



Together, our  
voices elevate° all.

# Elevate *Connect*

*Peer-to-Peer Exchange: Risk Stratification*

*February 24, 2022*

# Generations Family Health Center





## Risk Stratification:

Health Center Perspective & Opening Comments

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-  Willimantic, CT
-  Rural
-  Founded 1984
-  20,757 Patients



# ***Step 1:*** **COMPILE** a list of health center patients



Use *risk stratification* model



Use *empanelment* or other reports



# Step 2:

## SORT: Identify risk stratification criteria; assign each criteria a weight

### Criteria include:

- **Care Level Assessment**
  - Medical Assessment
  - Mental Health
  - Utilization
  - Social Risk Factors
  - Age
- **Overall Score**

CARE LEVEL ASSIGNMENT	OVERALL SCORE
Preventative (1 = Dark Green)	0 → 3
Low Care Level (2 = Kelly Green)	4 → 5
Moderate Care Level (3 = Lime Green)	6 → 7
High Care Level (4 = Yellow)	8 → 9
Highest Care Level (5 = Orange)	10 → 11
Highest Care Level (6 = Red)	12+

CARE PROGRAM ▾  
GFHC-ADUM/D

CARE TEAM ▾  
ABA, Beacon Services  
Addiction Treatment Center, CT Addiction M...  
Cardiologist, Adam N.  
Glasser, Morton MD - Family Practice  
Mendes, Jennifer LCSW - CBHO - Behavioral  
Montague, Kathy DMD - Dental  
Neurology Department, CCMC

PATIENT IS HEARING IMPAIRED  
ASK PATIENT IF THEY HAVE ANOTHER INSURANCE  
DISCHARGED INDEFINITELY FROM BH - NO FURTHER APPOINTMENTS  
Patient has Advanced Directive on File  
SPEECH IMPAIRMENT

Test, Test Patient

08/23/1973 48y F ■ xxx-xx-3030 ■ National Government Services ■ Care Program ▾ GFHC-ADUM/D

Pregnant - Due Date: 10/25/17  
Allergies ▾ allergic rash

Summary Insurance Contacts IDs

Patient: **GFHC-ADUM/D - Risk Level: 5**

**Test Patient (Amy) Test** Patient #: **55557**  
**123 West Ave** Chart #:  
**Willimantic, CT 06226 US** **DOB: 08/23/1973**



## ***Step 3:*** ***STRATIFY: Assign patients into target groups***

**Identified Highest Risk Groups:** Based on utilization, disease process and/or SDOH

**Developed a tool for stratification** to assess the patient population

**Ran analytic reports** to identify potential patient cohorts

**Shared reports with providers** to foster buy in

**Ran PDSA Cycles** to test the process

**Shared data** and outcomes with team

**Wrote final policy/procedure**



## *Step 4:*

**DESIGN: Care models and target interventions for each risk group**



Care Models Incorporate **Evidence-Based** Clinical Guidelines

# Peer Discussion



**Raise your hand** to share your questions, comments, or resources related to action steps for Risk Stratification

- STEP 1** **COMPILE:** a list of health center patients (building on Empanelment)
- STEP 2** **SORT:** identify stratification criteria (clinical conditions + more); weight
- STEP 3** **STRATIFY:** patients to segment into target groups
- STEP 4** **DESIGN:** care models and target interventions for each risk group

# Questions

## 2/8 Learning Forum



What are others doing to **track patients moving from one risk level to another** (either increasing or decreasing risk) and what insights can be gained by monitoring changes in risk at the patient level?



**How many staff or other resources are needed** to set up this risk stratification program (including IT staff)? What was the return-on-investment analysis of implementing risk stratification?



Once risk stratification is completed, has anyone found that it has had an **impact on care management processes**?





Some organizations may feel overwhelmed by the **volume of data they are receiving from multiple sources** (payers/MCOs, HIEs, etc.). What is the best way to incorporate data from these sources but keep the risk stratification process manageable?



# UPCOMING EVENTS

March 2022

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8 	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 	25	26
27	28	29	30	31		

**03. RegLantern Info Session - Free 6-month Trial Membership**

 **08. March Learning Forum**

 **24. Elevate Connect**

Register for Elevate 2022 to receive sign-up links for all upcoming learning forums:



# Elevate 2022 Participants: Free Trial Opportunity

- **Free** 6-month trial
- **Free** unlimited access to recorded trainings
- **Free** Form 5A evaluation
- **Free** unlimited access to web-based platform
- **Free** unlimited access to NEW Project Management module
- **Free** unlimited access to Credentialing/Privileging module

Available for **FREE** to all health centers that complete 3+ VTF Assessments by March 11! Learn more at the info session on **March 3 at 1pm.**



**March 3rd**  
**Info Session**

## FEEDBACK

**Don't forget!** Let us know what you thought about today's session.

### FOR MORE INFORMATION CONTACT:

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## Next Monthly Forum Call:

March 8, 2022

1-2 pm ET

## Next *Connect* Call:

March 24, 2022

1-1:45 pm ET

# Elevate Journey... Your Way

- **Learning Forum:** 2<sup>nd</sup> Tuesday, monthly, 1-2 pm
  - Microlearning
  - Field Examples
  - Human Centered Design
  - Discussion
- **Connect\*:** 4<sup>th</sup> Thursday, monthly, 1-2 pm
  - Gather with peers
  - Share and exchange tools
  - Discuss
- **Elevate Online Platform**
  - Library of microlearnings
  - Repository of tools and resources



# THE 2022 JOURNEY



- Leadership
- Empanelment
- Population Health: Risk Stratification
- Care Management
- Payment
- Care Teams
- Evidence-Based Care
- Social Drivers of Health (SDOH)
- Improvement Strategy
- Workforce
- Health Information Technology
- Patients
- Partnerships
- NATIONAL ASSOCIATION OF  
Community Health Centers®  
Policy



IMPROVED  
HEALTH  
OUTCOMES

IMPROVED  
PATIENT  
EXPERIENCE

IMPROVED  
STAFF  
EXPERIENCE

REDUCED  
COST

EQUITY

# Begin

with the end in mind  
- Steven Covey