

Intensive Outpatient Clinic



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The Why

Our Zip Code Affects Our Health More Than Our Genetic Code...

- Dr. Karen DeSalvo
Former Assistant Secretary for Health



The Intensive Outpatient Clinic (IOC)
[Meet Me Where I Am](#)

Distance between South Salt Lake and Avenues: 3.9 miles
Difference in Life Expectancy : 13.5 years

Every mile you drive south of the Avenues you lose 3.4 years in life expectancy

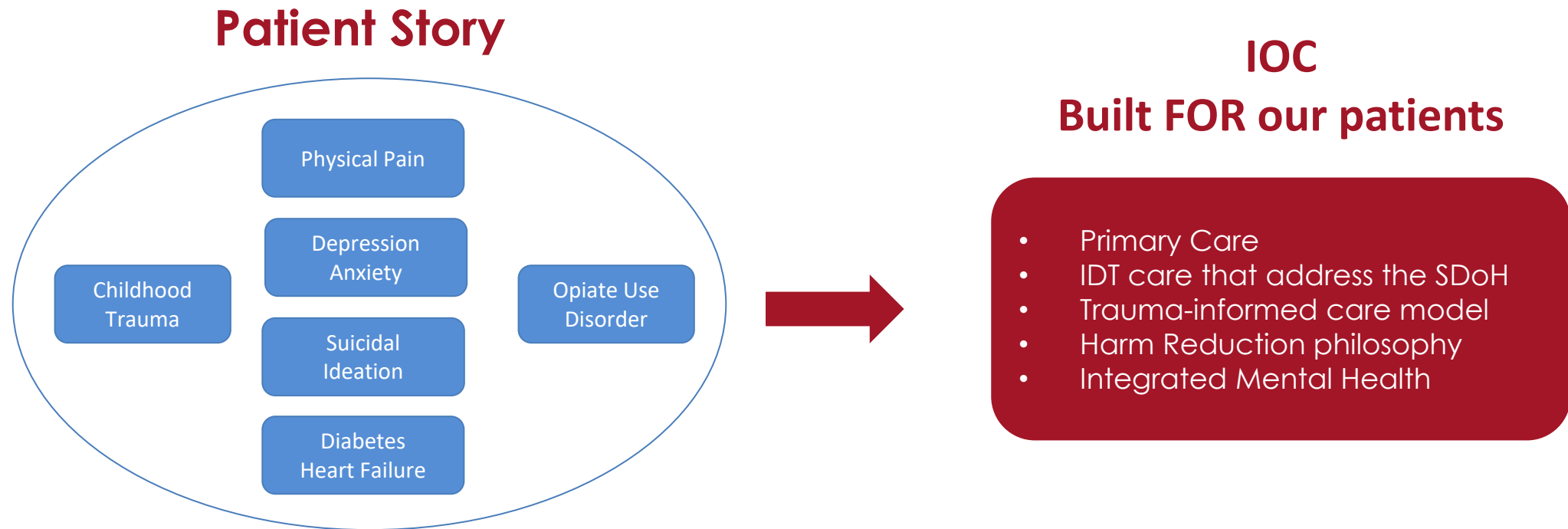
Intensive Outpatient Clinic (IOC)

Inspiration:

1. Are there any (many) Medicaid members who have complex medical and behavioral health problems that result in avoidable healthcare utilization?
2. Could we assemble a team to improve their lives, their health, and save Medicaid costs?
3. Could we create a financially sustainable model?

Intensive Outpatient Clinic (IOC)

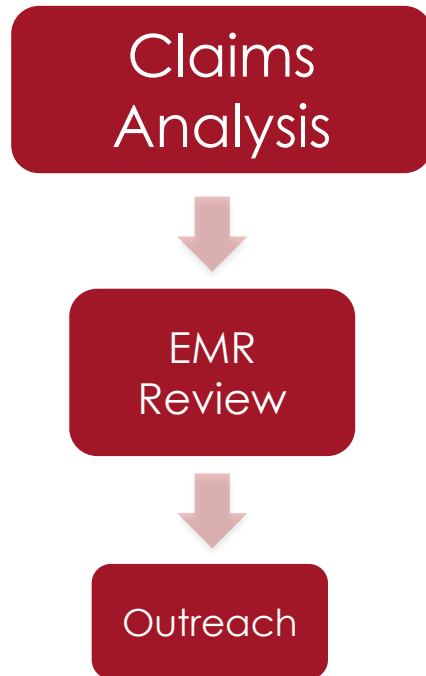
Mission: We provide highly coordinated and integrated care for Medicaid members with complex mental and medical health problems that result in high utilization.



