



Hygeia Hosts Case Management Educational Summit for Clients

In support of ongoing efforts to help clients reduce net healthcare costs, Hygeia recently hosted a 3-day educational summit at our Corporate Offices in Miami Lakes, attended by medical and case management staff from several client organizations.

• • • DAY ONE

The Summit opened with an interactive workshop led Catherine Mullahy, the leading authority on U.S. Case Management. Catherine wrote the book on Case Management, literally – one of the great take-aways from the Summit was a signed copy of the 3rd edition of the Case Management Handbook, co-written by Ms. Mullahy.



Catherine M. Mullahy, RN, BS, CRRN, CCM, is a nationally recognized case management consultant and a spokesperson for the case management industry. With over 34 years of experience managing health care delivery in home, hospital, hospice, and critical care settings, she is on the board of directors of the national Case Management Society of America, editor of The Case Manager, and contributing editor and on the editorial board of Case Management Advisor. She has contributed to Risk Management, Journal of Compensation and Benefits, The Self-Insurer, Personnel, Case Management Advisor, Home Health Care Dealer, The Case Manager, and Continuing Care, among other publications. She is the founder and president of Options Unlimited, a medical case management and benefits consulting firm, serving individuals, corporations, insurers, managed care organizations, unions, and third-party administrators nationwide.

• • • DAY TWO

Day two of the summit included tours hosted by two of Hygeia’s key network partners and top-volume facilities for our clients, Mount Sinai Medical Center and Baptist Memorial Hospital. These visits included extensive tours of the facilities and their areas of specialty. Roundtable discussions were attended by the hospitals’ senior management responsible for international patient care, finance and billing, case management and the ER department. Hygeia clients were able to freely discuss issues and concerns with the hospital management and identify key personnel vital to effectively managing cases from their home office (even cell phone numbers were exchanged!)



• • • DAY THREE

The last day took place at Hygeia’s corporate office, when our Information Services team gave a presentation, “The Role of Cost Benchmarking In Case Management”, reviewing the application of data analysis to identify lowest net cost opportunities on a provider-by-provider and diagnosis-specific basis.

SAMPLE HYGEIA NET COST REPORT		HOSPITAL A			HOSPITAL B				
DRG	DRG Description	Average Charge	Average LOS	Average Savings	Payer Net Cost	Average Charge	Average LOS	Average Savings	Payer Net Cost
089	SIMPLE PNEUMONIA & PLEURISY AGE >17 W CC	\$18,770	5.4	40.0%	\$11,262	\$16,871	5.0	45.0%	\$9,279
143	CHEST PAIN	\$9,557	1.8	40.0%	\$5,734	\$10,749	1.6	45.0%	\$5,912
014	SPECIFIC CEREBROVASCULAR DISORDERS EXCEPT TIA	\$19,881	4.9	40.0%	\$11,929	\$22,916	5.2	45.0%	\$12,604
139	CARDIAC ARRHYTHMIA & CONDUCTION DISORDERS W/O CC	\$7,361	2.3	40.0%	\$4,417	\$8,700	2.1	45.0%	\$4,785
121	CIRCULATORY DISORDERS W AMI & MAJOR COMP. DISCHARGED ALIVE	\$28,842	7.1	40.0%	\$17,305	\$25,874	6.3	45.0%	\$14,231
088	CHRONIC OBSTRUCTIVE PULMONARY DISEASE	\$15,623	4.6	40.0%	\$9,374	\$15,581	4.4	45.0%	\$8,570
127	HEART FAILURE & SHOCK	\$16,937	5.0	40.0%	\$10,162	\$16,531	4.6	45.0%	\$9,092
526	PERCUTANEOUS CARDIOVASC PROC W DRUG ELUTING STENT W AMI	\$58,978	5.2	40.0%	\$35,387	\$64,130	4.3	45.0%	\$35,272
182	ESOPHAGITIS, GASTROENT & MISC DIGEST DISORDERS AGE >17 W CC	\$14,981	4.3	40.0%	\$8,989	\$15,498	3.5	45.0%	\$8,524
138	CARDIAC ARRHYTHMIA & CONDUCTION DISORDERS W CC	\$12,402	3.4	40.0%	\$7,441	\$13,622	3.2	45.0%	\$7,492

Sample “Net Cost Report” produced by Hygeia’s Information Services department.

Feedback from attendees of the Case Management Summit was overwhelmingly positive. Here are some excerpts from our clients:

“The summit was really informative ... I took away some really valid information that will help us with our case management strategy going forward. It was also comforting to find out that everyone in the industry faces the same issues and we are all working on resolving the same problems!!”

“It was interesting to see the hospitals and to experience at first hand the facilities available to our clients. I think I now understand why it’s so expensive – but worth it?”

“...I think last week was one of the most interesting few days I have had in terms of meeting people and in visiting the US facilities which take so many of our precious pounds in the USA for what I had previously perceived to be a very expensive healthcare system, however I now feel a little differently... Whilst I appreciate that US healthcare is the most costly in the world – I am pleased that I can appreciate why – there is every piece of technology available in great facilities with well trained doctors etc... so I know where I would want to be if I got ill anywhere in the world, and I understand why people we have in these hospitals are not so keen to come home!”

Hygeia is always working to improve on your Return-On-Investment from working with Hygeia. If you have suggestions for topics for our next educational sessions, please contact your Hygeia Account Manager.

– Reid Cawston, Director of Account Management