

Date: 11/01/06

Initial Report

Account: Account
Contact: Contact
Reference #: 9999999
Patient: Name
Subscriber #: 999999999
Group #: 999999
CMS Dx: 717 - Knee disorder

History: On 9/27/06 this 55 year old male underwent bilateral total knee replacements at Swedish Medical Center (in network) secondary to severe osteoarthritis. Post operatively the patient experienced medical issues with fevers of unknown etiology to 104 degrees, anemia requiring multiple transfusions, and severe orthostatic hypotension with presyncopal episodes. These complications resulted in a prolonged hospital stay, as well as debilitation and interference with the patient's rehab efforts.

On 10/7/06 the patient was transferred to Leon Sullivan Health Care Center (in network) (skilled nursing facility) for physical and occupational therapy services as the patient continued to require physical assistance for his mobility. On 10/13/06 the patient was discharged to a friend's home.

Home care services were arranged through Homelink. Upon discharge from Leon Sullivan Health Care Center, the patient required assistance for stairs and car transfers. The home that he was staying at had a full flight of stairs to enter. Two home skilled nursing visits were made, on 10/16/06 and 10/20/06, to draw blood to monitor the patient's anticoagulant therapy, and two PT visits were made 10/18/06 and 10/20/06.

On 10/23/06 the patient saw his surgeon, Dr. Richard Smith. The patient reports the physician had no concerns other than he would like to see more knee flexion. Coumadin was discontinued. The physician prescribed PT three times per week for four weeks, and the patient is to follow up again 11/20/06.

Outpatient physical therapy was initiated at Vashon Island Physical Therapy on 10/30/06. The initial evaluation and plan of care are pending.

Case Management Intervention:

- This referral was received on 10/20/06 to review the medical necessity of a request for acute inpatient rehab.
- The rehab facility was contacted via telephone. Information regarding network status and rates was discussed. The room and board clause was explained. The facility (Swedish Medical Center Providence Campus) is in network, and the contracted rate is \$1292 per diem.
- Medical records were obtained from the rehab case manager, and were reviewed. The requested length of stay was seven to ten days. The records did not support the medical necessity of an acute rehab level of care as the patient was ambulatory up to 200 feet with stand by assistance, however, he did still require minimal physical assistance for other aspects of functional mobility. Therefore, a skilled nursing facility level of care was suggested.
- Discussion was held regarding the possibility of home care services versus skilled nursing facility as the patient did initially decline the skilled nursing facility. This writer did question the safety of a discharge directly to home considering the patient's need for physical assistance for his functional mobility, and that he would be home alone during the day. It was ultimately determined a skilled nursing facility would be pursued, and the patient was agreeable.
- Contact information regarding the patient's PPO network was provided to the discharge planner.
- Communication was established with Leon Sullivan Health Care Center. It was confirmed they are in-network, licensed as a skilled nursing facility and are Medicare licensed.
- The therapy evaluations were received from Leon Sullivan via fax and reviewed. The plan of care included PT 5 days per week for 30 days and OT 5 times per week for 30 days. The facility was contacted and advised that considering the patient's progress (as of 10/10/06 he was stand by assist for ambulation, transfers, and bed mobility), that plans for discharge needed to be addressed.
- Several additional calls were required in order to obtain the terms of the network contract with this facility. It was finally reported the contract was for \$400 daily per diem. A form indicating this quote was faxed to the facility and signature obtained. This was forwarded to the account. Recommendation was given for continued stay through 10/12/06.
- Assistance was provided for discharge planning. The facility was directed to utilize Homelink for any home care or equipment needs, and a network provider for outpatient services, and contact information was provided.
- Review of the medical necessity of home care was performed. Although the patient was doing well with his mobility, upon his discharge to home he was still requiring physical assistance with stairs and moderate assistance with car transfers. Therefore, it was determined that the patient was homebound and home care services were recommended.
- The home care agency was contacted and advised to route their billing through Homelink. The home care agency provided regular updates and faxed the visit notes which were reviewed to ensure the medical appropriateness of the services being provided. The home care agency requested seven skilled nursing visits for blood draws, assessment and patient education, and seven home PT visits. However, upon review after the initial few visits, it

was determined the patient was no longer homebound, and therefore, no further home care visits were recommended beyond 10/20/06.

- Contact was also made with Homelink to obtain pricing and provide recommendations for services. Attempt was made to locate a home care agency that would be able to provide the patient with home PT services on an earlier date, however, this was unsuccessful.
- Telephone contact was made with Dr. Smith's office to obtain information from the 10/23/06 office visit, and this writer was advised of the need to fax a written request. This was completed, and this information is still pending.
- Contact was established with Vashon Island Physical Therapy. It was confirmed they are in the patient's PPO network. The initial plan of care is pending.
- Communication has been established and maintained with the patient. Case management services have been explained. He has been kept apprised of case management activities and recommendations. Explanation was given regarding the criteria of "homebound" in terms of home care services, and the patient was encouraged to make arrangements for outpatient therapy in a timely manner. He was provided with contact information for network providers. Questions and concerns have been addressed.

Case Management Recommendations:

- 9/27/06 to 10/7/06, acute hospital stay at Swedish Medical Center was monitored by UR company.
- 10/7/06 to 10/13/06, skilled nursing facility stay at Leon Sullivan Health Care Center (in network) was medically appropriate at the contracted rate of \$400/day per diem, all inclusive.
- 10/16/06 and 10/20/06, home skilled nursing visits through Homelink were medically appropriate.
- 10/18/06 and 10/20/06, home PT visits through Homelink were medically appropriate.
- 10/30/06, physical therapy evaluation at Vashon Island Physical Therapy (in network) was medically appropriate. Additional review will be completed to extend this recommendation as appropriate.
- This file will remain open to case management services until the patient's recovery is complete.

Thank you for this referral. Please contact the undersigned with any questions.

Case Manager RN, BSN

Continued...



CASE MANAGEMENT SPECIALISTS, INC.

... PROMOTING CONSUMERISM IN HEALTH CARE

Date: 11/01/2006

Cost Savings Report

Account: Account
Reference #: 9999999
Patient: Name
Subscriber #: 999999999
Group #: 999999
Event: Knee disorder (CM)
Date Range: 10/20/06 - 11/01/06

Category	Amount	Type	Details
Direct	\$ 12,920.00	Transfer to a lower level of care	Requested 10 day acute rehab level of care, \$1292 per day.
Direct	\$ 750.00	Conserved services	Conserved five home skilled nursing visits.
Expense	\$ 2,400.00		Six day length of stay at SNF in lieu of acute rehab.

Direct Savings: \$ 13,670.00

Direct Expenses(-): \$ 2,400.00

Total direct savings for this period: \$ 11,270.00

Total direct savings for this event to date: \$ 11,270.00

Indirect Savings: \$ 0.00

Total indirect savings for this event to date: \$ 0.00