



Community Relations Committee Meeting
FY25- 2nd Quarter



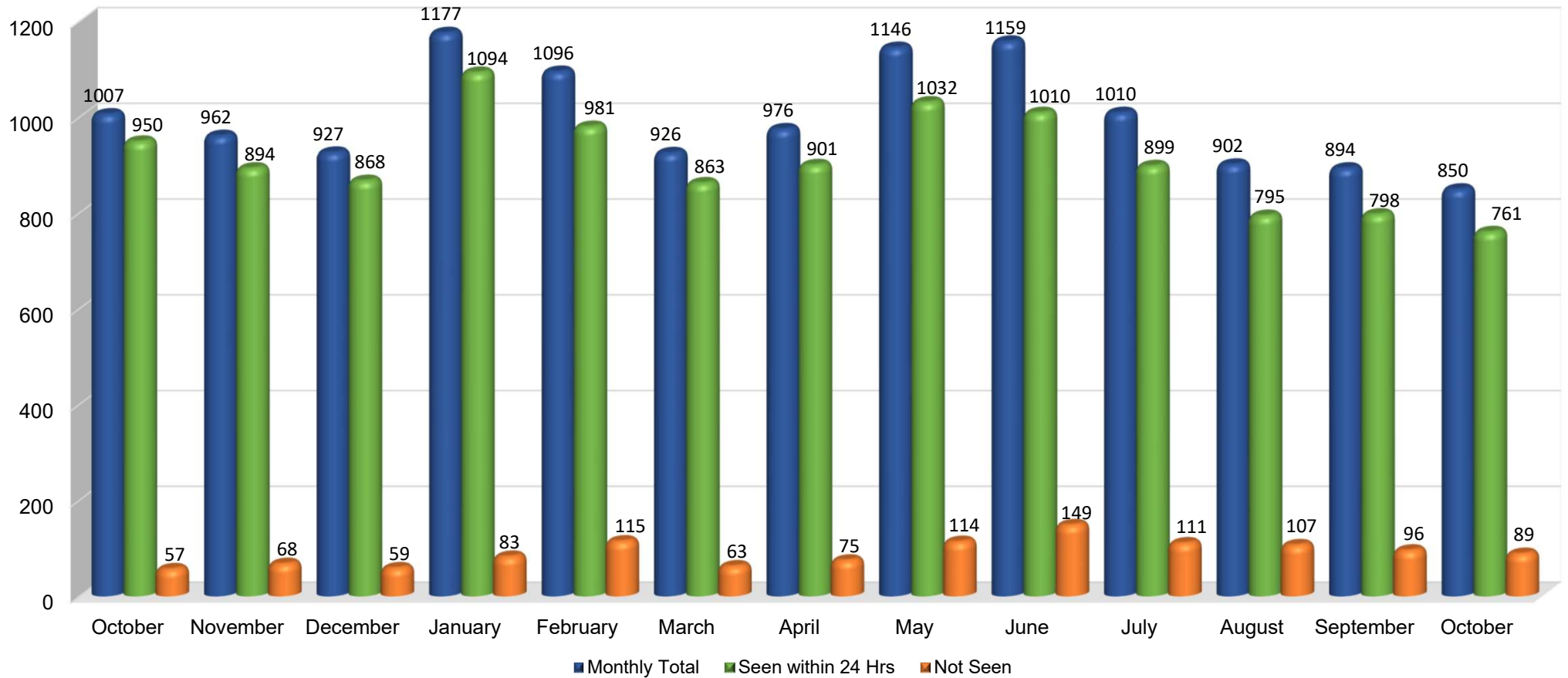
Quality Measures- 2024 YTD

Quality Measure Description	Rate	Peer Rate	Quality Rate
Breast Cancer Screening	74%	69%	Pass
Cervical Cancer Screening	48%	50%	Pass
Colon Cancer Screening	47%	49%	Pass
Comprehensive Diabetes Care: HbA1c Good-Control- Rate less than 8%	51%	49%	Pass
Controlling High Blood Pressure	61%	56%	Pass
Antidepressant Medication Management	71%	68%	Pass
Appropriate testing for Pharyngitis	61%	60%	Pass

