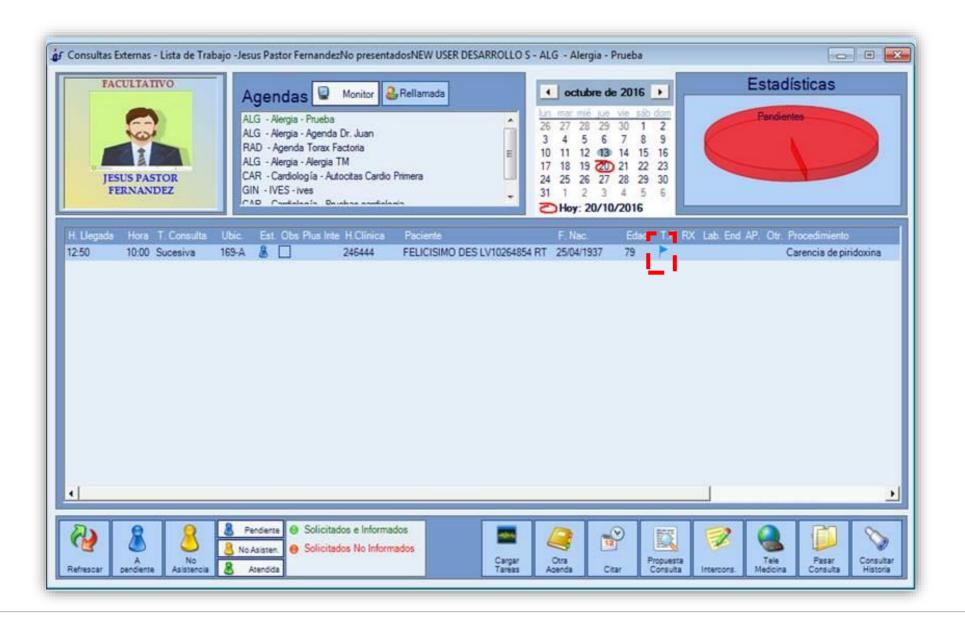
The care plans are structured in 4 blocks

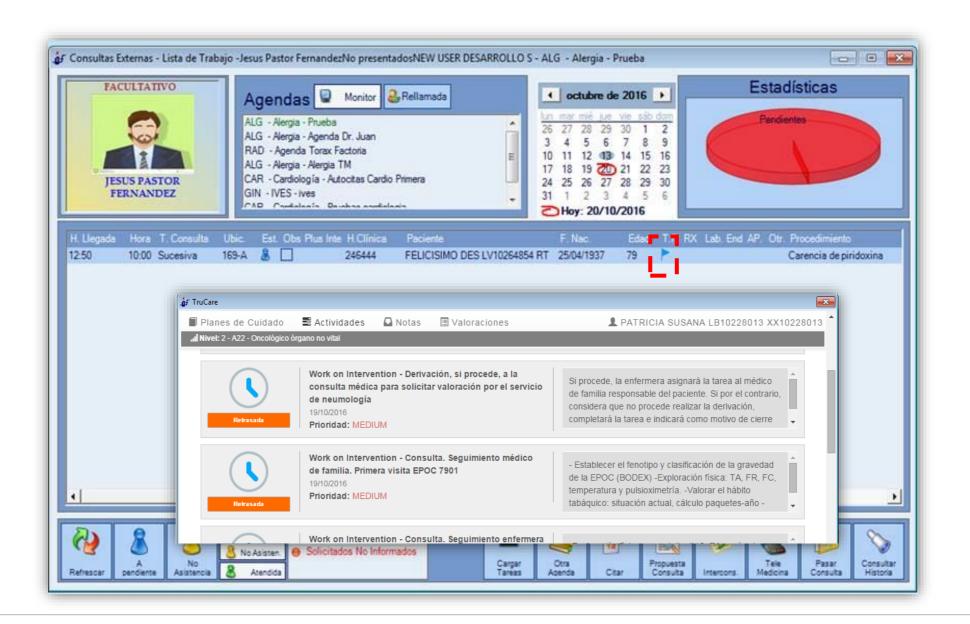
- Education for health. It is one of the most important aspects. The nurse gives information about a healthy lifestyle and about the chronic pathology of the patient. A better knowledge of the disease allows informed participation in decision making and better health outcomes
- Medication-treatment. Everything related to the prescription, administration and conciliation to improve adherence to treatment
- Information on signs and symptoms of alarm and referrals.
 This knowledge is very important for the correct flow of patients through the different levels of care
- Follow-up It is different for each pathology and is determined by the level of severity of it







