

CUSTOMER CASE STUDY - NAVIGATION FOR COMPLEX CARE SENIORS

Lena Reduces Utilization and Costs by **\$4,723 per Patient per Year**

About: Houston Methodist Coordinated Care (HMCC) is an Accountable Care Organization managing over 40,000 Medicare patients with 255 Primary Care physicians in an at-risk value-based Medicare Shared Savings Program. Their Complex Care team utilizes a nurse support call center designed to 'engage' high-risk seniors, provide care coordination support, and reduce avoidable and costly encounters.

Challenge:

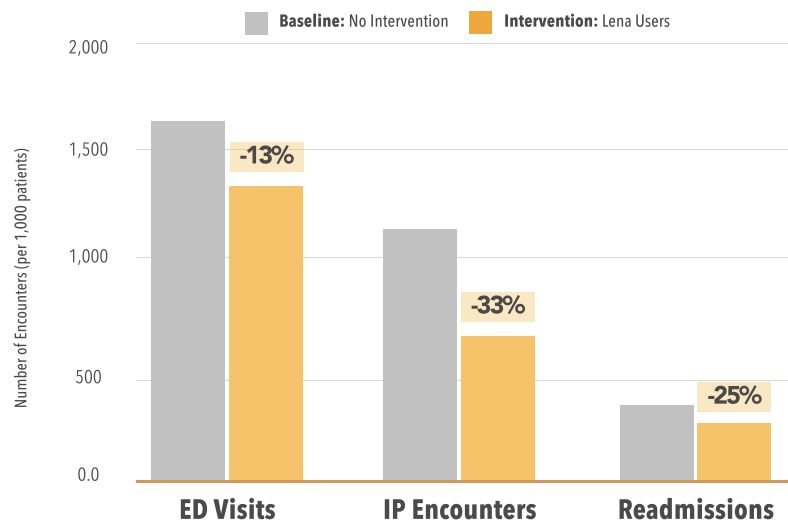
1. Nurse Navigators are an expensive and precious resource. Scaling the Complex Care Program workforce in order to meet the needs of the growing ACO population was proving unsustainable.
2. An examination of the call center data revealed that the needs identified in a high volume of calls could be met through non-clinical care coordination support.

Solution: HMCC leveraged Lena's AI Concierge to offload call volume from the Nurse Navigators while meeting the needs of patient populations that are notoriously difficult to address including the challenge of social isolation. Lena empowers patients to send questions and needs to their Lena assistant by text in addition to calling directly.

The Study: Patients referred to Lena in 2020 by Houston Methodist Nurse Navigators were observed for their utilization in the following year (Jan. - June 2021). Lena users were matched to a baseline group controlling for average Medicare HCC score (2.12), average demographic risk score (1.15), average age (78), and gender (82% female).

- Baseline group (n=204): patients that did not receive a Lena Assistant for patient navigation.
- Lena intervention group (n=68): patients that were identified and enrolled by a HMCC Nurse Navigator for Lena.
- Medicare claims data were used to observe encounters and average costs of ER Admissions, Inpatient Admissions, and Inpatient Readmission for the two groups.

Results: A claims analysis performed by HMCC demonstrated lower ED visits (33%), inpatient admissions (13%), and inpatient readmissions (25%) for patients that utilized Lena compared to patients that did not, resulting in an estimated **\$4,723 on average per patient per year.**



Impact Highlights

\$4,723 Cost Reduction Per Patient

Utilization data showed that the Lena intervention group had lower average ED visits, inpatient admissions, and inpatient readmissions compared to a matched control group of equal average Medicare risk score, demographic score, age, and gender.

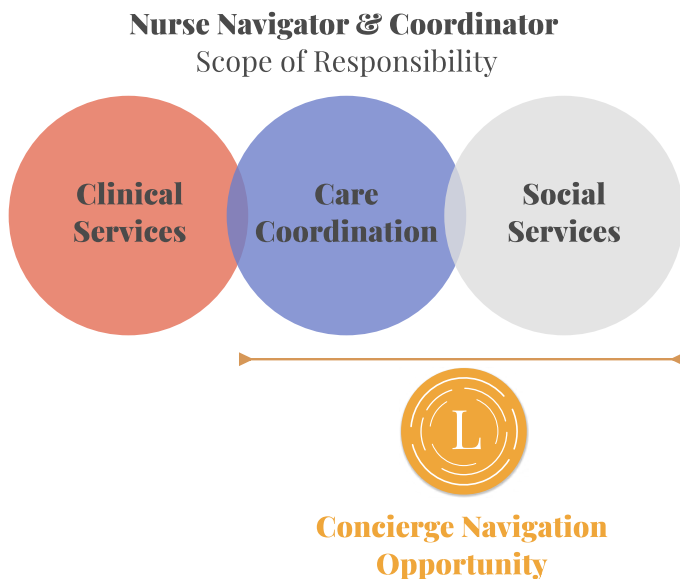
Satisfaction: 94 Net Promoter Score

The Lena intervention group responded to satisfaction surveys with 90% stating that they would recommend Lena to family or friends, scoring Lena a 90 Net Promoter Score.

High Usability & User Engagement

- 70% of patient referrals opted into having a Lena Assistant
- 76% of users remained engaged for longer than 6 months
- 65% of seniors engaged with their Lena Assistant through SMS-text

Lena Increases Nurse Program Capacity by 19%



Lena adds 2 FTEs per 1,000 Patients

Lena completed 160 navigations historically handled by Nurse Navigators. With a total of 18,160 engagement minutes in 9 months, Lena offloaded 19% of a full time nurse navigator. When scaled to 1,000 patients, Lena augments care management teams by an equivalent to 2 Nurse FTEs.

Care Coordination Navigations

- Appointment Scheduling
- Network Referrals
- Pharmacy & Medication Refills
- Coverage and Health Costs
- Health & Care Plan Information
- Home Health and Provider Coordination

Social Navigations

- Housing & Food Insecurity
- Transportation
- Access to Medical Equipment

Patients Reported High Satisfaction & Star Rating

94
Net Promoter
Score

4.88 Out of 5 Stars
★★★★★
Assistant Rating

94 Net Promoter Score

Complex care seniors (n=83) up to age 97, with over 3 chronic conditions and managing more than 5 providers would recommend Lena to family and friends and awarded the Lena assistant 4.88 out of 5 stars.

Patient Success Story

The patient, 70 years old, manages 5 specialists, a physical therapy provider, and 2 insurer organizations by herself. Her Methodist Nurse Case Manager provided the patient with the Lena Assistant because she was at high risk for readmission and lives alone, and wanted to provide the patient with navigation support if the need were to arise.

One month after enrolling in Lena, the patient's PCP recommended the patient see a Neurologist for her Pseudoseizures. He placed an order for the referral, shared with her the name of the physician, and told her to schedule an appointment.

However, after arriving home, she had forgotten the specialist's name. She messaged her Lena Assistant through SMS text for help finding the neurologist. **In less than 10 minutes, she had an appointment set, the appointment details sent to her phone, and was scheduled for reminders.**

