

# VISN 8 Care Coordination / Home Telehealth Performance Measures Report Card - FY05

PROGRAM	HBTC	Coagucare	Telehealth	Lamp	MI-Heart	Teleheart	VYN	Palliative Care	Tech Care	Cancer Pain		
STANDARD (FS= Fully Satisfactory ; Exc = Exceptional)	FS	Exc	Bay Pines 516				NF/SG 573					
<b>HEALTHCARE VALUE: ACCESS as of 30JUN05</b>	Goal	Goal										
Census - Program # Patients Enrolled (Target   Actual)			50   16	100   126	150   159	150   136	200   110	100   102	75   72	150   65	250   242	100   85
Census - Program Enrollment as % of Target (Actual / Target)	90%	100%	32%	126%	106%	91%	55%	102%	96%	43%	97%	85%
Census - Facility # Patients Enrolled	400	10%+	301					812				
# of Patients on Home Telehealth Technology			16	126	149	133	110	102	59	65	212	61
% of Patients on Home Telehealth Technology	90%	100%	100%	100%	94%	98%	100%	100%	82%	100%	88%	72%
<b>HEALTHCARE VALUE: FINANCIAL - UR COST</b>												
as of 31MAR05												
Patient Sample Size by Program			sample size	99	139	103	47	73	64	15	205	75
			too small									
<b>For period 6 months pre CCCS Enrollment</b>												
# Patients with Admissions			*	4	5	38	46	35	16	10	41	26
% of pre-enrollment Sample Patients with an Admission			*	4.0%	3.6%	36.9%	97.9%	47.9%	25.0%	66.7%	20.0%	34.7%
# of Admissions			*	5	5	68	61	50	32	24	56	38
# Bed Days of Care (BDOC)			*	35	97	900	376	271	326	80	665	133
Total Costs for Admissions/BDOC		Pre	*	\$36,758	\$13,179	\$1,033,955	\$690,667	\$292,171	\$233,271	\$150,173	\$475,288	\$270,118
# Patients with ER Encounters			*	2	0	33	41	26	8	11	41	12
# ER Encounters			*	2	0	61	63	46	15	11	81	15
Total ER Encounter Costs			*	\$736	\$0	\$12,804	\$12,484	\$9,716	\$3,253	\$1,598	\$8,983	\$2,839
Total Combined Admissions and ER Encounter Costs			*	\$37,494	\$13,179	\$1,046,759	\$703,151	\$301,887	\$236,524	\$151,771	\$484,271	\$272,957
<b>For period 6 months post CCCS Enrollment</b>												
# Patients with Admissions			*	2	5	20	15	11	11	5	32	31
% of post-enrollment Sample Patients with an Admission			*	2.0%	3.6%	19.4%	31.9%	15.1%	17.2%	33.3%	15.6%	41.3%
# of Admissions			*	3	6	28	33	19	19	8	60	56
# Bed Days of Care (BDOC)			*	107	56	258	248	71	171	18	571	311
Total Costs for Admissions/BDOC		Post	*	\$92,263	\$82,372	\$288,084	\$333,046	\$73,961	\$121,830	\$23,535	\$502,556	\$296,487
# Patients with ER Encounters			*	0	1	33	21	15	13	6	42	21
# ER Encounters			*	0	1	51	41	26	24	9	95	49
Total ER Encounter Costs			*	\$0	\$419	\$10,839	\$8,398	\$4,953	\$4,572	\$1,584	\$8,642	\$8,335
Total Combined Admissions and ER Encounter Costs			*	\$92,263	\$82,791	\$298,923	\$341,444	\$78,914	\$126,402	\$25,119	\$511,198	\$304,822
<b>Differences for 6 months pre and 6 months post CCCS Enrollment</b>	FS	Exc										
	expected decrease											
% Change pre/post-enrollment # Sample Patients with an Admission	10%	> 10%	*	-50%	0%	-47%	-67%	-69%	-31%	-50%	-22%	19%
% Change Admissions pre/post Total Costs	10%	> 10%	*	151%	525%	-72%	-52%	-75%	-48%	-84%	6%	10%
% Change ER pre/post Total Costs	10%	> 10%	*	-100%	100%	-15%	-33%	-49%	41%	-1%	-4%	194%
% Change Admissions and ER pre/post combined Total Costs	10%	> 10%	*	146%	528%	-71%	-51%	-74%	-47%	-83%	6%	12%
VISN-wide BDOC cost reduction total for CCCS patients at 6 months post enrollment = \$ 2,608,853												
VISN-wide ER cost reduction total for CCCS patients at 6 months post enrollment = \$ 14,589												