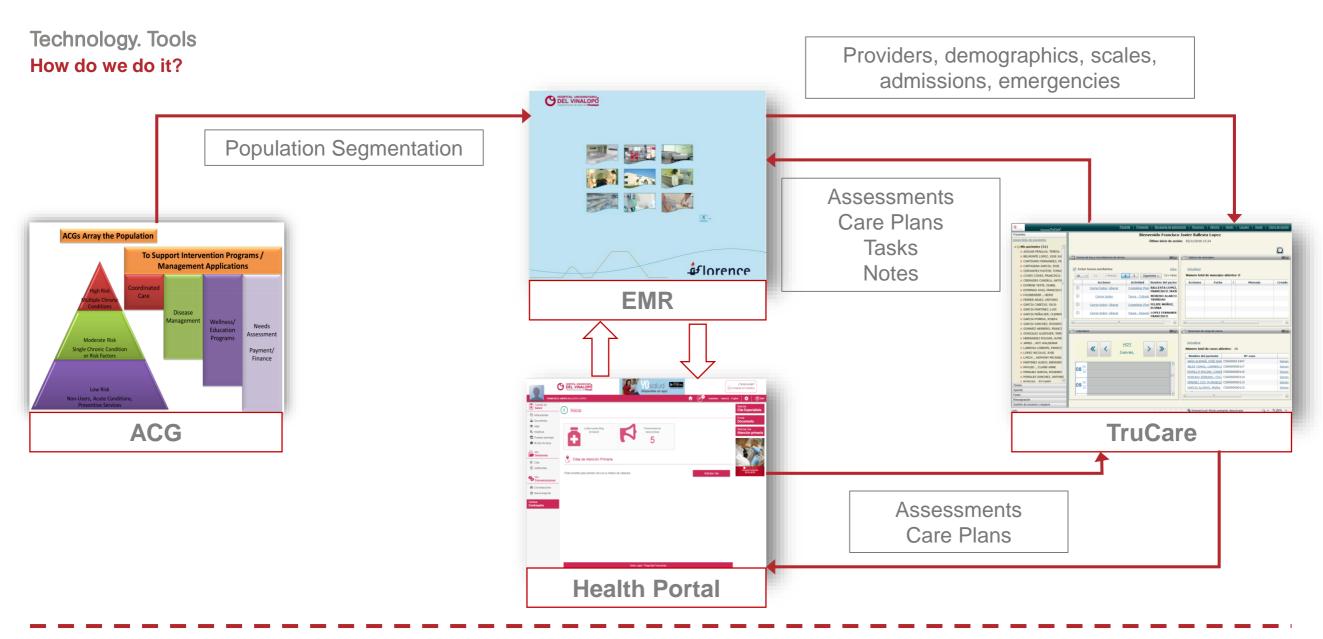




How do we do it?

Assessments in TruCare. Level of chronicity. Level of Chronicity Number of patients (alive and exitus) Level 3 10.164 Level 2 21.326 TruCare Level 1 5.441 Level 0 1.039 **TOTAL**

34.534



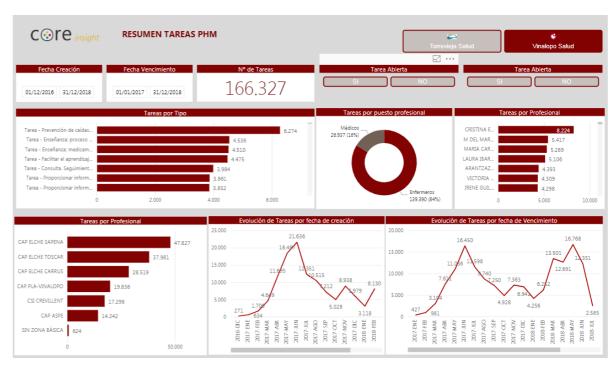


Population Health Management (PHM)

Process indicators



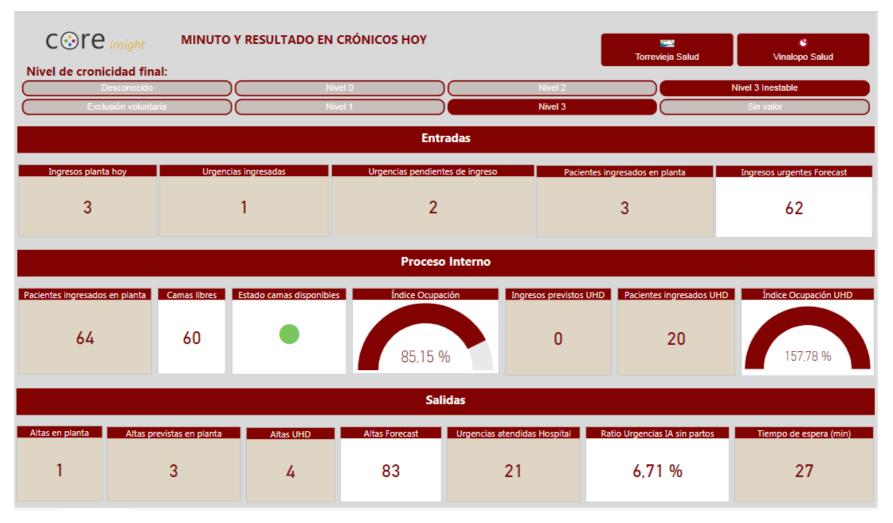
Patient Level 3 assessments



Interventions Care Plans

Population Health Management (PHM)

