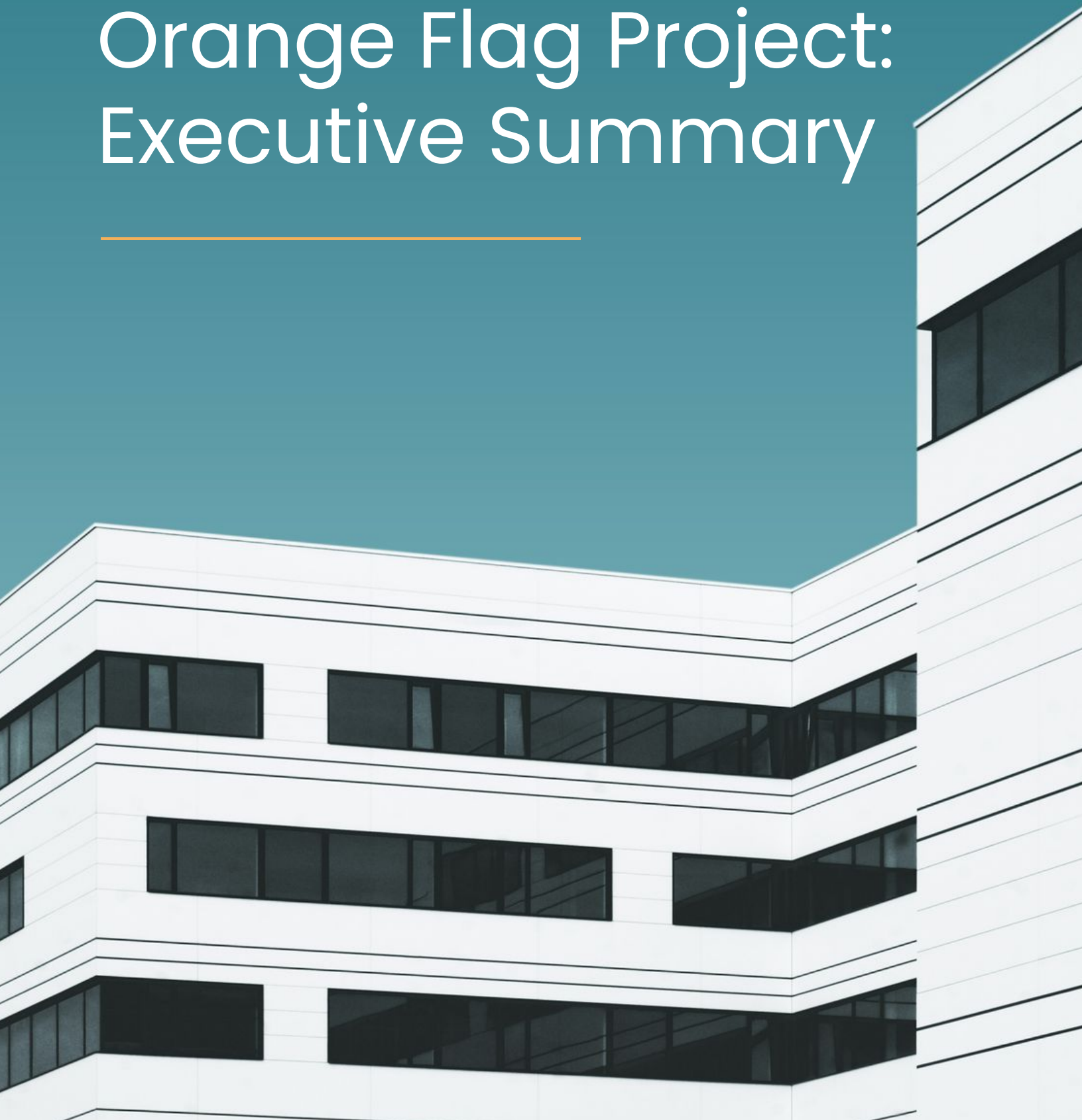




# Orange Flag Project: Executive Summary

---

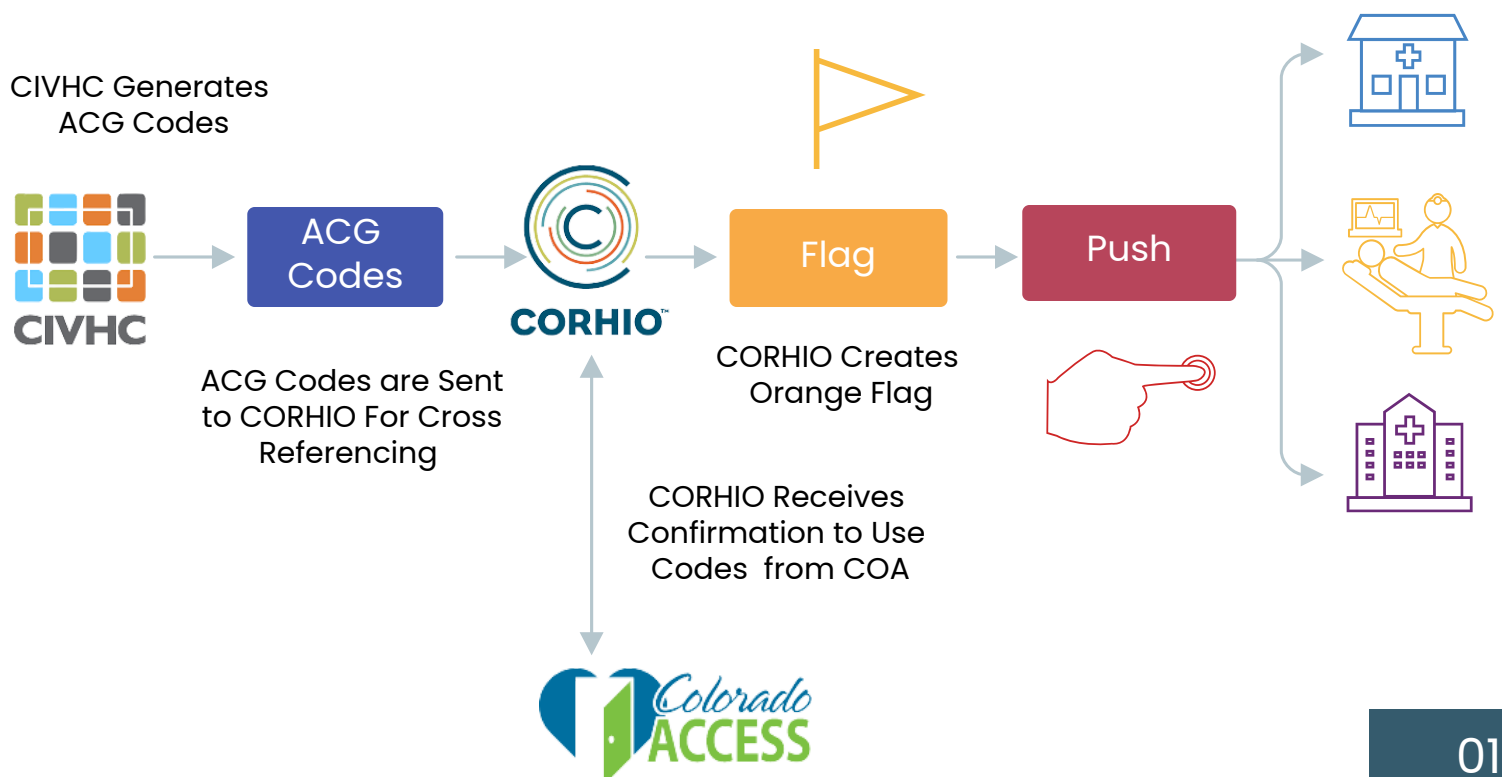


# The Orange Flag Project

Mile High Health Alliance's (MHHA) High Needs Patients Workgroup has developed a pilot, called "Orange Flag," in collaboration with COA to address the lack of a proactive, coordinated, multi-system framework to reduce excessive emergency department and hospital utilization use by high-risk patients (HRPs).

The Center for Improving Value in Health Care (CIVHC), using the Colorado All Payer Claims Database (CO APCD), will generate and send a list of high utilizers insured by Colorado Access to CORHIO. CIVHC will use Johns Hopkins' Adjusted Clinical Groups (ACG) software to generate a list of high-risk Medicaid enrollees over the age of 18.