Rates must be within 2 Standard Deviation of the average Peer



Access: Same Day



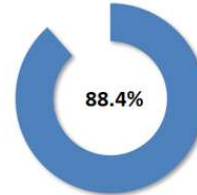


Quality Score



Exceeds Expectations			
50% Peer:	56.3%	80% Peer:	63.1%

Access Score



Exceeds Expectations			
50% Peer:	57.3%	80% Peer:	85.0%

myBlue Performance Report - Group Summary

Memorial Healthcare System #98189

Affordability	
<p>Affordability</p>  <p>\$29.58 PMPM</p> <p>In Surplus</p>	<p>Quality Gate Pass</p> <p>Average Members 8,109</p> <p>Average Risk Score 1,886</p> <p>Target Loss Ratio 82.9%</p> <p>Actual Loss Ratio 74.0%</p> <p>Comparison to Target -8.9%</p> <p>Shared Savings PMPM \$29.58</p> <p>YTD Shared Savings \$2,878,203</p> <p>Annualized Shared Savings \$2,878,203</p>

202301 to 202312 with 6 months of runoff

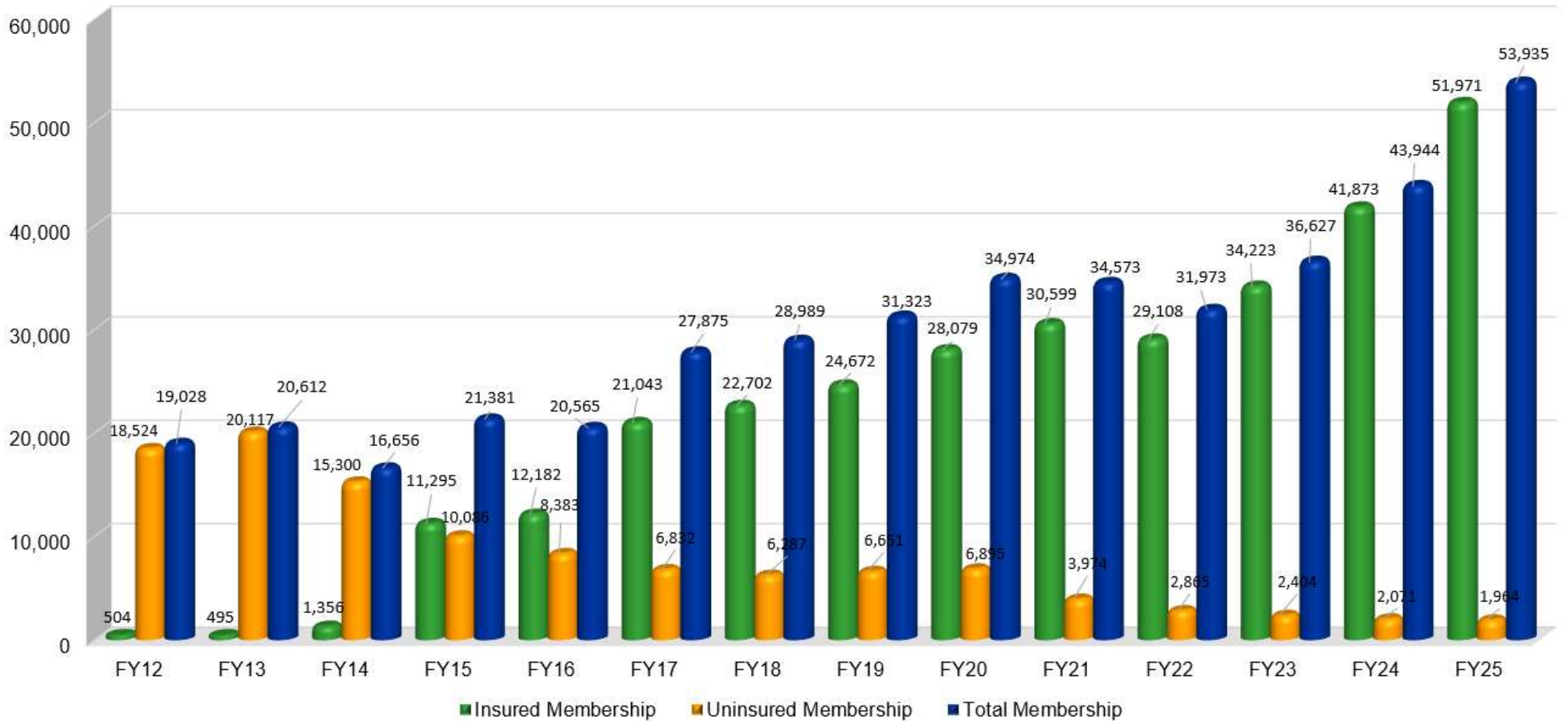
Quality performance metrics for the quality gate are compared to the entire myBlue population