Process indicators



Hospital chronic patient activity

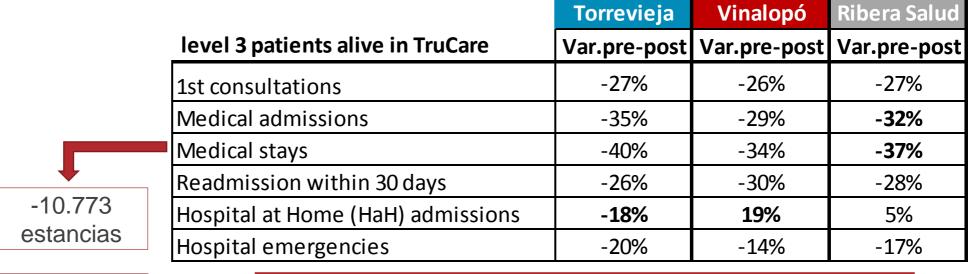


MAIN HEALTH RESULTS

Patients with more admissions at hospital (level III)

Sample/department	Torrevieja	Vinalopó	Ribera Salud
Level 3 patients in Trucare	4.038	4.044	8.082
Average age	74	75	74
Average number of days in Trucare	431	445	438

- Data to 3/2019
- More than 6 months in TruCare
- Patients alive to date
- Comparison of activity in the same period of time before and after being included in TruCare (Postincl.: activity after inclusion in TruCare; Preincl.: activity before inclusion in TruCare)



29,5 camas /año

1.777.000 eur El % de reducción de ingresos o estancias ha empeorado unos puntos respecto al mes de enero, pero aún así está en unos niveles muy buenos. En valores absolutos hemos pasado en un mes de una diferencia de 8.239 a 10.773 estancias.

MAIN HEALTH RESULTS

Patients level 3

Sample/Department	Torrevieja	Vinalopó	TOTAL	
Citas 1as	6.440	6.189	12.629]
Citas 1as PC	4.832	4.622	9.454	
Citas Suc	24.364	24.017	48.381	
Citas Suc PC	21.409	20.302	41.711	
Ingresos Med	1.708	1.628	3.336	
Ingresos Med PC	1.099	1.048	2.147	- 8.239
Estancias Med	9.690	9.692	19.382	medical stays
Estancias Med PC	5.342	5.801	11.143	,
Ingresos UHD	130	220	350	
Ingresos UHD PC	111	211	322	
Estancias UHD	1.976	3.295	5.271	1 400 000 5
Estancias UHD PC	1.412	2.426	3.838	+ 1.400.000 E
Urg ATP	3.777	1.286	5.063	
Urg ATP PC	3.273	2.027	5.300	
Urg Hosp	4.742	6.164	10.906	
Urg Hosp PC	3.844	5.221	9.065	
Reingresos 30	181	189	370	
Reingresos 30 PC	140	117	257	

MAIN HEALTH RESULTS

Patients with more admissions at hospital (level III +)

Sample/department	Torrevieja	Vinalopó	Ribera Salud
Level 3+ patients in Trucare	172	141	313
Average age	68	69	69
Average number of days in Trucare	415	458	434

- Patients with 4 medical admissions or more in the previous 12 months
- Data to 3/2019
- More than 180 days in TruCare
- Patients alive to date
- Comparison of activity in the same period of time before and after being included in TruCare (Post-incl.: activity after inclusion in TruCare; Pre-incl.: activity before inclusion in TruCare)



3,13 camas /año

188.000 eur

	Torrevieja	Vinalopó	Ribera Salud
level 3+ patients alive in TruCare	Var.pre-post	Var.pre-post	Var.pre-post
1st consultations	-30%	-25%	-27%
Medical admissions	-27%	-17%	-23%
Medical stays	-22%	-25%	-24%
Readmission within 30 days	-28%	-32%	-30%
Hospital at Home (HaH) admissions	-15%	50%	19%
Hospital emergencies	-22%	-9%	-16%

Mejor resultados del conjunto de los pacientes NIII + frente a meses anteriores. Notable incremento en el uso de la UHD.



ribera salud grupo
Thanks