Patient Selection Process

Patient Selection Process

Goal: Identify **'high-risk'** patients who are **'intervenable'**



Medicaid Claims Data:

- Medical complexity (high comorbidity index)
- Behavioral health issues (incl. substance use disorder)
- High ED & Hospital utilization patterns
- Minimum cost threshold (prior 24 months)

EMR (Electronic Medical Record) Review:

- “Social disruption”
- Evidence the system was failing the patient (e.g., “non-compliance”)
- Inappropriate utilization (excessive ER use)

Outreach

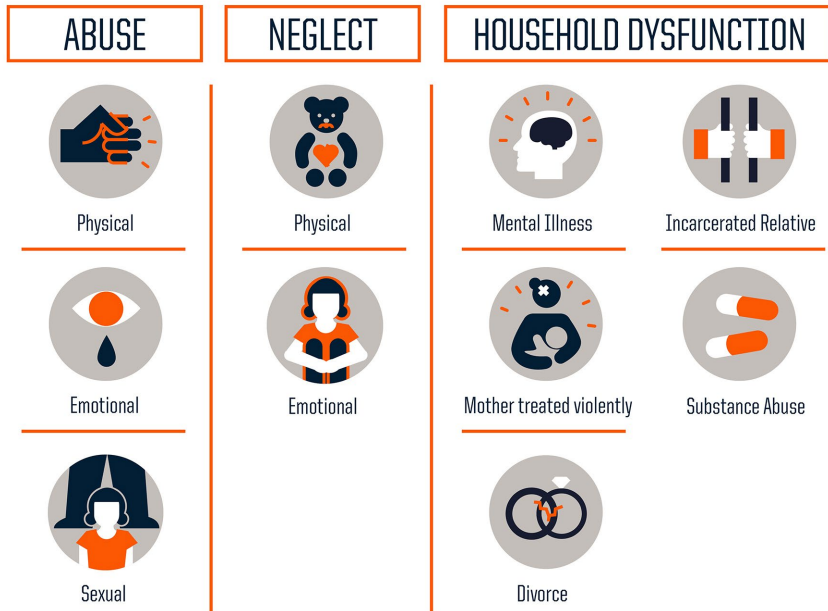
- Meet patients where they are (home, office, specialty office, park, car)
- Be tenacious (we never let go)

What surprised us?

