About Hill Physicians Medical Group

www.hillphysicians.com

• Largest Independent Practice Association (IPA) in California

• Regions served: San Francisco, East Bay, San Joaquin, Sacramento

• HMO contracts:
  – Health Net, Western Health Advantage, Blue Shield, Blue Cross, PacifiCare
Hill Physicians Medical Group: Services

- Pain Management
- Case Management
- Health Education Resources
- Health Counseling
  - DM education, health coaching, nutritional counseling
- Complementary Medicine
- Online Services
  - Online health centers, health library, e-health records
Interdisciplinary Group

• Concurrent Review Nurses
• Authorization Nurses
• Pharmacists
• Physicians (primary care, specialists)
• Home Health / Social Work
• Health Plans
• Psychologists
• Member / Home Health Aide / Caregivers
HPMG Case Management

• “dedicated to working with physicians, patients and families to determine the best steps for each patient. This includes referrals to skilled nursing or specialized care facilities, community programs and more.”
Expectations for HPMG Case Managers

• Telephonic healthcare management of patient-members who have complex medical histories
• Maintain a case load of 40-60 members
• Utilize data sources to ID & contact 10 high risk members/month with the goal of increasing self management & decreasing admissions.
• Presentations at staff meetings: case studies, article reviews or summary of CEU Classes
How are members referred to CM?

- Referrals come from:
  - Concurrent review nurses
  - Authorization Nurses
  - Physicians
  - Home Health
  - Social Work
  - Reports (frequent hospital admissions, frequent ER utilization)
  - Upon discharge from the hospital (except maternity)
  - Certain diagnoses (breast cancer, obesity or for transplant)
  - Health plans
  - Members may self refer
What is the CM process?

• Referral

• Comprehensive review of clinical information: Authorization history, discharge summary, home health notes, referral notes to better understand clinical as well as psychosocial situation of member

• Contact the member

• Complete the appropriate assessment to screen for CM needs: WHC, General Assessment, Transplant Assessment, Bariatric Assessment....

• If CM needs are identified: set acuity, care plan (problem list and interventions)

• Work off of the care plan until either case is closed or issues are resolved.
HPMG/BS CalPERS Pilot Project

- Goal: Reduce hospital admission rates
- Interdisciplinary team
- Interventions
- Outcomes
In Summary

• Outpatient CM is an essential part of the healthcare continuum. It is a profession that allows one to assist people in successfully self-managing their care to achieve their best health possible.
References

- www.hillphysicians.com
- Hill Physicians Medical Group Report