

# Why Location Matters for Identifying and Improving Care for Super-Utilizers

Karen Wigglesworth, Esri

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# Super-Utilizers

What do we mean?

Medicaid clients whose complex needs have not been met despite unnecessarily high utilization of the healthcare system.

NGA Policy Academy, Colorado Workgroup

# Criteria

**Exceed any during a three-month period:**

- Use of sixteen or more prescriptions
- Use of three or more pharmacies
- Use of three or more drugs in the same therapeutic category, i.e., Oxycodone, Oxycontin, Hydrocodone
- Has excessive ER and physician visits; OR
- A referral or analysis indicates possible overutilization.



In Medicaid overall, approximately five percent of beneficiaries drive more than 50 percent of total spending.

Robert Wood Johnson Foundation, October 2013

# Goals

## Desired Outcomes:

- Identify the Super-Utilizer population
- Develop meaningful data to drive interventions
- Leverage public/private partnerships
- Face to face interventions to address physical & behavioral health + social needs
- Improve delivery of care
- Reduce Costs





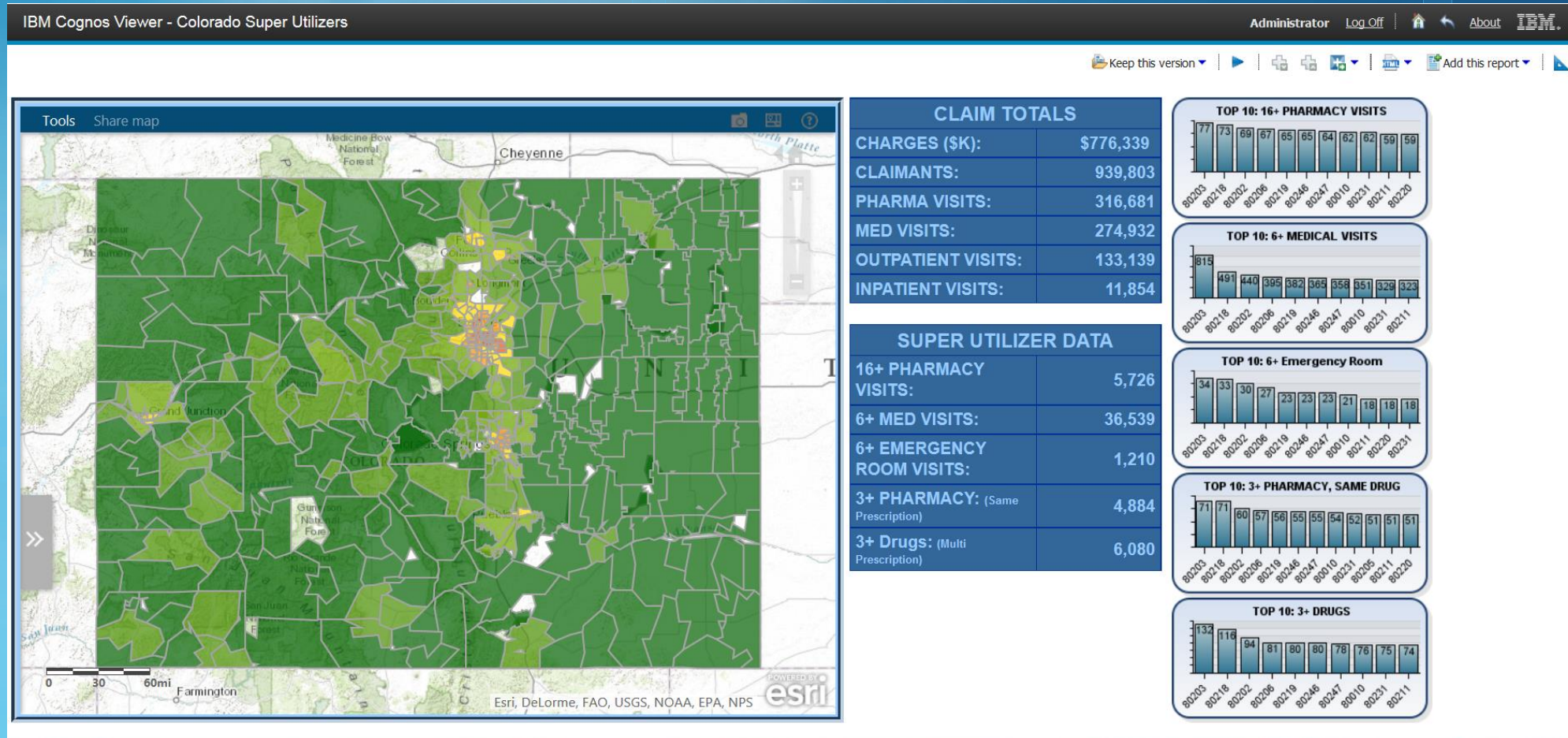
# A Location Based Approach

- **Maps** communicate
- **Spatial analysis** is powerful
- **New technology** is making location easier



