

## Overview: The Integral Health Network of Southern Arizona (IHNSA)



The Integral Health Network of Southern Arizona (IHNSA) was organized in 2022 as a clinically integrated **"ONEcare network"** managed by **Alera Health** to facilitate the coordination of medical, behavioral health, and social services to:

- ✓ **Improve** health outcomes
- ✓ **Streamline** patient care (access, convenience, and reliability)
- ✓ **Reduce costs** through the development and implementation of systems and processes relating to care redesign, quality improvement, and enhanced coordination and integration of health care services.



### Integrating Whole-Person Care to Reduce Costs & Improve Outcomes

IHNSA, a high performing integrated system of care including behavioral health and primary care clinicians located across Southern Arizona, is contracted with various health plans including **Banner University Health Plan** where IHNSA assumes whole-health cost and performance responsibility for 8,000 high-cost and poorly engaged members diagnosed with a chronic health and co-occurring behavioral health condition. Of this population, 32% are diagnosed with heart disease, 18% are diagnosed with hypertension, and over 10% with diabetes.

In addition, roughly over 62% of the population has at least one health related social need, with 56% experiencing anxiety and 35% depression. At the time, total cost of care exceeded \$1,800 per member per month with the majority of costs spent in acute-care and crisis settings. To accomplish its goals, IHNSA focused on finding and fully engaging members in outpatient primary care, behavioral health, and social care services as an alternative to high-cost inpatient and crisis services. The knock-on effect of timely and coordinated outpatient care was a reduction in medical and behavioral crisis, fewer ED visits and hospitalizations, better pharmacy and poly-pharmacy management, and improved treatment and medication adherence.

# Outcomes & Success Metrics: The Integral Health Network of Southern Arizona (IHNSA)

The IHNSA **ONE**care network was tasked with:

- ✓ Improving Member Adherence with Medications
- ✓ Maximizing Preventative Health Screenings and Subsequent Follow-up
- ✓ Reducing All-Cause 30-day Hospital Readmission Rates
- ✓ Timely Follow Up with Members after ED/Hospitalization
- ✓ Initiation of prenatal care within first trimester
- ✓ Ensuring Routine Monitoring of and Management of High Blood Pressure and Diabetes
- ✓ Initiation and Engagement in Substance Use Disorder Treatment for Newly Diagnosed Members
- ✓ Improving Collaboration and Coordination of Care to Optimize Resource Utilization.

## Systemic Improvement Through Collaboration & Data

To identify and effect systemic opportunities for improvement, **Alera Health** helped IHNSA organize and manage forums for clinical and operational leadership to identify best practices, standardize workflows, and improve provider/member literacy. In addition, **Alera Health** provided analyzed reports, dashboards, and registries which identified opportunities for preventative care, pre- and post-crisis intervention, and obstacles to ongoing treatment engagement. As an example, IHNSA partnered with a peer support organization identified by **Alera Health** whose staff were co-located in EDs, inpatient facilities, jails and homeless shelters... to identify and connect unengaged patients with their health home who, in turn, provided priority access to behavioral health and primary care services. Assertive outreach, convenient appointments, and downstream care coordination translated to a reduction in medical and behavioral crisis, fewer ED visits and hospitalizations, and improved treatment and medication adherence.

## IHNSA: Key Performance Improvements in 2023

Preventive Care	Treatment Engagement	Cost Reduction
14% ↑ Cancer Screenings	50% ↑ SUD Engagement	12.1% ↓ Medical Loss Ratio
20% ↑ Prenatal Care	7% ↑ Antidepressant Adherence	16% ↓ High-Dose Opioid Use
44% ↑ Well-Child Visits	28% ↑ 7-Day ED Follow-Up	12% ↓ ED Utilization
	3% ↓ 30-Day Readmission	