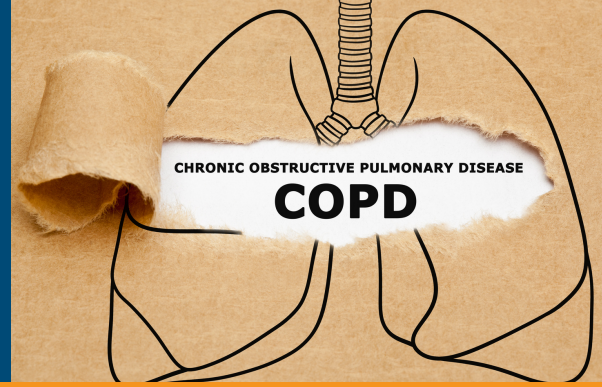


MVC CASE STUDY

Spectrum Health Lakeland Hospital Investigates COPD Readmissions & Episode Spending



AT A GLANCE

Resources Shared

- CDM push report
- Custom analytics
- Consultations with MVC Analysts

Outcomes

- Spectrum-Lakeland has a more nuanced understanding of its patient population and COPD spending
- Initiatives are in place to decrease ED visits
- Spectrum-Lakeland shared best practices at MVC's Spring 2021 Semi-Annual



"Broad based claims insights are difficult to parse through and the MVC team was able to help us see some connections between some cause and effect levers in the care path."

"Fantastic. Staff is always great to work with, responsive and complete in their analysis."

Michael Getty, MBA

Senior Director, Analytics and Regulatory Compliance, Spectrum Health Lakeland

BACKGROUND

In December 2020, MVC released the Chronic Obstructive Pulmonary Disease (COPD) Chronic Disease Management Push Report, prompting Spectrum Health Lakeland Hospital to reach out concerning consistently high readmission rates (see Figure 1) but low episode spending (see Figure 2). In January 2020, the MVC team met with Spectrum Health Lakeland to provide an analysis in response to their concerns. During this meeting, it was observed that, although readmission rates were high, readmission spending was lower than average. On the other hand, post-acute care (PAC) spending such as emergency department (ED) and outpatient services (e.g., x-rays, tests) was higher than average. These findings led to a deeper look into PAC spending at Spectrum Health Lakeland.

