

## Case Study

# Team-based healthcare helps Greater Regional Health deliver high-quality, compassionate patient care



Greater Regional Health yields statistically significant breakthroughs with ACO participation and drives more than \$3.8 million in new population health revenue.

Steven Reeves, MD, FACP, is an Internist with a longstanding commitment to patient care at Greater Regional Health (GRH) in Union County, Iowa, a service he has provided since 2002. In 2019, GRH became part of CVS Accountable Care, joining a Medicare Shared Savings Program ACO. This pivotal move marked the beginning of transformative changes within GRH, allowing Dr. Reeves to enhance data collection, improve analytics, and implement workflow enhancements essential for more effective management of its Medicare population. Dr. Reeves embodies a holistic and population focused healthcare philosophy. He is dedicated to personally seeing and following through with his patients and is committed to aligning with the principles of the Medicare Shared Savings Program ACO to prioritize collaborative, patient-centered approaches for improved health outcomes.

### Challenge

As patient loads continued to grow at his office along with increasing administrative demands, Dr. Reeves found himself inundated with calls and requests from the nursing home rehab facilities that he supports, seeking more input on their high-risk patients. Faced with the challenge of being in multiple places simultaneously and striving to maintain the highest standards of care, the busy physician grew concerned about potential unnecessary patient Emergency Room visits and hospital admissions and aimed to optimize patient care.

### Opportunity

To address this issue, Dr. Reeves collaborated with the CVS Accountable Care team to gather data on admissions within its Medicare population and the associated costs of those stays. Recognizing the significance of team-based care, Dr. Reeves utilized this data to advocate for the hiring of a dedicated nurse practitioner (NP) solely focused on this patient demographic. This NP would play a pivotal role in facilitating the principles of value-based care, fostering stronger patient relationships, and coordinating care seamlessly across facilities and especially with hospital discharges to rehab resulting in a better workflow balance and better outcomes.

### Results

Following the successful addition of Kendall Lange, ARNP, to the team, Dr. Reeves benefited from a fully engaged individual. Kendall handled communications with care coordinators focused on enhancing healthcare outcomes for high-risk patients. Regularly visiting patients at neighboring facilities, Kendall maintained daily communication with care coordinators, fellow providers, and Dr. Reeves, keeping them informed about patients' needs and progress. Kendall also played a crucial role in facilitating smooth transitions for patients and their families from the hospital to skilled nursing facilities, reviewing and reconciling medication plans and prescriptions, and administering various interventions, including IV infusions, medication adjustments, wound care, and more, based on individual needs.

This collaborative approach has proven to be a successful model for enabling healthcare teams to deliver optimal care in the most appropriate settings. The implementation of the NP role at GRH enabled seamless collaboration on treatment plans during transitions and yielded positive results.

- 50% reduction in emergency department and hospital admissions
- Prescription medications decreased by an average of 3 to 4 per patient
- Greater satisfaction among patients and their families
- Significant reduction in the volume of phone calls and requests from patients and their families
- \$3.8 million in population health revenue generated across the organization since joining CVS ACO
- \$870,000 total in shared savings across the organization since joining the ACO

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**“Today, my schedule looks much different. I come into work at the same time, but I’m home by 5:30 pm. I visit our high-risk patients whenever they’re admitted. But the most compelling impact of the team-based care model is that it has allowed me to reintroduce compassion into care while allowing our nurses to work at the top of their license.”**

Dr. Steven Reeves  
FACP Internist  
Greater Regional Health