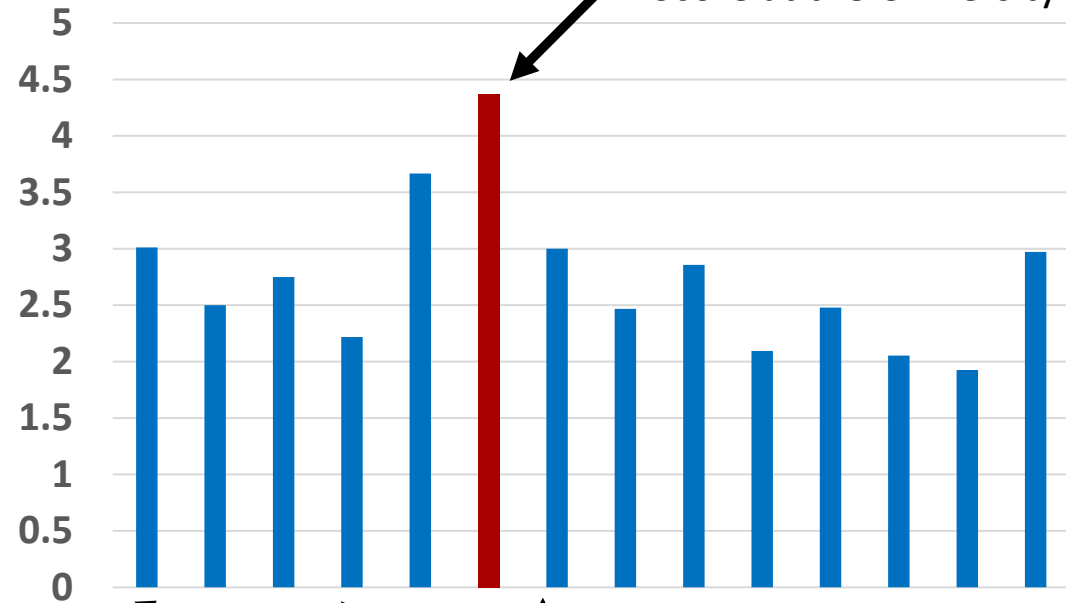
Who we were unintentionally selecting

Trauma

Adverse Childhood Experiences



Avg. ACE score



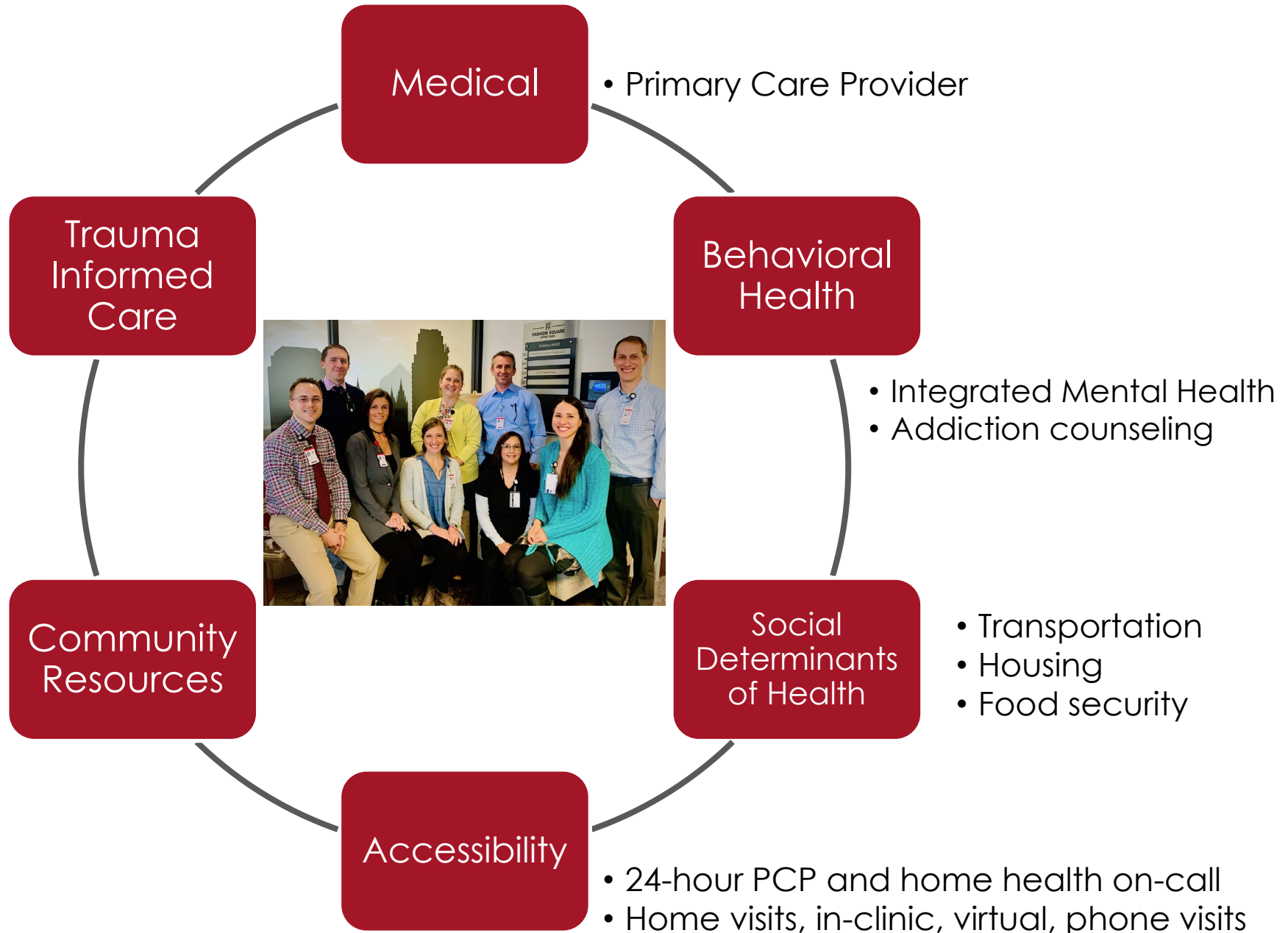
IOC has the highest avg. ACE Score at the University of UT

