

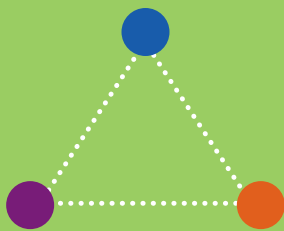
Northwest Metro Alliance

FIVE YEAR EXECUTIVE SUMMARY (2010-2014)

The Northwest Metro Alliance is a multi-year collaboration between HealthPartners and Allina Health that is a learning lab for Accountable Care Organizations.

It serves more than 300,000 people who receive care at five Allina Health clinics, four HealthPartners clinics, Mercy Hospital and its affiliated specialists in the northwest suburbs of the Minneapolis/ St. Paul metropolitan area.

WORKING TO ACHIEVE THE TRIPLE AIM



- Deliver excellent patient experience
- Improve health
- Make care more affordable

The results in this report reflect de-identified clinical quality data and health care insurance claims for more than 20,000 Allina Health and HealthPartners patients who have HealthPartners commercial insurance, and more than 15,000 patients enrolled in Medicaid who became part of the Northwest Metro Alliance model in 2013.

INITIATIVES

Since it was launched in 2010, the Northwest Metro Alliance has implemented or expanded more than 50 initiatives. From prevention to end-of-life, services benefit patients in inpatient, outpatient and community-based settings. Recent programs include:

Increasing access for patients with mental illnesses

More than 3,200 patients who are having a mental health crisis visit the Mercy Hospital emergency department each year. Patients who were discharged often had to wait many weeks for follow-up appointments with a psychiatrist or mental health therapist.



In 2014, the Northwest Metro Alliance partnered with Nystrom & Associates behavioral health

professionals, so that each month more than 50 appointments are available within days after patients are discharged.

To improve access, the Northwest Metro Alliance:

- Added mental health providers in primary care clinics
- Partnered with Anoka County to increase the number of Intensive Residential Treatment Services beds so patients can get care in a more appropriate setting
- Expanded Mercy Hospital's partial hospital day-treatment program

Increased outpatient services lowered hospital visits by 7 percent or 259 fewer admissions.



Avoiding unnecessary hospital readmissions

An estimated one in five elderly patients in the U.S. is readmitted to the hospital within 30 days after leaving, and about 90 percent of the readmissions are unplanned according to a 2013 analysis of Medicare claims data in *Health Affairs*.

To avoid unnecessary readmissions, the Northwest Metro Alliance implemented the following initiatives:

- Transition conferences with a team of care givers identify resources needed to ensure a safe transition for at-risk patients
- Follow-up appointments are made before patients leave the hospital
- Standardized communication ensures that the primary care providers know recommendations from the discharging physician

Mercy Hospital's expected 30-day, all-cause readmissions decreased by 11 percent* avoiding 110 unnecessary readmissions and decreasing costs by an average of \$11,200 to \$13,000 per readmission.

*2013 to 2014

Improving the health of high school students

Students who are at their best physical, emotional and social health are more successful in school. That's why the Northwest Metro Alliance implemented the Northwest Healthy Student Partnership in 2014, which includes Anoka-Hennepin Schools, the YMCA and other community organizations.

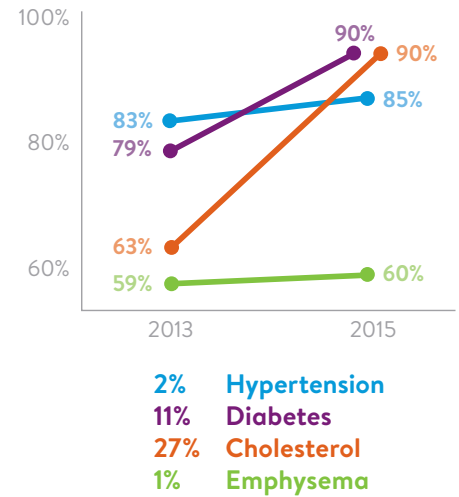
Services in all six Anoka-Hennepin high schools help students maintain a healthy weight, blood pressure and cholesterol, be drug- and alcohol-free and manage stress.

Helping patients get prescribed medication

In 2013, pharmacists at five clinics began proactively reaching out to patients who did not pick up a second prescription for medication to treat high blood pressure, high cholesterol, diabetes or emphysema. Pharmacists at the clinics help patients understand the benefits of the medications, how to take the medication as prescribed and help remove barriers, such as cost.

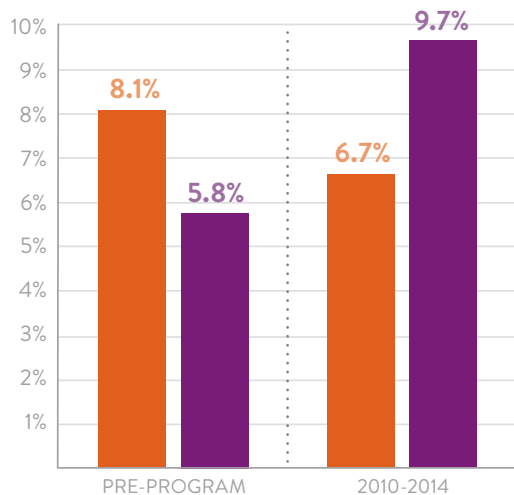
The number of patients who filled their prescriptions increased as much as 27 percentage points in the first 18 months of the program.

MEDICATION ADHERENCE INCREASES



Improved care lowers costs

Northwest Metro Alliance Twin Cities average

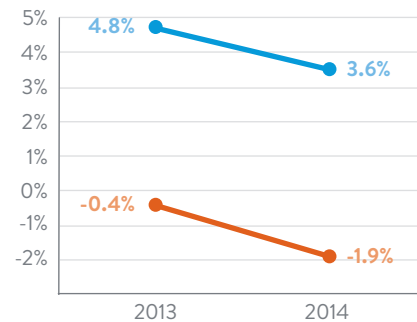


Northwest Metro Alliance medical cost increases were more than 31 percent lower than the Twin Cities metropolitan average for patients with private insurance.

Medicaid costs \$7 million lower

In 2013, the Northwest Metro Alliance was among the first organizations in Minnesota to join a state demonstration project to deliver high-value care for more than 15,000 Medicaid patients.

Northwest Metro Alliance Expected costs



Medical costs* for Northwest Metro Alliance Medicaid patients decreased nearly 2 percent, saving taxpayers more than \$7 million.

**Costs are risk-adjusted*

LOOKING AHEAD: NEW MODEL OF CARE TO TREAT CHRONIC PAIN



Pain is one of the most common reasons people visit the doctor. About one in four adults in the U.S. report having pain lasting 24 hours or more in the past month. A lack of effective treatment has resulted in an increase in emergency department visits for chronic pain or for narcotic medications.

To address this challenge, the Northwest Metro Alliance opened a pain medicine clinic in 2015 that offers a new, multi-disciplinary approach. The HealthPartners Riverway Pain Clinic offers on-site exercise, rehabilitation, behavioral therapy and education to help patients manage pain with proven treatment approaches.