

# ACCESS HEALTH: Innovating to Reduce Hospital Costs

## SINAI'S CHALLENGE

Maryland hospitals must find ways to operate more efficiently, reduce preventable admissions, improve the quality of care and achieve stronger health outcomes. Patients who repeatedly use hospital emergency departments (ED) and require frequent hospital stays due to unmanaged chronic conditions require specialized services to support them outside the hospital to maintain their health and wellness in a less acute, less costly environment.

## OUR APPROACH

Access Health, a partnership between HealthLink and Sinai Hospital in Baltimore, is an innovative approach to coordinate the health care and social service need of patients with complex health challenges. Embedded care coordinators in the Sinai Emergency Department address the complicated health and social challenges facing high-use patients. Critical components include:

- Immediate (CRISP) alerts to care coordinators when enrolled patients present in the ED
- Patient risk stratification
- Needs assessment
- 60-to-90-day post-discharge care coordination
- Referrals to primary and specialty care
- Pharmacy resources integrated into ED operations
- Connections to social services, including insurance, transportation, food stability, housing, etc.

**OUR IMPACT:** Over 1/3 of these program enrollees comprised the program's target At-Risk client segment. Sinai compared this group's post-intervention visit reduction results to a comparison cohort comprised of non-enrolled ED visitors with similar characteristics and determined a 26% visit reduction impact due to the Access Health intervention. Similar estimates of visit reductions were calculated for the other client segments yielding an overall program result of \$1,175,359 in cost savings/avoided charges for Sinai. Taking into account the \$800,000 investment from the grant, the program's return on investment was 47%.

**From 802  
enrolled patients**



**the Access Health  
Program has saved  
Sinai Hospital**

**\$1,175,359**

*\*indicates patients with closed cases*

## The Access Health Program Works:

**↓ 67%\*\* Reduction** in admissions and visits to the Sinai Emergency Department

**529 Avoided** hospital visits

**208 Patients** obtained a primary care provider

**235 Patients** enrolled in health insurance – leading to reduced uncompensated care costs for the hospital

*\*\*at risk segment of 186 patients with 3-9 visits in a four month period*

*“This Program Is Helping People Find Pathways To Care That Provide A Better Long-Term Outcome For Them.”*

Dr. William Jaquis  
Chief of Emergency Medicine  
at Sinai Hospital

**Access Health** is a grant-funded program by the Maryland Community Health Resources Commission through September 2017.

**HealthLink** is an initiative of HealthCare Access Maryland, a nonprofit agency that plays a critical role in strengthening Maryland's health care delivery system.



**HealthCare Access Maryland**  
201 East Baltimore Street  
Suite 1200  
Baltimore, MD 21202  
410-500-4717  
www.HCAMaryland.org