[To see more detailed data, visit the \[Summary - Affordability\] sheet, or click here.](#)





Membership Trend





HOSPITAL CONTRIBUTION MARGIN

Reporting - FY 2025 May YTD

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY2025P
Insured Membership	11,545	16,443	22,702	25,975	28,161	31,147	29,108	35,632	41,873	50,201
Uninsured Membership	8,383	7,148	6,287	6,651	6,895	3,974	2,852	2,404	2,071	2,029

Loss from Practice Operations \$ (14,284,641) \$ (14,441,594) \$ (9,871,536) \$ (7,826,742) \$ (7,777,771) \$ (6,710,838) \$ (5,701,620) \$ (1,345,791) \$ (7,796,209) \$ (11,193,405)

Hospital Direct Margin - Insured	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY2025P
Inpatient	\$ 4,251,891	\$ 5,471,001	\$ 8,833,901	\$ 7,311,497	\$ 9,608,708	\$ 13,535,505	\$ 8,480,745	\$ 3,626,522	\$ 18,126,381	\$ 24,774,540
Observation	\$ 524,292	\$ 911,085	\$ 941,313	\$ 1,018,257	\$ 1,602,463	\$ 761,851	\$ 553,374	\$ 235,772	\$ 1,499,945	\$ 3,009,120
Emergency	\$ 1,198,741	\$ 1,216,462	\$ 1,352,789	\$ 1,282,956	\$ 1,325,720	\$ 1,050,308	\$ 1,183,416	\$ 1,008,551	\$ 3,175,443	\$ 3,377,484
Outpatient	\$ 4,440,310	\$ 3,137,644	\$ 3,808,900	\$ 4,799,372	\$ 7,693,231	\$ 10,852,364	\$ 8,345,577	\$ 6,189,785	\$ 20,483,943	\$ 31,171,860
Total Hospital Direct Margin - Insured	\$ 10,415,234	\$ 10,736,192	\$ 14,936,903	\$ 14,412,082	\$ 20,230,122	\$ 26,200,028	\$ 18,563,112	\$ 11,060,630	\$ 43,285,712	\$ 62,333,004

Hospital Direct Margin - Uninsured	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY2025P
Inpatient	\$ (4,496,987)	\$ (4,596,377)	\$ (5,090,440)	\$ (5,339,946)	\$ (6,826,754)	\$ (5,358,471)	\$ (3,475,313)	\$ (3,237,995)	\$ (2,806,571)	\$ (3,001,284)
Observation	\$ (1,493,282)	\$ (1,357,191)	\$ (1,125,553)	\$ (1,805,106)	\$ (2,074,640)	\$ (1,065,354)	\$ (1,063,131)	\$ (1,119,265)	\$ (1,019,944)	\$ (1,073,412)
Emergency	\$ (846,380)	\$ (859,452)	\$ (877,222)	\$ (951,863)	\$ (1,237,914)	\$ (833,020)	\$ (783,191)	\$ (584,221)	\$ (578,857)	\$ (532,404)
Outpatient	\$ (5,824,125)	\$ (5,297,844)	\$ (5,178,465)	\$ (5,585,948)	\$ (5,591,794)	\$ (4,537,504)	\$ (3,671,916)	\$ (3,290,488)	\$ (3,494,070)	\$ (3,203,820)
Total Hospital Direct Margin - Uninsured	\$ (12,660,774)	\$ (12,110,864)	\$ (12,271,680)	\$ (13,682,863)	\$ (15,731,102)	\$ (11,794,349)	\$ (8,993,551)	\$ (8,231,969)	\$ (7,899,442)	\$ (7,810,920)

Net of Insured vs. Uninsured \$ (2,245,540) \$ (1,374,672) \$ 2,665,223 \$ 729,219 \$ 4,499,020 \$ 14,405,679 \$ 9,569,561 \$ 2,828,661 \$ 35,386,270 \$ 54,522,084

Margin = Total Direct Cost - Total Payment



MHS Sickle Cell Medical Home

- Awarded a \$1.9 million grant 2024-2025 Sickle Cell Disease (SCD) Research and Treatment Program: FDOH Office of Minority Health.
- This funding supports initiatives in psychiatric care, therapy, transportation,, community-based peer services, and SCD education programs for caregivers and equipment (15 PCA pumps).



