



**PEOPLES  
MEDICAL &  
PHARMACY**

RESPIRATORY CARE & HOME MEDICAL EQUIPMENT

**RARE DISEASE TASK FORCE**

**STREAMLINING PAPERWORK**

**September 8, 2017**

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PEOPLES MEDICAL**

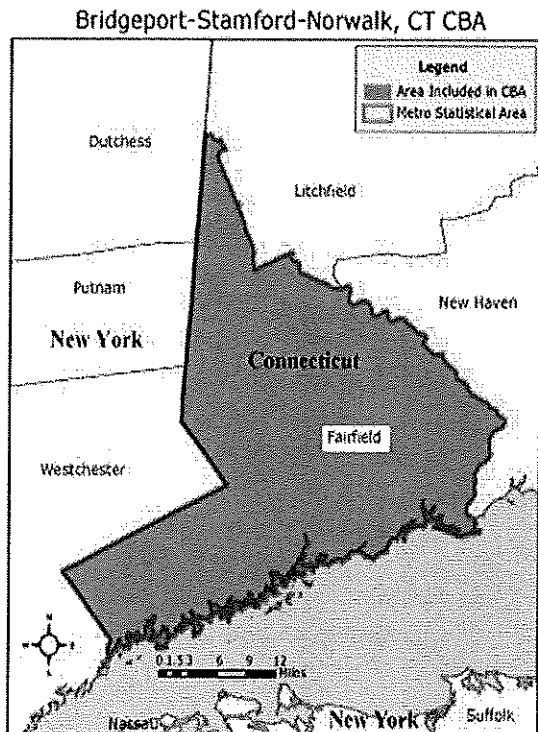
- STREAMLINING THE DELIVERY OF DURABLE MEDICAL EQUIPMENT (DME)
- ACCESS TO DME HAS BECOME EXTREMELY DIFFICULT
- HOW THE STATE CAN HELP

Number of Unique Supplier Companies by State													Difference Between 7/13 and 07/17	Difference Between 07/16 and 07/17	Between last quarter (April 2017) and this quarter
DATE	7/13	11/14	4/15	8/15	10/15	1/16	4/16	7/16	10/16	1/17	4/17	7/17			
TOTAL	10,465	9,270	8,954	8,704	8,523	8,382	8,347	6,548	6,442	6,311	6,181	6,086			
AK	18	17	16	16	16	16	16	16	16	15	15	15	-16.7%	-6.3%	0.0%
AL	257	256	256	250	250	251	247	230	229	221	219	222	-13.6%	-3.5%	1.4%
AR	155	153	143	143	141	137	137	125	121	120	118	117	-24.5%	-6.4%	-0.8%
AZ	103	91	87	80	80	78	78	71	68	69	68	67	-35.0%	-5.6%	-1.5%
CA	976	813	782	745	722	717	713	405	395	385	383	368	-62.8%	-9.1%	-3.9%
CO	115	101	102	98	100	93	93	79	79	79	83	83	-27.8%	5.1%	0.0%
CT	98	87	83	78	77	76	77	47	48	50	48	49	-50.0%	4.3%	2.1%
DC	21	15	15	15	16	15	15	4	3	4	3	3	-85.7%	-25.0%	0.0%
DE	19	16	16	16	14	16	16	14	14	13	14	13	-31.6%	-7.1%	-7.1%
FL	621	456	437	420	415	393	396	329	334	322	313	309	-50.2%	-6.1%	-1.3%
GA	351	314	305	294	290	285	284	248	242	242	231	222	-36.8%	-10.5%	-3.9%
HI	26	25	25	26	25	25	25	20	18	19	19	18	-30.8%	-10.0%	-5.3%
IA	149	134	132	129	128	127	127	124	120	119	116	114	-23.5%	-8.1%	-1.7%
ID	56	56	52	51	51	50	52	50	50	50	48	45	-19.6%	-10.0%	-6.3%
IL	407	355	336	330	317	309	308	237	238	234	228	223	-45.2%	-5.9%	-2.2%
IN	167	150	144	142	137	132	128	112	111	100	103	102	-38.9%	-8.9%	-1.0%
KS	155	147	138	130	127	128	129	123	118	120	119	120	-22.6%	-2.4%	0.8%
KY	244	234	231	226	223	219	219	213	211	210	204	202	-17.2%	-5.2%	-1.0%
LA	217	198	193	186	183	179	177	162	160	150	145	138	-36.4%	-14.8%	-4.8%
MA	128	118	113	110	105	102	100	59	60	64	61	63	-50.8%	6.8%	3.3%
MD	211	189	185	176	175	167	171	93	93	95	95	92	-56.4%	-1.1%	-3.2%
ME	41	44	41	38	40	41	41	39	42	41	40	39	-4.9%	0.0%	-2.5%
MI	336	292	267	257	242	238	235	179	177	174	165	165	-50.9%	-7.8%	0.0%
MN	152	140	135	134	131	130	128	109	106	100	100	99	-34.9%	-9.2%	-1.0%
MO	199	184	182	176	175	171	170	159	152	149	154	152	-23.6%	-4.4%	-1.3%
MS	195	183	174	170	167	167	166	153	149	141	140	136	-30.3%	-11.1%	-2.9%
MT	55	52	49	49	50	50	50	49	48	47	46	46	-16.4%	-6.1%	0.0%
NC	353	315	304	294	294	296	293	272	265	249	243	236	-33.1%	-13.2%	-2.9%