CORHIO will receive this list and will send a real time "Orange Flag" alert to participating ED within the Denver Metropolitan area. The alert will include a series of pre-agreed intervention protocols designed to address potential underline contributors to this population's utilization patterns.



# Hospital Overlap With HTP Measures

---

The Hospital Transformation Program (HTP) is the state's first significant effort to redirect hospital ~~supplemental payments~~ towards key performance indicators improving model growth significantly, maturity, and evolution. The goal of the HTP is to improve the quality of hospital care provided to Medicaid members by tying certain types of hospital payments to quality-based initiatives. Over the course of the five years, payments will transition from pay-for-process to a pay-for-performance structure in an effort to improve quality, demonstrate meaningful community engagement, and improve health outcomes.



Our Orange Flag project will help will looks to address six measurements of the HTP. One of the HTP required measures is “Collaboratively develop and implement a mutually agreed upon discharge planning, and notification process with the appropriate RAE’s for eligible patients with a diagnosis of mental illness or substance use disorder (SUD) discharged from the hospital or ED,” which aligns closely with the goal of the Orange Flag project. Hospitals utilizing our Orange Flag project also have the potential to reduce readmission rates, identify the social needs of their patients, initiate medication-assisted treatment (MAT) in the emergency department and ensure appropriate follow-up for patients.

# Protocols

---

## Goals

- 1) Reduce 30 and 90 day ED revisits following initial ED visits by high risk patients
- 2) Reduce 30 and 90 day hospitalization rates following ED visits by high risk patients

## Plans

- 1) Complete High Risk Patient ED Questionnaire to identify potential contributors to future ED and hospital utilization including:
  - a) Mental health and/or substance use problems
  - b) Social Determinants of Health
  - c) Medication adherence problems
  - d) Uncontrolled pain
  - e) No recent primary care visit
  - f) Inconsistent communication from the ED to Primary Care following an ED visit
  - g) Inconsistent PCP follow-up following an ED visit
- 2) Address these issues by:
  - a) Initiating a process to help high risk patients make and keep primary care and specialty mental health appointments as needed
  - b) Initiating a process to identify and provide patients with needed social services
  - c) Connecting patients to care coordination and care management services
  - d) Initiating medication assisted treatment as needed and desired
  - e) Giving high risk patients a copy of their ED note and encouraging them to bring it to their PCP
  - f) Adding the PCP name and contact information to all ED requests for tests



# High Risk Patient ED Questionnaire

---

Patient name \_\_\_\_\_

Today's date \_\_\_\_\_

How can you be reached?

Phone number \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_

Do you have a primary care provider (PCP)? Yes \_\_\_ No \_\_\_

If Yes, What is your PCP's name or the name of her or his' practice?

When was the last time that you saw a PCP?

Less than 1 month ago \_\_ 1 to 3 months ago \_\_ 3 to 6 months ago \_\_

6 to 12 months ago \_\_ More than a year ago \_\_

Would you like help for any of the following:

a) Stress, depression or constant worries Yes \_\_\_ No \_\_\_

If Yes, Who would you like to see for this problem?

Your PCP \_\_

A mental health specialist \_\_

b) Misuse of drugs or alcohol Yes \_\_\_ No \_\_\_

If Yes, Who would you like to see for this problem?

Your PCP \_\_

A substance use specialist \_\_

c) Difficulty getting your prescription medicines or taking them exactly as prescribed Yes \_\_\_ No \_\_\_

d) Uncontrolled pain Yes \_\_\_ No \_\_\_

e) Concerns about:

Getting enough food Yes \_\_\_ No \_\_\_

Transportation to medical appointments or a pharmacy

Yes \_\_\_ No \_\_\_

Getting an appointment for an important health problem

Yes \_\_\_ No \_\_\_

Personal Safety Yes \_\_\_ No \_\_\_

Housing Yes \_\_\_ No \_\_\_

Problems in your house with:

Heating Yes \_\_\_ No \_\_\_

Electricity Yes \_\_\_ No \_\_\_

Water Yes \_\_\_ No \_\_\_

Mold Yes \_\_\_ No \_\_\_

Insects or animals Yes \_\_\_ No \_\_\_