Sickle Cell Medical Home

Assisting patients in the management of their condition with the goal of enhancing quality of life.



MHS.net



Severe Maternal Mortality Telehealth Program

The program is funded by Florida Department of Health's Office of Minority Health and supports pregnant and postpartum women who are diagnosed with chronic care condition using Telehealth.

- Referred to OB Navigator: 1,967
- Enrolled & Educated: 705
- BP Cuffs distributed: 432
- Transmitted BP readings timely: 317
- Completed their postpartum visit: 359



Memorial OB Hypertension (HTN) Navigator

754-971-7780

Did you know ?
Memorial has an OB HTN Navigator that provides outreach to pregnant women of color after a Emergency Room visit because of a documented BP greater than or equal to 140/90 to ensure timely prenatal care



Focused on
Improving
Maternal and
Fetal Outcomes



Severe Maternal Mortality Telehealth Program



Maternity Population at Memorial | KPIs

Data Source: Epic Caboodle
Delivery dates between 10/1/2023 - 9/30/2024
Last updated 10/14/2024 8:19:11 AM

Population: Patients who delivered at any MHS hospital between 10/1/2023 - 9/30/2024. Abortions are excluded and encounters without a DRG.

Mothers Race
All

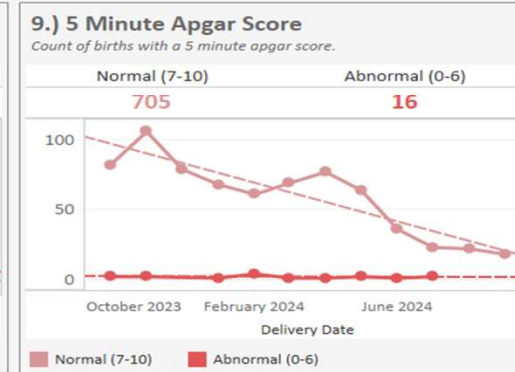
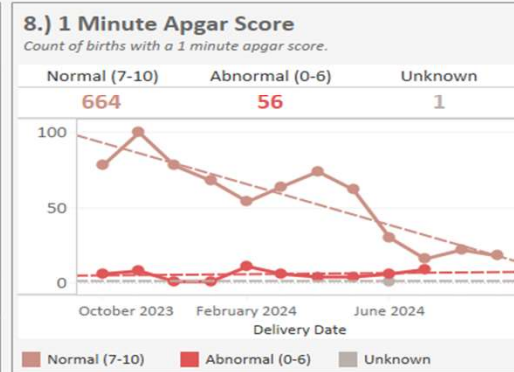
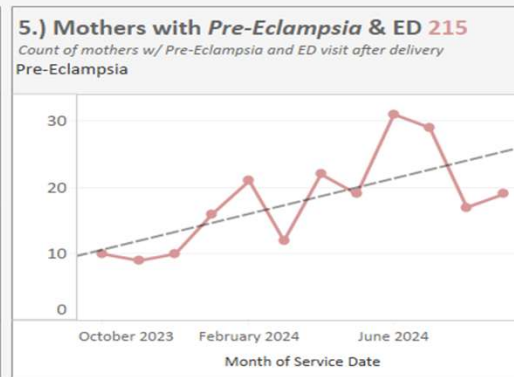
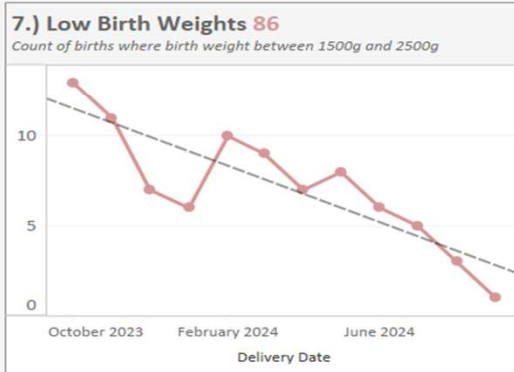
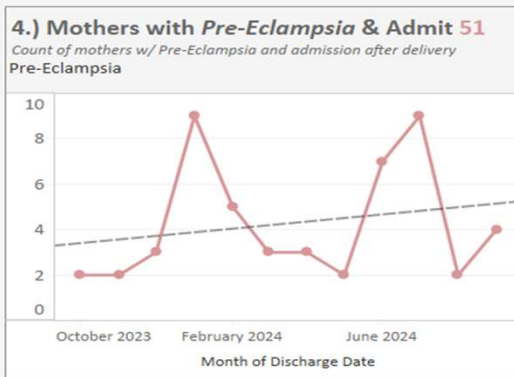
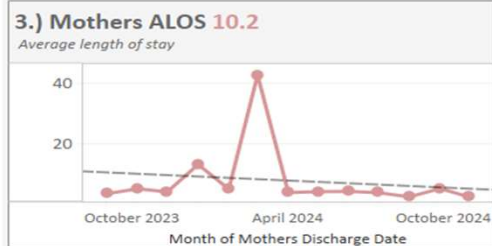
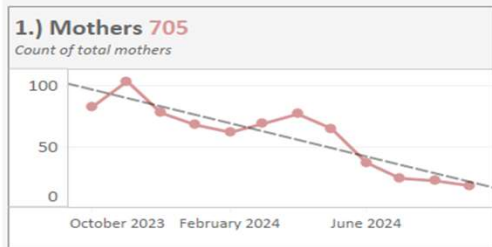
Mothers Ethnicity
All

