



# Empowering Care Managers with Custom Care Plans

# Holy Name Medical Center



**Harmony Health Alliance**  
Clinically Integrated Network

Holy Name Medical Center   
**Sister Claire Tynan**  
**School of Nursing**



VILLA MARIE CLAIRE  
RESIDENTIAL HOSPICE



## Define objectives.

Being clear on the objective helped identify the right subject matter experts.

## Identify problem questions.

Phrasing an objective as a question helped stakeholders identify the target.



### Improving patient experience

Which patients would benefit from care coordination?



### Improving health

Which patients would benefit from care management?



### Reducing cost

Which patients cost the most, but shouldn't?

## Automation is your friend.

Appropriate care plan(s) are assigned to each patient based upon identified need.

## Plan for variation.

Template care plan(s) are customized to each patient by an RN.



### Transition-specific care plan

Steps addressed care transitions



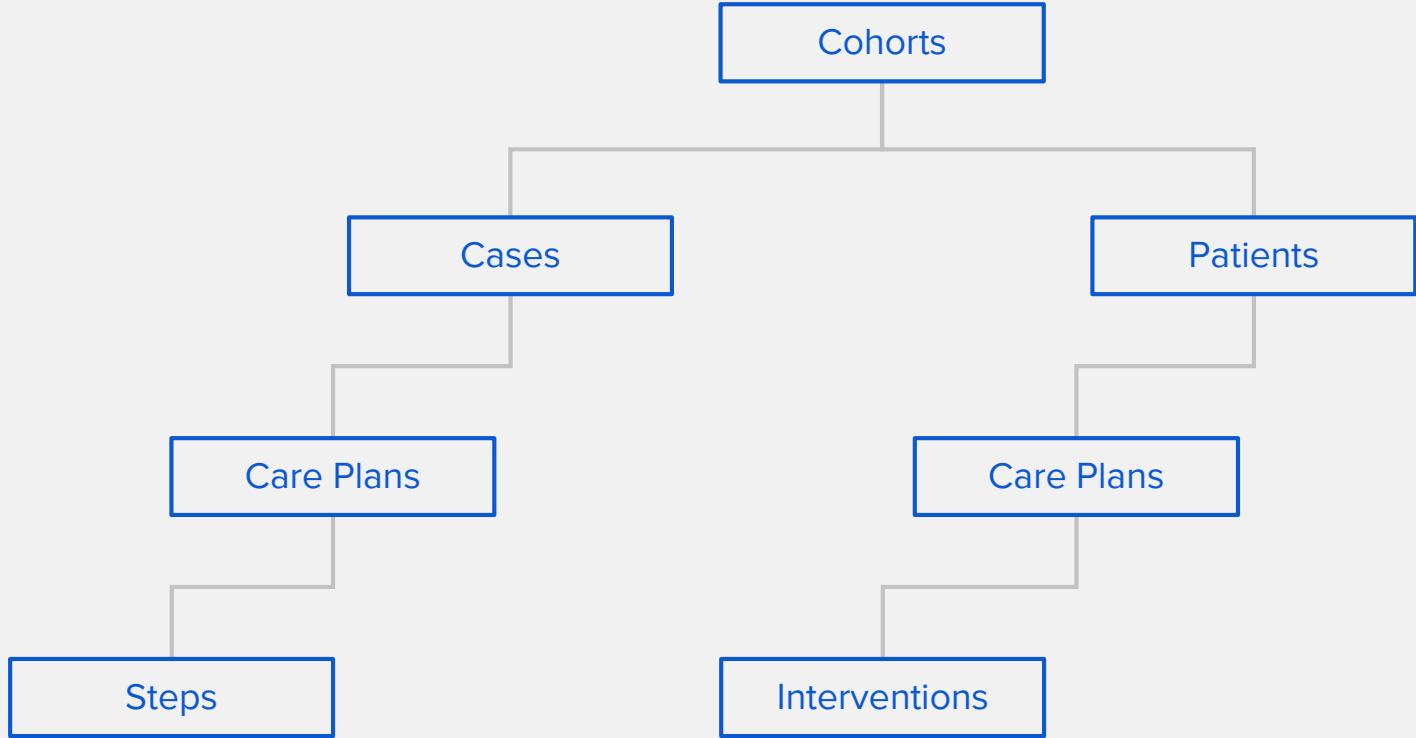
### Disease-specific care plan

Steps addressed disease management



### Total cost reduction care plan

Steps addressed avoidable expenditure and/or utilization



## **Minimize input.**

Care plans designed to reduce documentation and decrease care variations.

## **Maximize output.**

Documentation designed for AI feedback loop.

## **Steps as documentation**

Obvious application

## **Steps as protocol**

Subtle application

## **Steps as feedback**

Least obvious application

## Evidence-based.

Extensive literature review conducted.

## Tied to outcomes.

Prioritized interventions specifically linked to outcomes.



### Decreased SNF Admissions

Transitional care coordination with SNFs



### Decreased IP Admissions

Symptom management and medication adherence



### Decreased PMPM

Decreased utilization



**Questions?**