

# Case Study: Exceptional Persons, Inc. Outcomes and Cost Savings

9%  
decrease in  
ER/Urgent  
Care visits

## Background

- ▶ Exceptional Persons, Inc. supports 326 adults with developmental disabilities throughout Waterloo, IA. Over the course of a year, 7 of those supported were diagnosed with stage 4 cancers. Once the cancer was detected, treatment options were limited.
- ▶ Staff began seeking a tool that would not only aid in early detection but one that would also improve communication between the people being supported and their physicians.
- ▶ Around the same time, Iowa announced that a transition to Managed Care would take place in April of 2016. Providers began to seek systems that would aid in managing preventable healthcare and outcomes.

## Implementation

- ▶ EPI was first introduced to the HRST at the ANCOR conference in 2015. They began implementation the following Summer.
- ▶ Within a year, all 326 people being supported were being rated using the HRST. EPI began to track trends and analyze data.

25%  
decrease  
in falls

## Outcomes - when comparing FY16 to FY17 EPI saw:

- ▶ 20% decrease in preventable healthcare medications<sup>1</sup>
- ▶ 9% decrease in ER/Urgent Care visits
- ▶ 10% of persons supported had an improvement in Health Care Level.
- ▶ 25% decrease in falls

## Cost savings

- ▶ Using the difference in number of ER visits between FY16 and FY17, and the following formulas, EPI was able to determine cost savings.
- ▶ Difference in # of ER visits x average cost of an ER visit<sup>2</sup> (+ time for documentation/notifications/follow-up) x hourly wage of two staff in OT = savings in staff cost. **10 less visits x 4.75 hrs x \$31.20 = \$1,482 staff cost savings.**
- ▶ Difference in # of ER visits x average cost of an ER visit<sup>3</sup> = savings in cost to insurers. **10 less visits x \$1,233 = \$12,330.**

1 Decrease in medications for cholesterol, blood pressure, diabetes, other cardiac issues, bowel concerns or other preventative disease.

2 [http://newsroom.acep.org/fact\\_sheets?item=29937#\\_edn1](http://newsroom.acep.org/fact_sheets?item=29937#_edn1)

3 <https://doi.org/10.1371/journal.pone.0055491>