Delivery Hospital
All

Delivery Date
Multiple values

Mothers Benefit Plan
All

Maternal Episode
Yes



Mothers Race: All | Mothers Ethnicity: All | Delivery Hospital: All | Delivery Date: October 2023, November 2023, December 2023 and 9 more | Mothers Benefit Plan: All | Maternal Episode: Yes



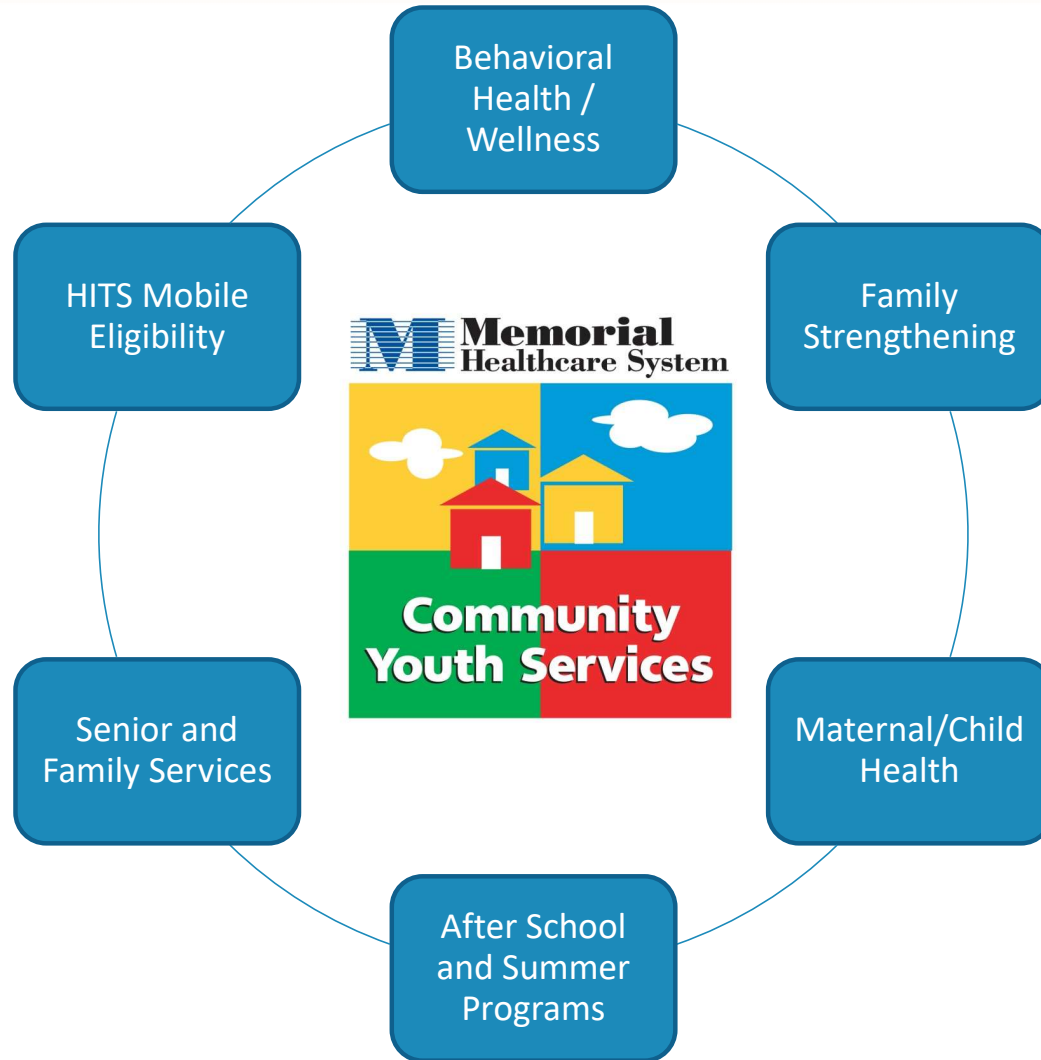
MEMORIAL HEALTHCARE SYSTEM

New Pediatric Mobile Van- Update





Commitment to Community Health





Community Services

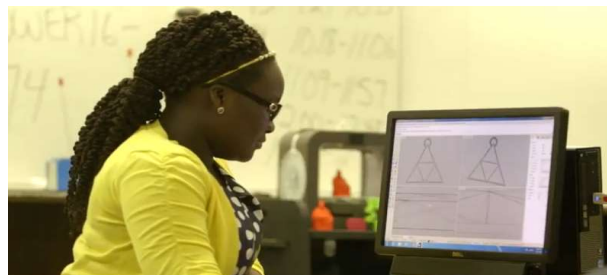
Behavioral Health Services

- Substance abuse and mental health prevention
- Homeless Veterans services
- Juvenile delinquency/diversion
- Homeless Veterans program
- Intensive OP mental health wraparound program
- Pregnancy prevention curriculum
- Youth aging out of foster care



Family Strengthening Programs

- Child Welfare intervention model
- Family preservation counseling
- In-home family systems therapy
- Kinship services
- Respite services for special needs children



Maternal Child Health Services

- Ages and stages developmental milestone assessments
- Breastfeeding and parenting training
- Healthy Start child birthing
- Mothers Overcoming Maternal Stress (MOMS)
- Healthy Families home visiting program

Total Served
FY25 – Q2
12,468



Afterschool/Summer Camps

- Afterschool programs at Gulfstream Middle School (Hallandale Beach) and New Renaissance Middle School (Miramar)
- Three summer BreakSpot locations within the City of Dania Beach

Senior and Family Services

- Field outings through our senior partners centers
- Fitness, nutritional classes; arts and crafts
- Cognitive exercise/Brain games
- ALLIES - In-home case management
- Isolation prevention and intervention
- Memorial CARES (Caregivers Access to Resources, Education and Support) sessions

Health Intervention Targeted Services - HITS

- Helping patients establish a medical home
- Linking individuals with chronic health conditions to disease management programs
- Providing enrollment assistance for programs that serve large Broward populations, such as Medicaid, Medicare and KidCare



HITS Program

- HITS (Health Intervention through Targeted Services) was established in 2006 due to high ER utilization of uninsured.
- HITS Goals:
 - Improve access to care by linking uninsured residents to health coverage and a medical home
 - Maximize local, state and federal resources
 - Reduce uncompensated care costs and avoidable admissions