Tactics	T Care	TLC Dementia	CHF/COPD	MHTP	SCI	Telehealth DM	Telecardio	Champions	Great Game	IDEAL
Miami 546			WPB 548		San Juan 672			Tampa 673		
200   92	150   139	150   121	200   80	100   66	100   74	300   330	150   139	150   87	150   117	150   131
46%	93%	81%	40%	66%	74%	110%	93%	58%	78%	87%
352		146		543			335			
84	118	in transition	80	63	62	323	136	49	94	118
91%	85%		100%	95%	84%	98%	98%	56%	80%	90%
28	112	94	7	63	86	322	119	6	33	66
6	23	12	5	36	25	17	34	0	1	4
21.4%	20.5%	12.8%	71.4%	57.1%	29.1%	5.3%	28.6%	0.0%	3.0%	6.1%
9	39	19	6	69	27	23	48	0	3	4
39	339	298	28	446	869	260	477	0	73	20
\$56,794	\$427,845	\$246,978	\$31,673	\$503,949	\$677,666	\$216,764	\$510,362	\$0	\$69,865	\$14,621
9	28	15	0	1	18	24	33	0	0	2
17	49	24	0	1	33	35	57	0	0	3
\$4,682	\$16,397	\$7,794	\$0	\$270	\$12,948	\$18,389	\$24,864	\$0	\$0	\$345
\$61,476	\$444,242	\$254,772	\$31,673	\$504,219	\$690,614	\$235,153	\$535,226	\$0	\$69,865	\$14,966
2	15	14	4	23	21	15	22	0	1	4
7.1%	13.4%	14.9%	57.1%	36.5%	24.4%	4.7%	18.5%	0.0%	3.0%	6.1%
3	20	19	6	54	24	17	36	0	1	4
9	159	96	52	231	579	273	326	0	2	17
\$10,906	\$211,430	\$109,437	\$40,590	\$263,819	\$412,009	\$251,201	\$330,384	\$0	\$1,725	\$21,611
5	18	18	0	0	14	19	30	0	0	1
7	23	33	0	0	34	22	49	0	0	1
\$1,850	\$8,514	\$9,582	\$0	\$0	\$11,706	\$11,857	\$31,734	\$0	\$0	\$525
\$12,756	\$219,944	\$119,019	\$40,590	\$263,819	\$423,715	\$263,058	\$362,118	\$0	\$1,725	\$22,136
-67%	-35%	17%	-20%	-36%	-16%	-12%	-35%	n/a	0%	0%
-81%	-51%	-56%	28%	-48%	-39%	16%	-35%	n/a	-98%	48%
-60%	-48%	23%	n/a	-100%	-10%	-36%	28%	n/a	n/a	52%
-79%	-50%	-53%	28%	-48%	-39%	12%	-32%	n/a	-98%	48%

HEALTHCARE VALUE: FUNCTIONAL STATUS			Goal	Goal								
VA Choice % of Patients at Risk of Institutionalization	n/a		0%	1%	7%	100%	12%	53%	2%	10%	15%	10%
Facility Average Daily Census (ADC) through 30JUN05			330				1,028					
Medication Adherence	90%	95%	100%	95%	96%	100%	100%	97%	86%	100%	98%	85%
SF12V - Quality of Life Physical Composite Score (PCS)			*	*	*	*	*	*	*	*	*	*
SF12V - Quality of Life Mental Composite Score (MCS)			*	*	*	*	*	*	*	*	*	*
HEALTHCARE VALUE: QUALITY			Goal	Goal								
HTN = Hypertension SBP < or = 130 & DBP < or = 80	70%	80%	100%	72%	72%	99%	100%	92%	78%	100%	58%	33%
DM = glycemic control HgBA1c Value < 9	70%	80%	100%	97%	87%	96%	78%	92%	88%	100%	84%	100%
CHF = Are patients prescribed an ACEI or ARB and Beta Blockers?	70%	80%	*	100%	90%	100%	100%	100%	100%	80%	100%	100%
# Patients with Primary or Secondary Dx of COPD	n/a		4	12	43	29	0	0	0	0	43	1
COPD = Exacerbation requiring hospitalization in recent year.												
(1) # of BDOC for COPD in 1yr (Apr04 - Mar05)	n/a		12	0	0	0	0	0	0	0	0	0
(2) # of re-admissions within 30 days (Apr04 - Mar05)	n/a		0	0	0	0	0	0	0	0	0	0
HEALTHCARE VALUE: SATISFACTION			Goal	Goal								
Provider Satisfaction	90%	95%	94%	98%	100%	80%	100%	99%	83%	76%	76%	76%
Patient Satisfaction - Self Management	90%	95%	*	98%	93%	91%	100%	95%	90%	100%	94%	92%
Patient Satisfaction - Program Satisfaction	90%	95%	*	100%	96%	96%	100%	98%	100%	90%	100%	100%

4%	24%	95%	37%	25%	5%	2%	2%	0%	0%	29%
	438		174			817			296	
100%	100%	100%	100%	89%	100%	100%	96%	100%	100%	91%
*	*	*	*	*	*	*	*	*	*	*
*	*	*	*	*	*	*	*	*	*	*
81%	81%	71%	95%	52%	80%	99%	95%	14%	56%	55%
97%	89%	86%	80%	75%	90%	93%	93%	100%	100%	96%
100%	100%	80%	100%	100%	100%	100%	87%	*	100%	100%
3	14	3	42	0	0	0	1	1	0	11
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
100%	100%	98%	*	86%	100%	91%	89%	100%	93%	73%
100%	98%	85%	93%	91%	94%	93%	98%	80%	96%	100%
88%	100%	87%	93%	100%	91%	97%	98%	80%	88%	100%