

Analyzing Grievance Cases for Return on Investment

MONITORING RESULTS AND ESTIMATING RETURN ON INVESTMENT

Presenter: Mary Albin, BS, CPHQ



Alliant Health Solutions (AHS) ESRD Network 8 and 14 serve over 120,000 patients and over 1,200 dialysis facilities and transplant centers in four states.

ESRD Networks have experienced an increase in patient involuntary discharges and access to care cases. With these increases, the AHS Network patient services staff have created a tool and dashboards to track and monitor these cases and demonstrate the number and percentage of access to care cases the Network has been able to avert.

RESULTS

- Utilized in completing reports, including the Quarterly Focus Audit, COR reports and Process Improvement Plans.
- Tracks percent and number of cases averted.
- Demonstrates potential return on investment (ROI) for involuntary discharge (IVD) and Access to Care case aversions.

PROCESS

- Utilizing the Alliant Grievance Auditing and Tracking tool developed in Smartsheet, all cases are tracked and monitored.
- Designed internally for process improvements to ensure all cases are in compliance with the ESRD Attachment 9b "Grievance and Patient Appropriate Access to Care".
- Tracking system began in May 2022.
- Documentation updated daily and checked for revisions before closure.
- Dashboards have been developed for easy visibilities to open and closed cases and final outcomes.
- Reviewed monthly with Contracting Officer Representative.
- ROI based on Forum presentation: 2017 Cost of Care for patients in the hospital.

Estimated ROI for Averted Discharges

ROI information from National Forum of ESRD Networks presentation: 2017 cost of care for a patient in the hospital = \$342,500 compared to \$91,795 to care for HD patient, difference of \$250,705, because all IVDs do not occur at the start of the year, savings were calculated utilizing costs for 6 months of care = \$125,352