... Smarter, more informed decisions  
... Empowers everyone  
... Enables innovation

# Case Management



Embedded

Maps and location insight inside your business systems like CRM, ERP, BI, CMS...



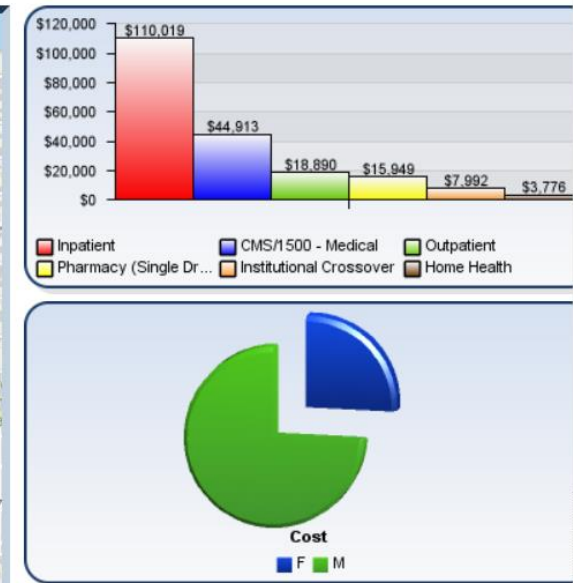
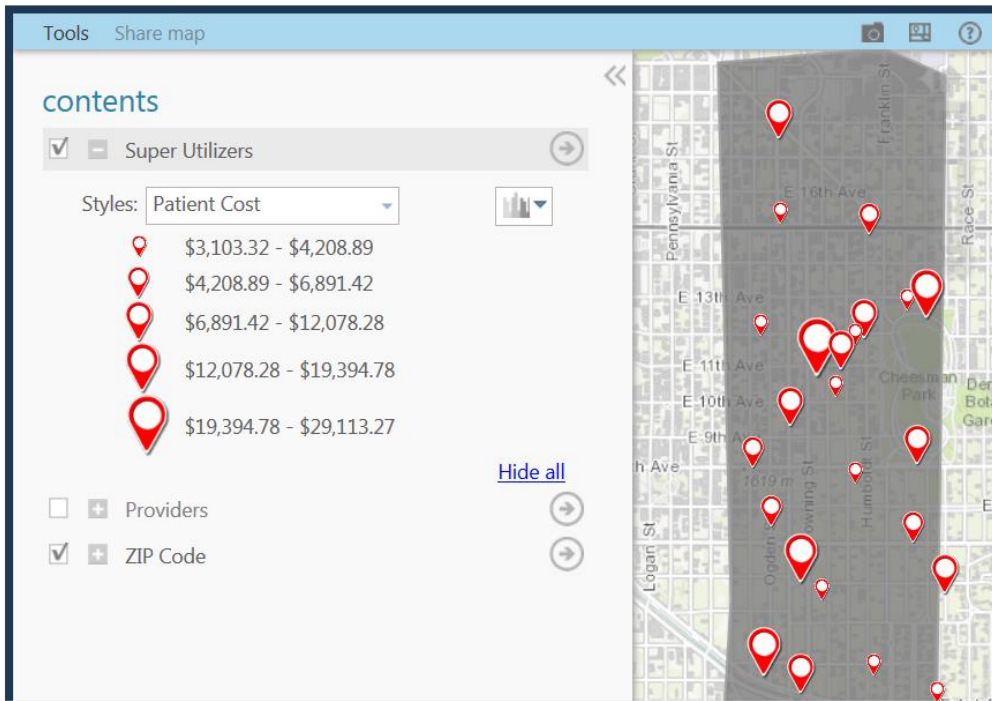
## Reduce Costs

### TOP 25 MEDICAID CLAIMANTS FOR ZIP CODE: 80218

Top 25 Claim Total: **\$201,540** ZIP Code Claim Total: **\$425,351**

Top 25 claimants of 698 medicaid users are consuming **47%** of total claim amount for this ZIP code.