Figure 1. 30-Day Readmission Rate for COPD

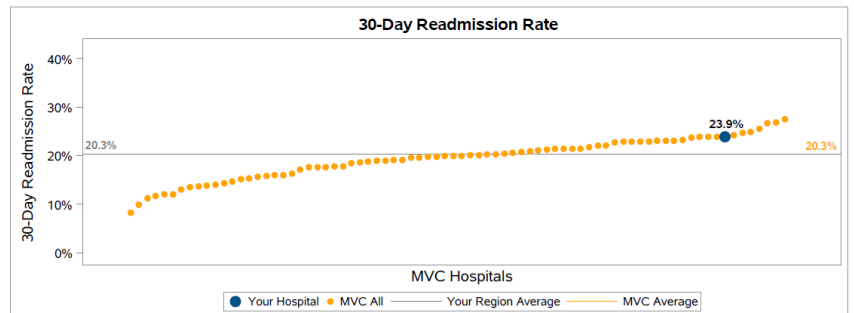


Figure 2. 30-Day Risk Adjusted Episode Spending for COPD

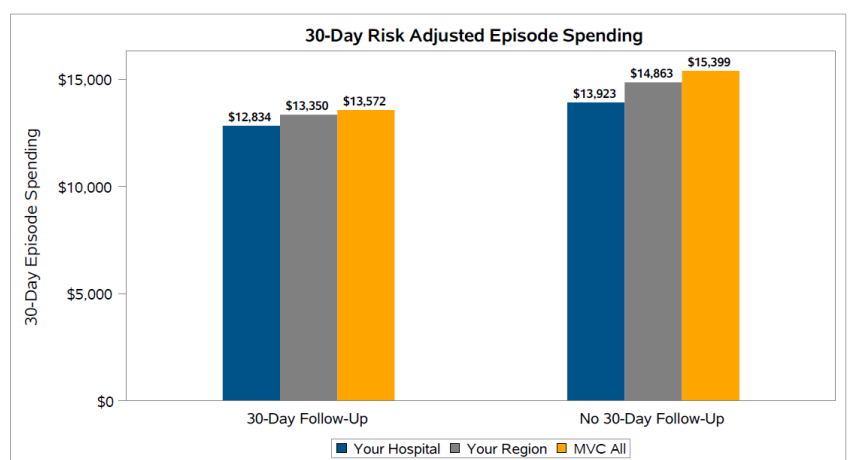


Figure 3. 30-Day Episode Spending Breakdown After Hospitalization for COPD

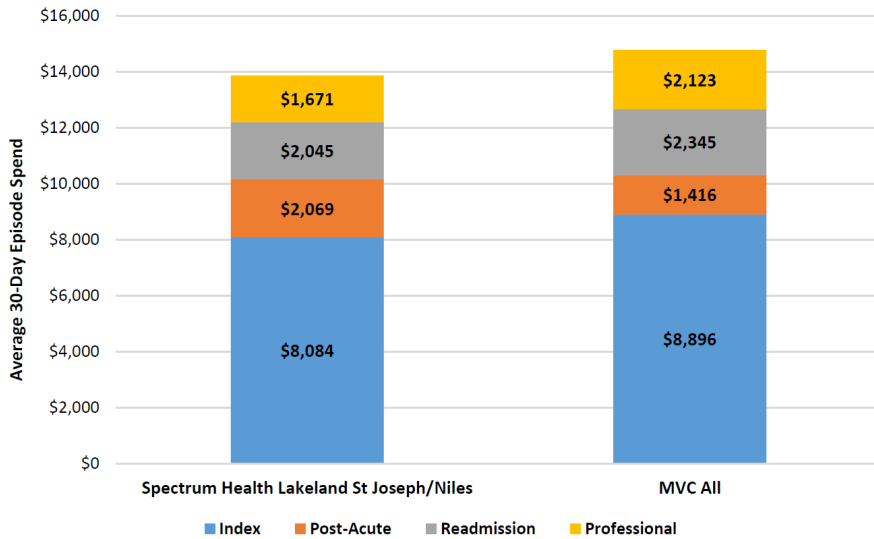
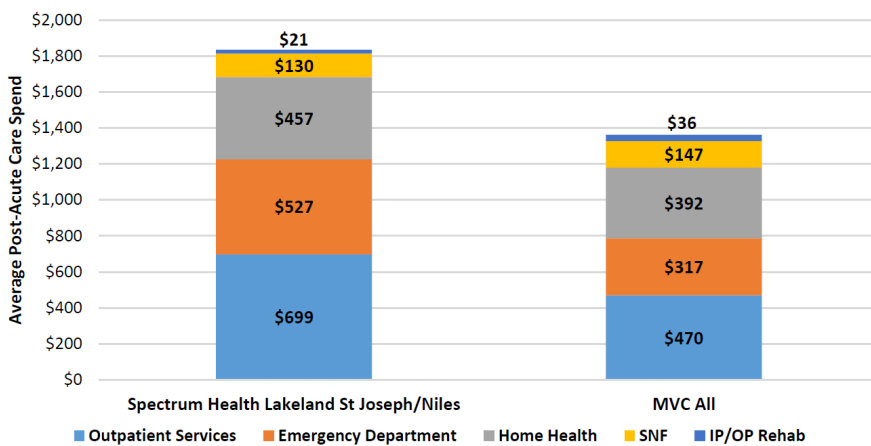


Figure 4. 30-Day Post-Acute Care Spending Breakdown After Hospitalization for COPD



CONTINUED COLLABORATION

A custom report was sent in January 2020 containing the following key results:

- PAC spending after hospitalization for COPD is higher at Spectrum Lakeland than the MVC average (\$2,069 vs. \$1,146 on average).
- The PAC components that appear to be driving this difference are outpatient services (\$699 vs. \$470 on average) and ED (\$527 vs. \$317 on average).
- The most expensive sub-component of outpatient services at Spectrum Lakeland is other/unclassified, which is made up of services like ambulance rides, chemotherapy use, and drug therapy use.
- ED utilization rates for COPD were higher at Spectrum Lakeland than the MVC average.
- At Spectrum Lakeland, the majority of COPD patients who come into the ED are sent home rather than being readmitted. This is likely contributing to their higher than average ED cost but lower than average readmission cost (59.6% vs. 49.4%).

Spectrum Health Lakeland Hospital appreciated the accuracy of MVC reports/data. While partnering patients with a primary care provider, they simply have a high number of people who come to the ED.

NEXT STEPS

Spectrum Health Lakeland tends to have higher utilization of some PAC services like home health or ED utilization, but also tend to see lower overall costs through the entire episode of care due to efforts around reducing readmissions. The identified correlation presented drivers that show these lower cost post-acute interventions coincide with lower overall costs when able to prevent the high cost readmission event.

At MVC's Spring Semi-Annual Meeting (recording [available here](#)), Spectrum Health presented on key initiatives such as real time data visuals and integrating documentation tools with best practices:

- LEDO: Lakeland Emergency Department Overuse Program identifying high ED utilizers to decrease ED visits
- DECAF (Dyspnoea, Eosinopenia, Consolidation, Acidemia and Atrial Fibrillation) scoring for optimal levels of care
- Other areas for opportunity (patient follow-up)