

OUTPATIENT WOUND CARE ASSESSMENT

Healogics partnership results in a significant increase in patient access and provides quality reporting

OBJECTIVE:

To report the findings of the Healogics Outpatient Wound Care Assessment, comparing the performance of Healogics-managed Wound Care Centers® relative to hospital-managed wound care clinics one-year post transition.

This analysis identifies and assesses key operating metrics in both Healogics-managed and hospital-managed wound care facilities.

INTRODUCTION AND BACKGROUND:

Wound care is a large and growing need. 6.7 million people in the U.S. are suffering from non-healing, advanced wounds right now. Fueled by an aging population, obesity and the rising rate of diabetes, chronic wounds are projected to increase two percent annually over the next 10 years. On average, patients with chronic wounds have three to four chronic conditions. Additionally, 20 percent of wounded patients discharged to skilled nursing facilities are readmitted.

It is imperative that patients suffering from non-healing wounds are not overlooked. Today, 40 percent of people suffering from chronic wounds are being treated in a hospital outpatient setting, with the remaining 60 percent being spread between physician offices, home health agencies, hospital inpatient or long-term care facilities.

In order to ensure patients have access to the right treatment at the right time and remain in-network, hospitals need a partner with the expertise to help navigate the rapidly changing clinical climate and reimbursement requirements.

Healogics Outpatient Wound Care Assessment is an audit used to determine quality improvement such as heal rates and patient access to care by measuring new patients post Healogics-management of the wound center. It is an opportunity to examine clinical quality, operational efficiency and financial achievements of centers' activities, as well as identify areas of potential improvement. The primary aim of this case study was to compare year-over-year center performance pre and post partnership with Healogics.

DATA AND METHODS:

In this case study, we used data from 40 hospitals who managed their own wound center and then transitioned those Centers to Healogics. Only 40 percent of Healogics 341 takeover accounts could report new patients to their WCC the prior year before takeover. The chart shows a comparison of new patients and wound care encounters in the first 12 months post transition to Healogics. The count starts on day one of the month following the center open date to capture a full 12 months.

Table 1 - New Patient Comparison

Hospital Managed	346 average new patients in prior year
Healogics Management	413 average new patients post takeover
Average Center Improvement	19%
Average Per Patient Hospital Revenue	\$2,358-\$2,657
Total Incremental Patient Hospital Revenue	\$168,036
Estimated Downstream Revenue to Hospital	\$1,454 per patient*
Total Estimated Incremental Downstream Revenue to Hospital	\$97,418

*Advisory Board, Maximizing Value in Chronic Wound Management, pg 5., 2018 Includes surgeries, lab services and radiology

Among the 40 centers, only six could provide the typical hospital quality reporting metrics for their Wound Care Center. The chart below illustrates the data available. Two of the six could not report average days to heal and one could not demonstrate their outlier percentage used in the heal rate calculation.

Table 2 - Healogics Wound Care Assessment

Quality Reporting for Six Centers at Y3	1	2	3	4	5	6
Heal Rate						
Hospital Managed	84%	83%	92%	88%	64%	53%
Healogics Managed	93%	93%	81%	91%	91%	72%
Average Days to Heal						
Hospital Managed	49 days	64 days	unknown	57 days	unknown	110 days
Healogics Managed	31 days	40 days	53 days	32 days	48 days	37 days
Percent of Patients Excluded (Outliers)						
Hospital Managed	32%	unknown	7%	28%	21%	73%
Healogics Managed	11%	11%	21%	9%	18%	14%

Table 2 displays Healogics Wound Care Assessment findings for six hospitals that captured the majority of the quality data measured by Healogics for a post-takeover comparison. Many hospitals track heal rate, but the majority of customers did not track average days to heal and the outlier percentage used in calculations.

Although hospitals have no obligation to report or monitor measures in wound care, they do need to meet The Joint Commission standard. Because it requires the hospital's performance improvement program to be organization-wide, hospitals need to have measures of quality in each of the outpatient service lines.

Healogics provides reliable measures of performance, while many organizations have limited or no measures. Healogics partners with hospitals to manage, and ultimately heal, a patient population. Our measures tell hospitals whether we are delivering on our obligation to heal – thus a healing rate. **Healogics breadth of data analysis ultimately identifies performance improvement opportunities at the wound center.**

Table 3: Hospital data compared to Healogics data

Typical Hospital Reporting

- Patient volume (not necessarily new patients to the system)
- Heal rate
- Average days to heal
- Outlier rate – percentage of patients excluded from the heal rate calculation

Typical Healogics Reporting

- ✓ Key performance indicators
 - Heal rate (may include exclusions)
 - Comprehensive heal rate (includes all patients in treatment – no exclusions)
 - Median days to heal
 - Outlier rate
 - Patient satisfaction
- ✓ Operational metrics
 - New patient follow-up
 - Follow-up encounters
 - Percent of patients lost to follow-up
 - Analysis of encounter cancellations
 - Percent of active patients not seen in >30 days
 - Surgical interventions

CONCLUSIONS:

What can a Healogics partnership do for you? The analysis of the data from the Healogics Wound Care Assessment demonstrates Healogics ability to successfully partner with existing hospital wound care clinics to drive new patient growth and improve quality year over year. Healogics offers a variety of services that support the achievement of these metrics. A robust Community Education program helps Centers identify the wounded patient population through demographic analysis as well as recognize and segment appropriate referral sources. Healogics Patient Care Process has allowed Centers to significantly reduce cancellations and average days to admit as well as improve productivity and patient satisfaction. Continuous quality improvement is supported through technology and processes. Additionally, in order to drive a singular standard of care and deliver top clinical outcomes, Healogics utilizes evidence-based clinical practice guidelines.

As the wound healing experts, Healogics is committed to advancing wound healing by creating and sharing our wound care expertise everywhere we can, for every patient who would benefit, by the best means available.

The findings of the assessment emphasize the importance of standardization and transparency in wound outcome reporting. Despite a high degree of heterogeneity in the Healogics sample, through the application of consistent clinical protocols, care process and technology, healing rates comparable to those seen in the academic sample can be achieved.