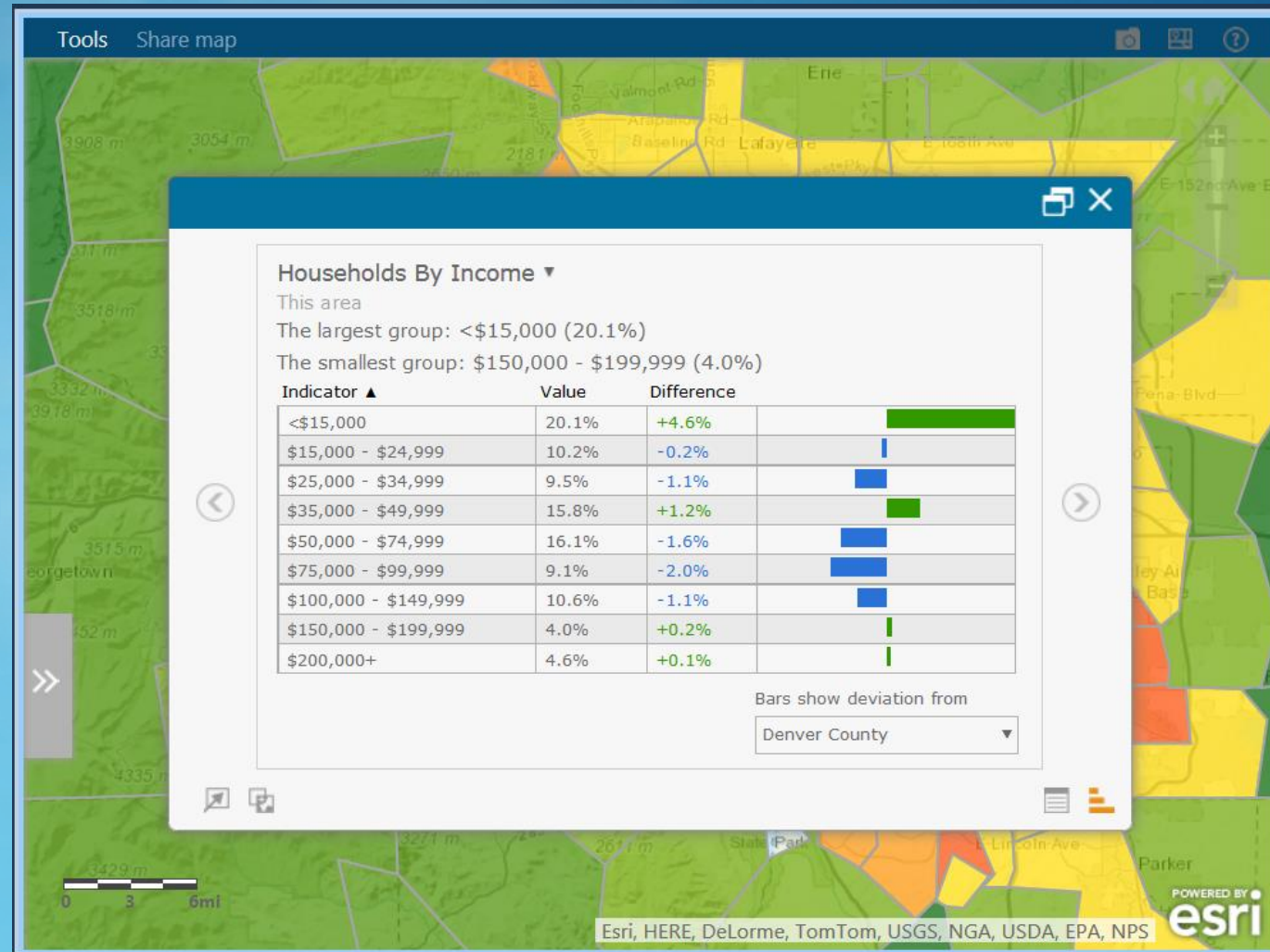
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315852479510	\$19,394.78
317255203310	\$18,409.83
317527200910	\$17,585.27
315549320110	\$15,538.94
316391845910	\$14,620.26
316637578510	\$11,488.32
320137963210	\$9,632.00
315675599610	\$8,810.67
318716966310	\$8,622.26
316515700410	\$7,992.00
316498891810	\$7,692.50
315912081810	\$7,376.00
316045679910	\$5,323.34
317047093910	\$5,123.96
317416835110	\$4,208.89
317050700010	\$3,850.00



