

CLOSING GAPS IN CARE: AN INTEGRATED APPROACH

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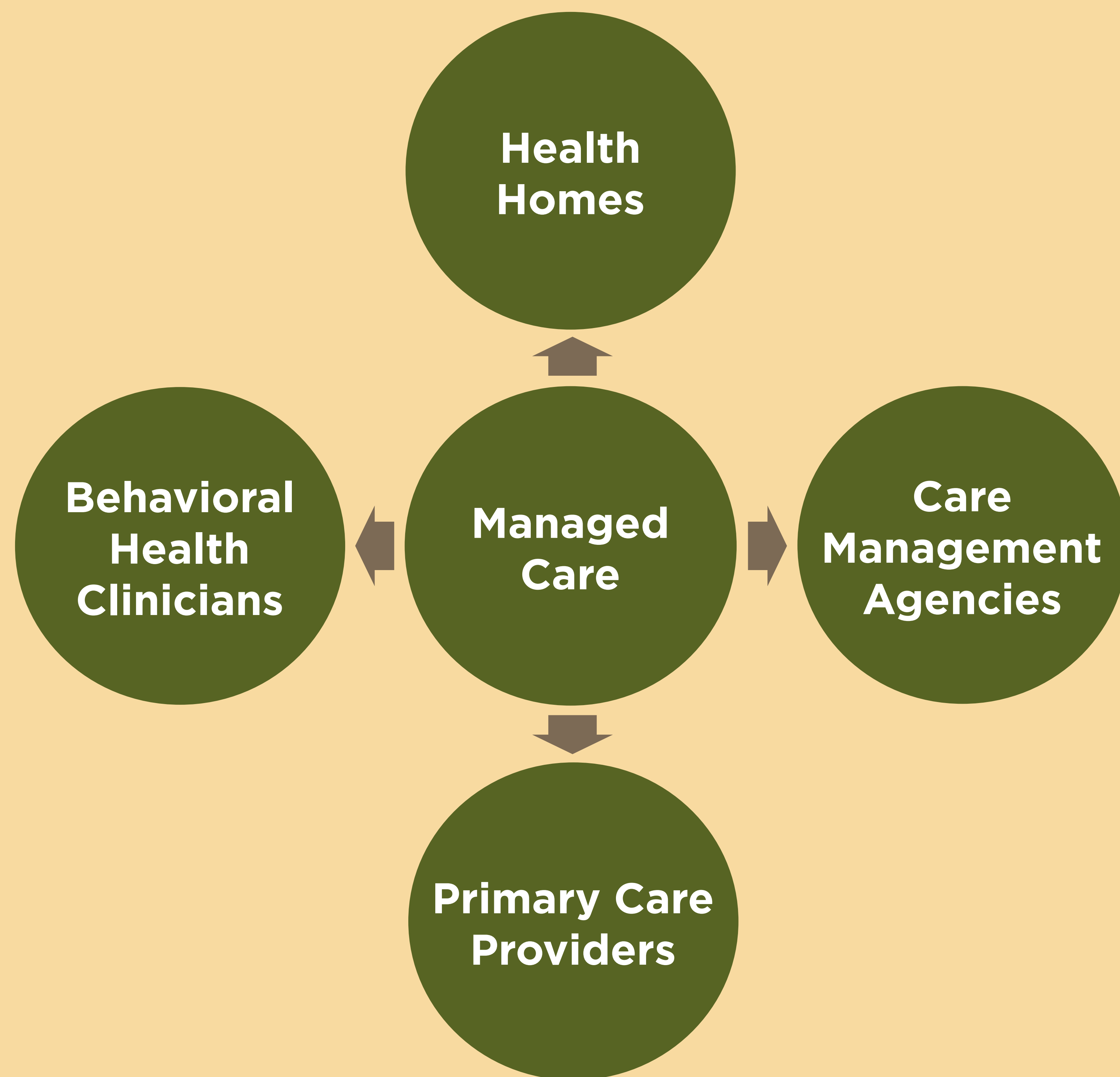


AIM AND OBJECTIVE

EmblemHealth's Behavioral Health Quality department developed partnerships with health homes to launch an initiative called "Gaps in Care." This initiative is an innovative, first-of-its-kind model of care that utilizes two-way data sharing to direct action that leads to improved physical and behavioral health outcomes for a high-risk Medicaid population.

Key Partnerships

This model involves a multidisciplinary approach.



Key Interventions

Empowered front line care coordinators with basic education, tools and resources to assist members in closing important preventive and chronic disease health care gaps.