14 different University Clinics

Care Model

“What happened to you?” instead of “What’s wrong with you?”

- Home health
- Community-Based Orgs



Impact

Impact

Metric

Clinical outcomes

Patient experience/trust

Costs

Utilization Patterns

Data Source

Survey data/Symptom Severity

Survey data

Medicaid claims data

Medicaid claims data

Clinical Outcomes & Patient Experience

Improvement in Clinical measures

Depression

Anxiety

Pain Interference

Sleep

Perception of Health

Improvement in Patient Experience Measures

Self-Efficacy

Communication with the Care Team

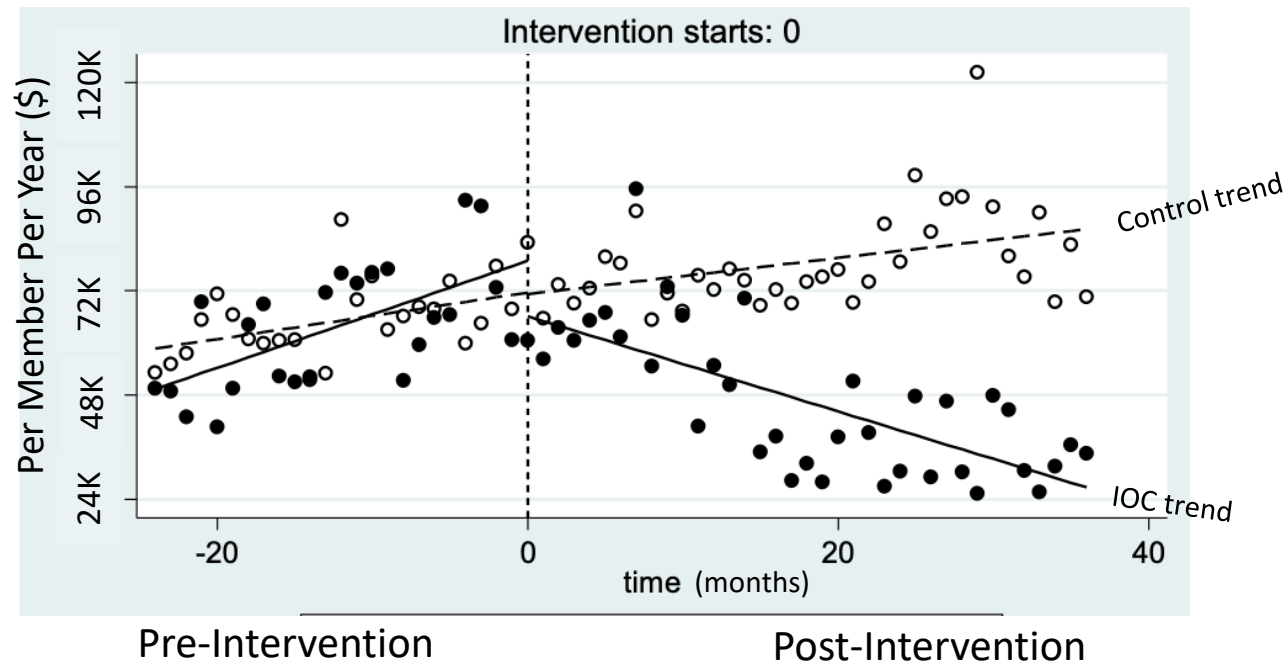
Trust in the Care Team

Continuity of Care

Access to Support

Outcomes: Reduction in Utilization/Costs

Total Cost of Care