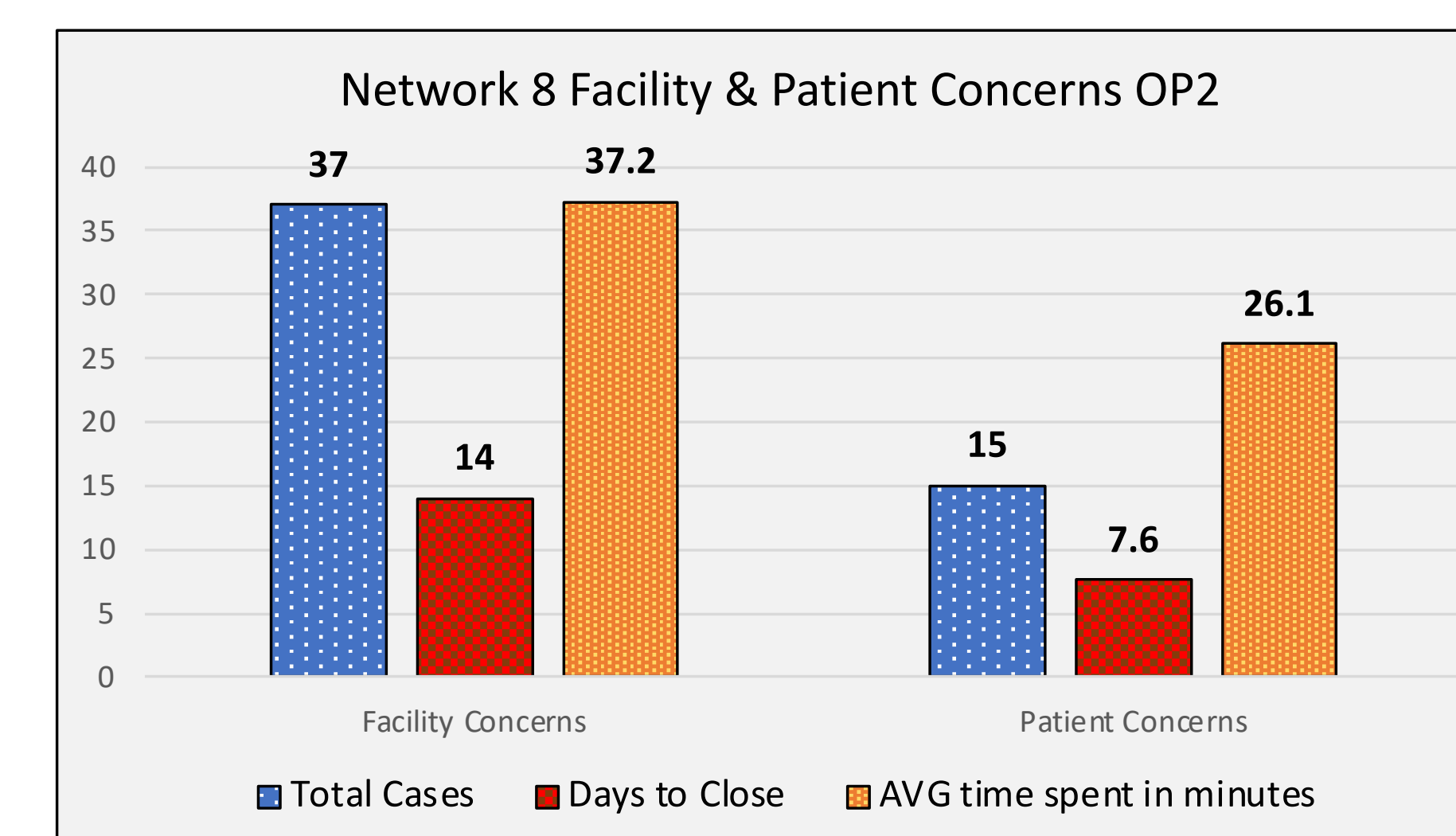
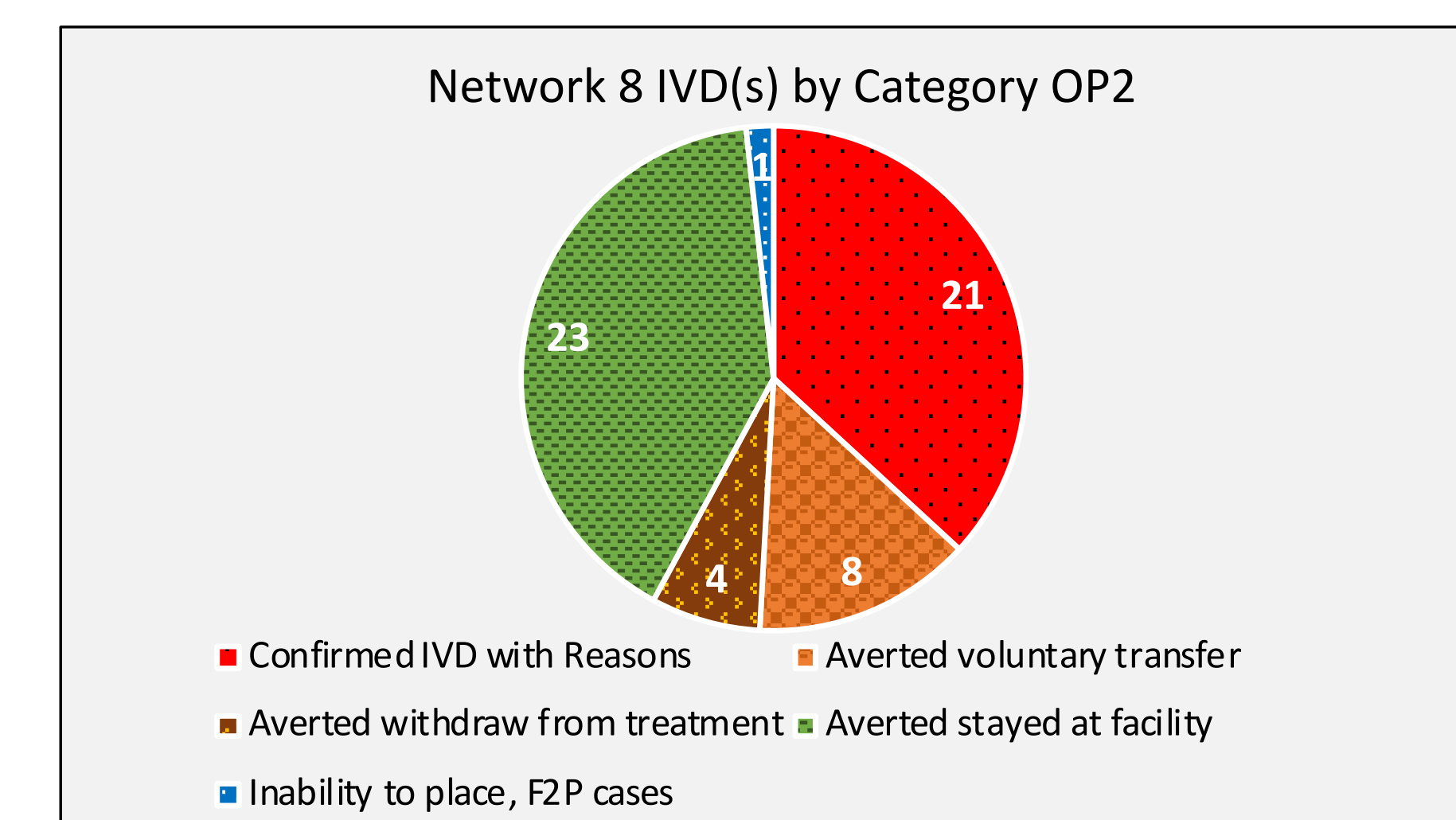
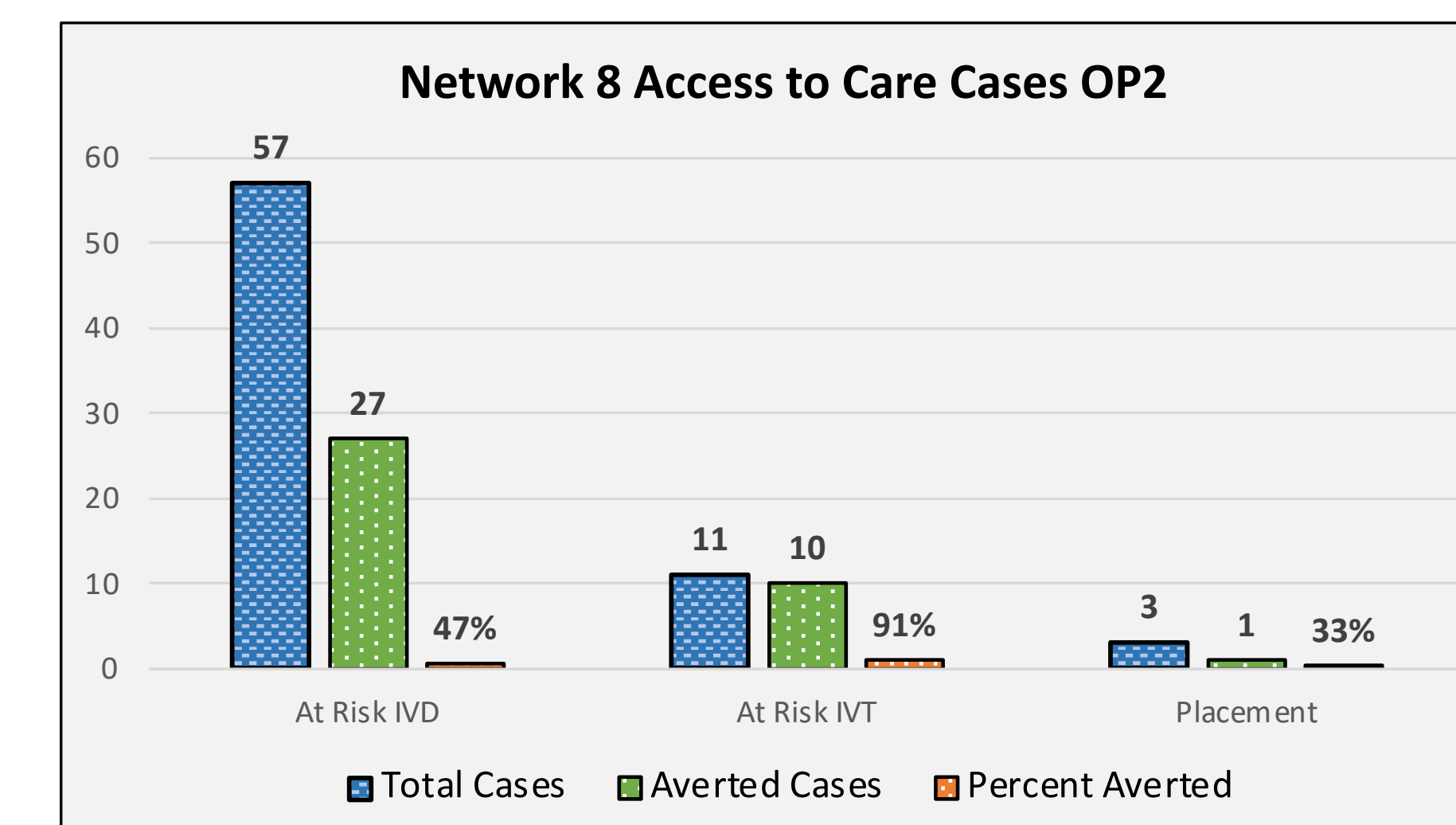
Network 8

Case Type	At Risk IVD
Cases Averted	27
Estimated Cost Savings	\$3,384,504.00
Case Type	At Risk Involuntary Transfer (IVT)
Cases Averted	10
Estimated Cost Savings	\$1,253,520.00
Case Type	Placement
Cases Averted	1
Estimated Cost Savings	\$125,352.00
Case Type	Total Estimated Savings
Cases Averted	38
Estimated Cost Savings	\$4,763,376.00

Network 14

Case Type	At Risk IVD
Cases Averted	24
Estimated Cost Savings	\$3,008,448.00
Case Type	At Risk IVT
Cases Averted	5
Estimated Cost Savings	\$626,760.00
Case Type	Placement
Cases Averted	1
Estimated Cost Savings	\$125,352.00
Case Type	Total Estimated Savings
Cases Averted	30
Estimated Cost Savings	\$3,760,560.00

Network 8



Network 14