Community Outreach Events





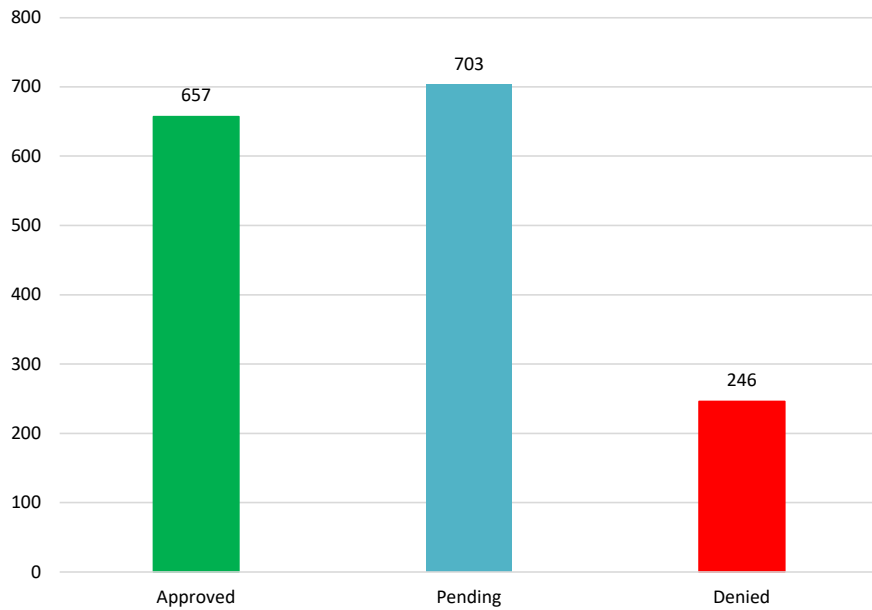
Neighborhood Based (Door to Door) Operation



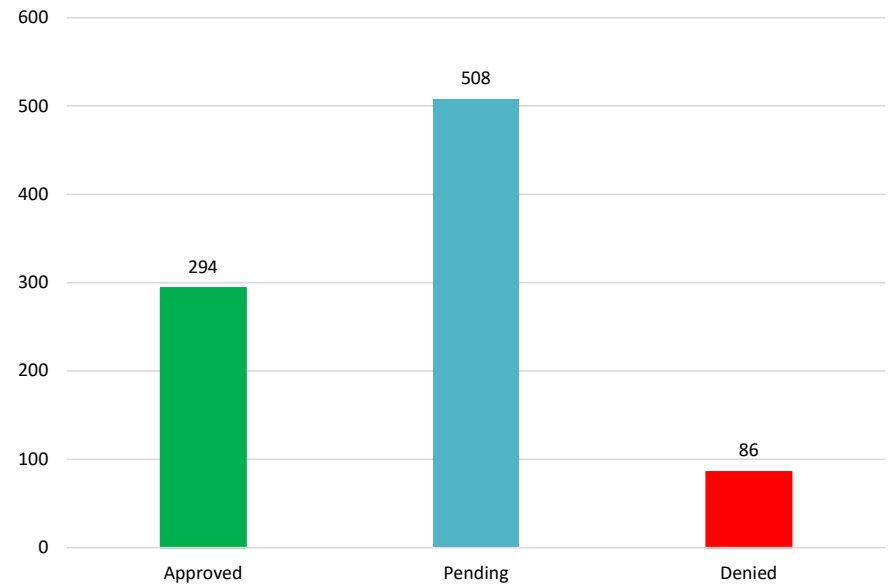


Your Investment Hard at Work

Medicaid Applications



MPC Applications



- \$131,891 in approved SNAP benefits
- \$4,462,344 projected revenue from Medicaid approved patients



