

Reducing Uninsured Patient Costs and Risk

Market
Leading
Health
System



Effectively
Managed
Uninsured
Population

The Challenge

- Rate of insured in Texas from 2006 to 2008 (24.9 percent)
- Houston's population is 5.7 million with 2.1 million people uninsured
- Hospital needed a way to decrease frequency and cost of uninsured hospital ER visits, observation stays, and inpatient admissions
- Hospital needed a way to connect uninsured patients with a medical home for access to primary care services

The Solution

- Used Midas+ to identify and manage uninsured patients and provide contact information, re-entry triggers, and documentation in a timely and cost-effective manner
- Created "watch list" in Midas+ to automatically alert staff of patients who have historically used the Emergency Department to receive primary care services
- Intervened to provide appropriate care based on condition of uninsured

The Results

- Reduced hospital stays and costs while referring patients to appropriate primary care providers /community resources
- Reduced uninsured ER visits by 43 %
- Reduced uninsured inpatient admissions by 55.7 %
- Improved care coordination, communication, and patient throughput by alerting frontline staff (e.g., Patient Business Services, Emergency Department Physicians, and Case Management)