Explore

See new patterns in your data

# Decision Support

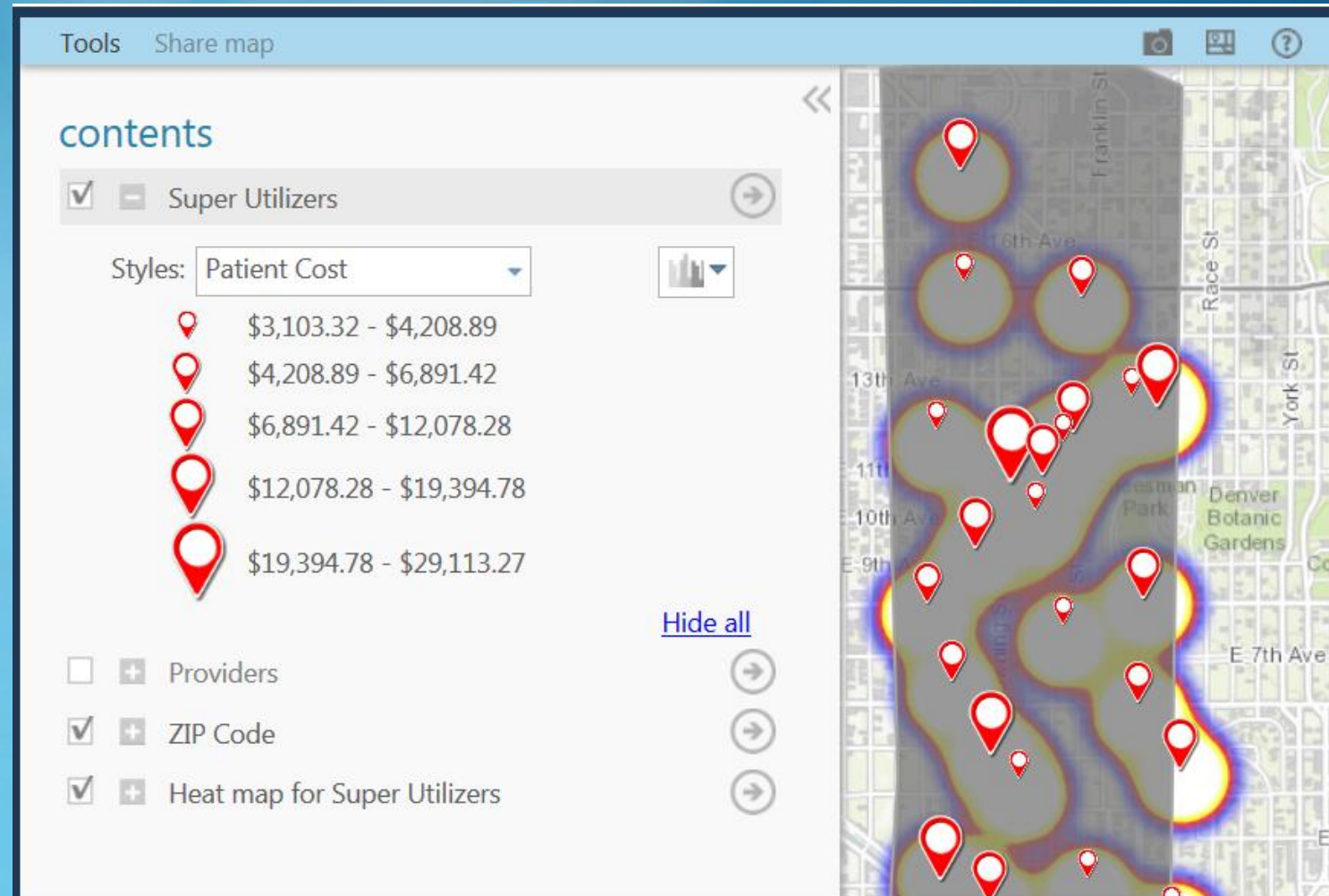


Enrich

Your data with geographic content



## Improve Delivery of Care



**Analyze**

Use the map as a new analytical tool  
to gain new insight



# Video Demonstration

-Dave Kehrlein



**Questions?**



Understanding our world.