MEMORIAL HEALTHCARE SYSTEM



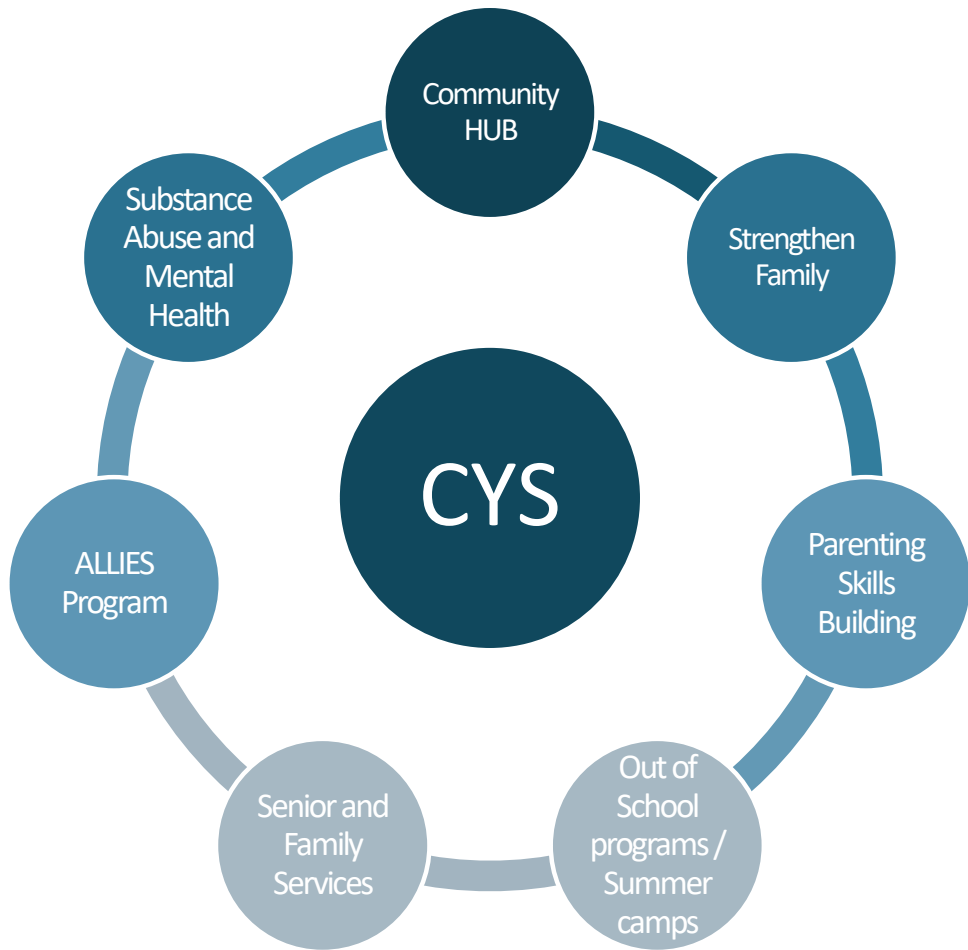
COMMUNITY
HUB

SDOH Community HUB Impact Update

FY 25 – Q2



Memorial Community and Youth Services



3,028

Served by the SDOH Community HUB

8,815

Referrals to Community Resources

2.9

Referrals Per Patient

As of November 11, 2024

- **Community HUB**
HUB - Helping to Uplift and Bounce Back
- Launched in August 2023
- Staffed by CYS Social Workers (4 in PY24; 8 in PY25)



HUB | Value to Patients & Memorial

Patients

- Improved patient outcomes
- Improved patient satisfaction
- Better connections to resources
- Improved self-management - learning how to help themselves post-SDOH HUB
- Get care and help they need, when and where they need it



Memorial

- Reduces the total cost of care
 - ✓ Increases shared savings in Value-Based Programs (~300K lives in ACOs)
 - Memorial Health Network
 - Broward Guardian
 - ✓ Decreases Memorial employee health plan spending
 - ✓ Decreases Medicare and Medicaid spending (*Community benefit*)
- Reduces MHS readmissions and MHS readmission penalties
- Improves access in emergency room
- Improves bed availability



HUB team in action





Reducing Avoidable Services | SDOH HUB Impact

SDOH HUB Patients in Evaluation: 1,249

ED Visit Reduction

2.08

ED Visits per Patient
PRE-HUB

1.59

ED Visits per Patient
POST-HUB

23.6%

% Reduction

Average Cost Per ED Visit: \$1,443

ED Visits
Cost of Care Avoided

\$885K

Readmission Rate Reduction

32.2%

Readmission Rate
Pre-HUB

20.8%

Readmission Rate
Post-HUB

35.5%

% Reduction

Average Cost Per Readmission: \$27,833

Readmissions
Cost of Care Avoided

\$3.6M

Total Cost of Care Reduction

\$4.5M

Average
Cost of Care
Reduction
\$3,612
per patient



The Community Hub Whole Person Centered Care