- Targeted Training: Engagement, Cultural Competency, Collaborating with Providers, Following Through and Why Gaps in Care Matter
- Two-way Data Sharing
- On Site and Remote Managed Care Support

Quality Measures

EmblemHealth utilized nationally recognized quality of care measures in the following areas to measure results:

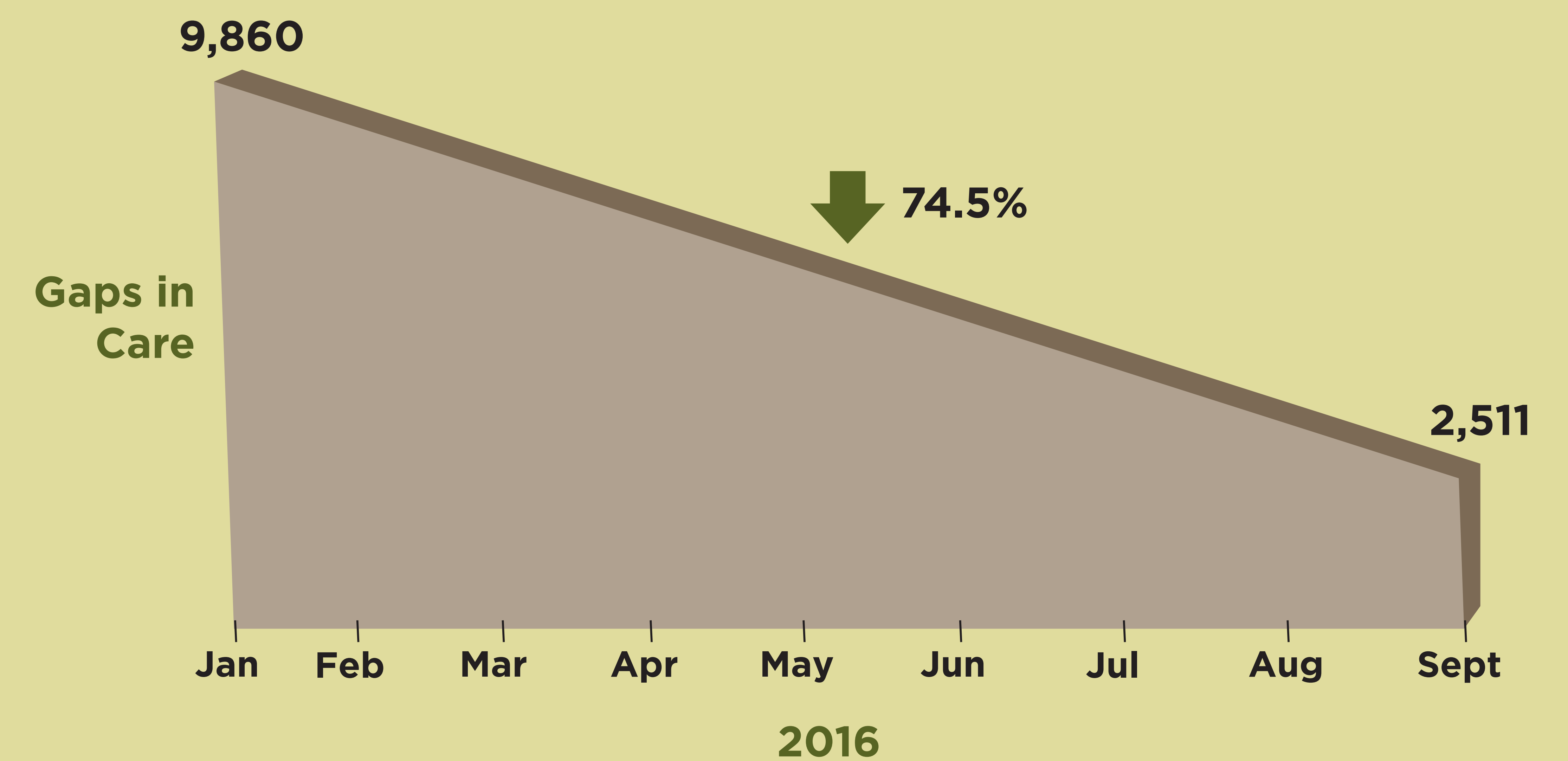
- Antipsychotic and Antidepressant Medication Adherence
- Psychiatric and Substance Use Follow-Up Care
- Breast, Cervical and Colorectal Cancer Screening
- Cardiovascular, Metabolic and Diabetes Screening



RESULTS

In January 2016, 9,860 preventive and chronic disease gaps were identified. As of September 2016, only 2,511 remained.

7,349 GAPS, OR 74.5%, WERE CLOSED.



CONCLUSION AND NEXT STEPS

This unique partnership was the first of its kind between a managed care organization, the front line care workers of health homes and care management agencies that *integrated physical and behavioral health needs*.

- Simplified information and data sharing led to action and improved outcomes
- Efficient and comprehensive care coordination
- Increased member engagement in person-centered Plans of Care

In 2017, EmblemHealth will expand this approach and continue to launch tailored projects that improve outcomes for our members.