Hennepin Health

An Integrated Health System-Demonstration Project

I. Summary

Hennepin County's proposed integrated health care delivery network is designed to serve the unique needs of two of the most challenging and costly segments of the county's safety net population. By integrating medical, behavioral health, and human services in a patient-centered model of care, the project seeks to improve health outcomes dramatically and lower the total cost of providing care and services to this population.

This project will measure not only direct Medicaid costs, but also health care costs beyond the medical assistance benefit set, including uncompensated care, human services, and public health costs. The project also will quantify law enforcement, correctional, and court costs and savings, as well as the impact on community agency costs.

The project involves shared risk among partners and incentives based on performance and outcomes.

II. Premise

Treating a safety net patient's medical problems without addressing underlying social, behavioral, and human services barriers and needs, produces costly, unsatisfactory results -- both for the patient and the programs providing and paying for care. Conversely, addressing all of these issues and incorporating them into a coordinated patient centered, comprehensive care plan should end the cycle of costly crisis care.

III. Objectives

Implement a patient centered care model that:

- Improves the enrollees' quality of life and improves the patient experience
- Improves the quality of care;
- Improves the provider/staff experience
- Reduces cost to the county, the state, and the federal government;
- Reduces health/social disparities in the target population;
- Is sustainable and can be replicated throughout the state and in other parts of the country.

IV. Target Population

A group of approximately 10,000 individuals per month will participate in the project.

This initial target population will be 18- to 64-year-old adults, with no dependent children in the home, living in Hennepin County, with incomes at or below 75% of the Federal Poverty Guidelines ($677/month or $8,124/year for one person) who qualify for Medical Assistance (MA). This population often receives minimal preventive care, is at high risk for acute care

needs, and has poor health outcomes and health status. This is precisely the population that will benefit most from the proactive, comprehensive, and integrated care management offered by the project.

Below are some defining characteristics of this population,

- ~ 68% Minority status
- ~ 45% Some level of chemical dependency
- ~ 42% Mental health needs
- ~ 30% Chronic pain management
- ~ 32% Unstable housing situation
- ~ 30% More than one chronic disease (diabetes and/or heart disease are most common)

Overlap with ~60% of the population having at least one of these

V. Core Elements

- A patient centered care approach based on the medical home concept
- An integrated system of providers providing comprehensive care, (i.e., emergency, inpatient and outpatient services, primary care, dental care, mental health and substance abuse services, and public health and human services)
- A comprehensive electronic health record (EHR) accessible by the patient and all members of the patient's health care team
- A comprehensive patient assessment tool, with an objective tiering system to identify patients with the greatest needs
- Personalized care plans crafted with enrollees as partners, incorporating medical and behavioral care and human services
- Designation of a health care team that includes medical, behavioral health, and human services professionals for each patient based on the patient's unique needs
- Ability to leverage Hennepin County housing and social service programs, resources, and community partners
- An integrated data warehouse and analytics infrastructure supporting timely, actionable feedback to members, providers, and administrators

Hennepin Health is implementation ready with core staff, core partnerships, and electronic health records currently accessible.

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Video available at: **www.hennepin.us/healthcare**