THE WRIGHT CENTER

CASE STUDY

The problem

With each new value-based program, your medical practice must meet new metrics or watch your bottom line shrink. You need better ways to preserve your revenue streams while improving care for patients. Leveraging CMS' Chronic Care Management codes (CCM) can help you achieve both goals, but managing care and billing is complex.

The Wright Center (TWC), a safety-net primary care provider in northeastern Pennsylvania that follows the Patient-Centered Medical Home (PCMH) model, solved this problem by contracting with Signallamp Health. Signallamp is a technology-enabled care management provider that works as an extension of the physician practice and dedicates nurse resources to chronically ill patients. The same Signallamp nurse contacts the patient each month, fostering an ongoing personal relationship that enhances care.

Leveraging Medicare's CCM codes

Starting in 2014, CMS created new reimbursement codes enabling clinicians to provide non face-to-face care management services to patients with two or more chronic conditions. TWC was an early adopter of this program, promoting the program at each

SITUATION

TWC provides safety-net, primary care services to over 17,000 patients and was named one of the "30 Top Innovative Primary Care Practices" by the Robert Wood Johnson Foundation.

CHALLENGE

As a PCMH provider, TWC needs to continually improve patient care, conserve resources and meet new value-based care metrics.

SOLUTION

Full service care management customized to your practice and personalized to your patients.

OUTCOMES

- Implementation required less than 2 hours of staff time
- Net new revenue within 14 days
- Additional $536 per enrolled patient per year
- 73% patient retention rate after 2 years
- Lower hospital admission rates
- Higher patient satisfaction

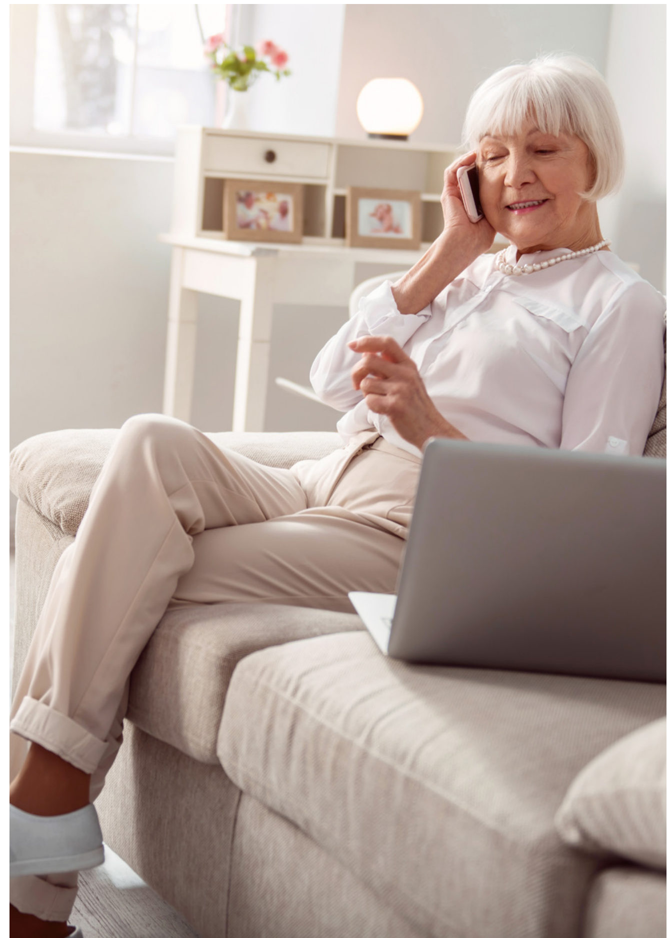
practice location. But it soon found that the care management team, which included a full-time care manager, LSW, RN and four LPNs, was overextended. After analyzing a number of potential vendors, it realized that Signallamp offered something unique

"We were concerned that the cookie cutter approach many vendors promise would not match the quality and patient-centered focus our patients expect," said Jignesh Sheth, MD, TWC's Senior VP of Mission Accountability. "In addition to their cost and major workflow disruptions, IT-only solutions require IT support and integrations that don't necessarily play well with our existing tools or workflows. Signallamp offered TWC a seamless experience with their ability to leverage our existing EMR — and provide the care its CCM patients needed at no upfront cost to the practice."

Outsourcing CCM maximizes practice benefits

In the first month of using Signallamp, TWC improved its CCM productivity more than 600 percent. "As a PCMH, we interact frequently with patients outside of the clinical setting and were very comfortable taking on CCM. However, we have to prioritize resources to focus care management on our most vulnerable patients. With Signallamp, we can reach a broader patient base and interact with patients with less acute health challenges. In turn, we can continue to focus our internal efforts on the highest risk patients," said Kari Machelli, RN, TWC Care Manager.

> "There has been a clear, positive impact on our team-based care delivery."
>
> TIFFANY JASKULSKI, TWC EHR MANAGER



RESULTS

8 to 30 interactions per patient per year

Increased wellness visits

Reduced patient no-shows

Improved MIPS scores

Enhanced Medicare Advantage HEDIS scores

Engaged and satisfied patients

To achieve success in a chronic care management program, patients must be engaged. Signallamp's evidence-based approach is relationship driven, not reliant on a call center or apps. Instead, it builds long-term relationships between the dedicated nurse and TWC's patients.

"Our experienced care managers build a personal connection with each patient and clinician. Under this trusted partnership, we establish patient-centered health goals and measure their progress every month," stated Jennifer Nicastro, RN, BSN, Signallamp's Chief Nursing Officer. "Patients love the consistent care and help with managing their medications and health. Clinicians appreciate being able to keep patients healthier, including reducing medication errors, emergency visits and hospitalizations."

Signallamp allowed TWC to reach a much broader patient base between visits without adding staff, while generating new revenue and enhancing value-based care.

Signallamp dedicates nurses to each practice, follows provider preferences and works within your EHR to dramatically increase your capacity to provide patients and caregivers with extra attention between office visits.

> "The partnership with Signallamp has enabled us to expand our mission for patient and value-centered care."
>
> JIGNESH SHETH, M.D.,
> TWC SENIOR VICE PRESIDENT OF
> MISSION ACCOUNTABILITY

FEATURES

New monthly revenue with no upfront costs

A dedicated care manager for each patient and care team

All revenue goes straight to the bottom line

Easy, rapid implementation

Turnkey CCM billing for complex cases

Collaborative, customized approach

About Signallamp Health, Inc.

Signallamp Health is a technology-enabled care management provider that works as an extension of the physician practice and dedicates nurse resources to chronically ill patients. For patients, Signallamp Health builds on their trusted physician relationship to enhance patient care, engage the patient in their own good health, and deliver better health outcomes. For physicians, Signallamp is targeting untapped sources of revenue, driving ancillary services and helping practices prepare for MIPS and value-based reimbursement. Learn more at www.signallamphealth.com.

SIGNALLAMP HEALTH

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