Total Cost of Care

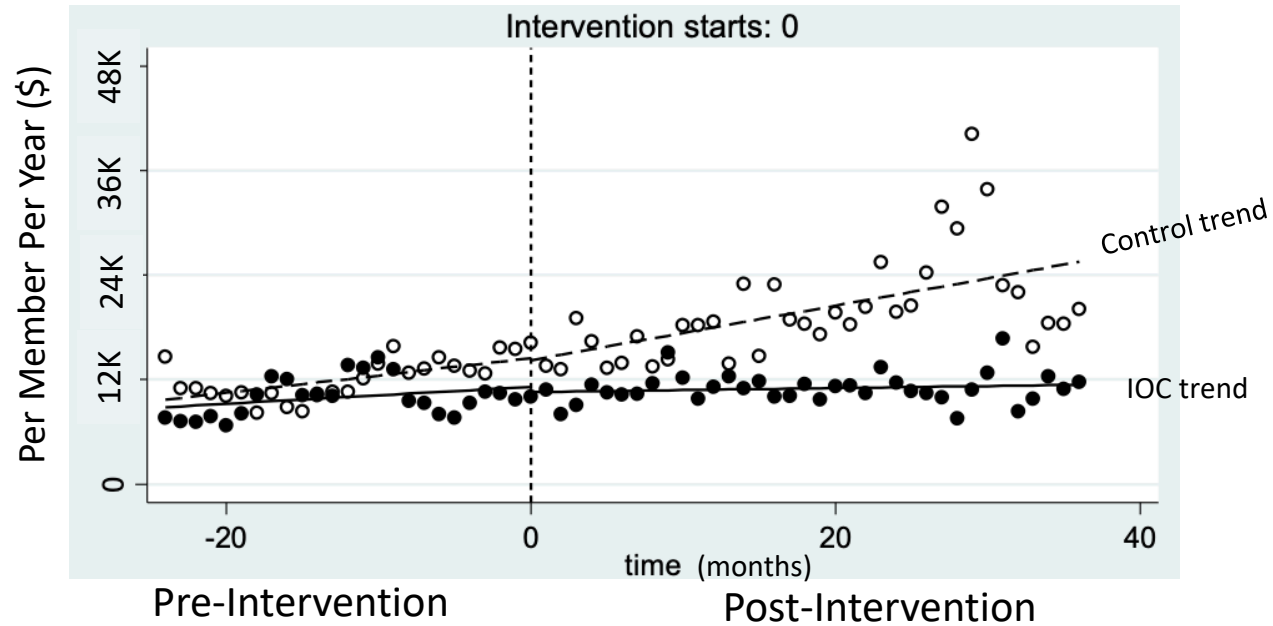
	IOC (\$PMPY)	Control (\$PMPY)
1 yr pre	\$70,665	\$69,777
1 yr post	\$63,183	\$73,391
2 yr post	\$39,024	\$74,731
3 yr post	\$35,784	\$87,708

Key

- IOC ● Mean cost (Per Member Per Year) of IOC cohort at given time (n = 112)
- Control ○ Mean cost (Per Member Per Year) of control cohort at given time (n = 224)

Outcomes: Reduction in Utilization/Costs

Pharmacy Utilization



Key

- IOC ● Mean cost (Per Member Per Year) of IOC cohort at given time (n = 112)
- Control ○ Mean cost (Per Member Per Year) of control cohort at given time (n = 224)

ED Utilization

	IOC (visits/yr)	Control (visits/yr)
1 yr pre	12.71	5.08
1 yr post	8.65	5.30
2 yr post	4.45	5.62
3 yr post	4.19	5.81