Intelligence to reduce hospitalization

Frail and Elderly Program powered by CareSage
Multiple chronic conditions are becoming common among seniors, contributing to the acceleration in their use of healthcare services. Seniors prefer to age in place, but, for the first time, frail seniors at home have been shown to have higher rates of preventable hospitalization than nursing home patients. And post-Affordable Care Act, healthcare organizations are being incented to reduce costs and improve outcomes over long periods of time as they manage large, at-risk patient populations. *Source: Wysocki et al, HSR.*

Your challenge is more than monitoring. Going forward, you must be able to leverage data to guide how you deliver care and help prevent potential hospitalization. You need an intelligent and comprehensive solution that provides critical information and analysis while keeping your connection to your at-risk patients across the care continuum over the long term.

You want Philips Lifeline.

Profile of a frail Medicare beneficiary

- Age 85+: 12%
- Reports fair or poor health: 20%
- Has three or more chronic conditions: 63%

Source: Avalere, 2014
Managing populations over the year
– introducing visibility into the white space

Hospital stay – shorter or avoided
Home healthcare – 30-60 days

Potential clinical interactions
In the white space, up to 25% of the frail and elderly population will move to higher risk yearly 1

Visibility to who and when provides opportunity for intervention

Real time alerts of who is at risk for transport in any upcoming month

With Philips FEP powered by CareSage, you can get started right away with zero IT requirements at Tier One and move up sequentially to even more functionality and enhanced benefits. At Tier Three, you realize the full benefits of the solution with an overview of your entire patient population and individualized patient information that includes predictive analytics, risk stratification and notifications.

Advanced intelligence in a comprehensive solution
Philips Lifeline Frail and Elderly Program (FEP) powered by the CareSage predictive analytics engine provides this multi-tiered solution. Leveraging both connectivity and data analytics to help manage your at-risk patients. FEP powered by CareSage uses the Lifeline AutoAlert service trusted by so many seniors in combination with Philips HealthSuite Digital Platform for collecting, compiling and analyzing data from multiple devices and sources.

- FEP powered by CareSage helps you improve efficiency and outcomes right now, as well as encourage patient retention for future business. In fact, our studies show patients on the Lifeline service tend to return to their Healthcare Organization (HCO) for additional services up to two times as often as patients who were with an HCO that did not offer Lifeline. 2

- FEP powered by CareSage is designed to identify patients at risk for emergency transport in any upcoming 30-day period so you can reach out with the appropriate interventions.

The patient journey
Introducing visibility into the white space

FEP powered by CareSage gives you a view into the daily status of your patients in the “white space” – that critical, but until now, cloudy period upon discharge when the risk of readmission is high but there is no direct monitoring by a health care professional (as with 57 percent of Medicare beneficiaries discharged from the hospital). FEP powered by CareSage also helps Accountable Care Organizations (ACOs) manage Medicare and Medicare/Medicaid dual-eligibility patients over years of continuing care.

- Tier One
  Population monitoring
  - Patients provided with senior-accepted, Lifeline AutoAlert technology
  - Response protocol (help calls) answered in the name of your organization to enhance your branding and patient retention
  - Patient incident reports revealing when a fall has occurred or when a patient has been transported for medical attention
  - Preferred hospital identified at the time of emergency transport
  - No IT requirements

- Tier Two
  Population qualification and reporting
  Tier Two includes all the advantages of Tier One plus
  - Site and clinician referral activity reports
  - Comprehensive falls prevention education
  - Comprehensive program support and tools
  - Online Independent Living Assessment Tool sponsored by Philips and developed by Boston University researchers
  - 1 CE credit for (1) coaching patients and their families about fall prevention and self-care should a fall occur and (2) understanding changes resulting from healthcare reform
  - Minimal IT requirements
  - Begins four months after Tier One implementation

- Tier Three
  Clinical workflow integration and predictive analytics
  Includes all the advantages of Tier one and Tier Two plus
  - Philips CareSage predictive analytics engine that identifies patients at highest risk in any upcoming 4-week period
  - Patients flagged within the clinician workflow who should be referred to Lifeline
  - Patients flagged who have accepted, denied or activated Lifeline
  - Patients flagged who have had a decline in status and need intervention with high certainty
  - Medium IT requirements

* Based on a Philips study demonstrating a high correlation between Lifeline use and return to the same HCO.
Predictive analytics

At Tier Three, FEP powered by CareSage electronically integrates data from your records with Lifeline enrollment and medical alert service activity data. This integrated data, combined with predictive analytics and modeling, delivers a decision-support solution for proactive outreach and patient support.

FEP powered by CareSage easily integrates with your current EMR to offer:
- Better care coordination
- Reduced clinician workload
- Support for Triple Aim initiatives to reduce avoidable hospitalizations and related costs
- Higher patient satisfaction and HCO loyalty
- Improved patient outcomes

FEP powered by CareSage includes:
Analytic Tools
- Dashboard/reports & benchmark tools
- Risk analytic models
- Workflow analysis tools

Workflow Management Tools
- Workflow engine
- Alerts and reminders
- Data repository

Data Interfaces
- Operational EMR Integration
- Clinical EMR Integration
- Device Integration

Consulting Services
- Strategic
- Technical
- Change Management

Partner with Philips Lifeline
Philips has long been committed to helping seniors age in place safely. With the introduction of FEP powered by CareSage, we offer the next-generation of comprehensive at-risk patient management. FEP powered by CareSage can enable you to support your patients’ needs and achieve your business goals of improved patient satisfaction, quality outcomes and reduced cost of care.

Enhance your future
We make the process easy by working on your behalf with your hospital and EMR vendors to integrate Philips FEP powered by CareSage into your operations quickly and seamlessly.

To get started, contact your Philips account manager today or visit philipslifeline.com/CareSage.
For more information, contact your Philips account manager today, call 1-800-451-0525 ext. 2099, or visit philipslifeline.com/CareSage