Number of Unique Supplier Companies by State													Difference Between 7/13 and 07/17	Difference Between 07/16 and 07/17	Between last quarter (April 2017) and this quarter
DATE	7/13	11/14	4/15	8/15	10/15	1/16	4/16	7/16	10/16	1/17	4/17	7/17			
TOTAL	10,465	9,270	8,954	8,704	8,523	8,382	8,347	6,548	6,442	6,311	6,181	6,086			
NM	60	52	54	51	51	48	49	48	48	47	44	46	-23.3%	-4.2%	4.5%
NV	87	73	70	68	67	64	66	53	52	47	45	44	-49.4%	-17.0%	-2.2%
NY	792	757	748	731	703	705	703	342	330	326	316	304	-61.6%	-11.1%	-3.8%
OH	316	277	264	262	259	254	253	220	217	215	207	203	-35.8%	-7.7%	-1.9%
OK	208	189	187	179	173	172	172	152	148	146	147	148	-28.8%	-2.6%	0.7%
OR	86	69	68	68	66	61	59	56	54	55	55	54	-37.2%	-3.6%	-1.8%
PA	423	354	349	345	330	329	330	258	253	248	243	237	-44.0%	-8.1%	-2.5%
RI	27	27	23	24	23	21	20	13	13	15	15	15	-44.4%	15.4%	0.0%
SC	193	175	171	168	165	165	164	139	133	129	124	124	-35.8%	-10.8%	0.0%
SD	35	34	34	33	33	31	32	30	30	32	31	32	-8.6%	6.7%	3.2%
TN	293	265	255	250	247	244	241	204	204	198	185	183	-37.5%	-10.3%	-1.1%
TX	916	750	717	693	692	675	670	532	527	522	510	507	-44.7%	-4.7%	-0.6%
UT	72	66	63	61	59	53	54	50	49	49	48	47	-34.7%	-6.0%	-2.1%
VA	206	185	173	171	171	168	167	141	140	132	126	124	-39.8%	-12.1%	-1.6%
VT	21	19	19	19	19	19	19	19	19	17	17	18	-14.3%	-5.3%	5.9%
WA	130	114	112	113	111	109	108	88	86	86	85	83	-36.2%	-5.7%	-2.4%
WI	150	145	142	138	138	134	131	119	116	116	114	111	-26.0%	-6.7%	-2.6%
WV	98	96	95	92	93	86	86	85	85	86	88	89	-9.2%	4.7%	1.1%
WY	30	33	31	30	29	29	29	29	29	25	26	27	-10.0%	-6.9%	3.8%
TOTAL	10,465	9,270	8,954	8,704	8,523	8,382	8,347	6,548	6,442	6,311	6,181	6,086	-41.8%	-7.1%	-1.5%

Number of DMEPOS Locations (Rooftops) by State													Difference Between	Difference Between	Between last quarter (April 2017)
DATE	7/13	11/14	4/15	8/15	10/15	1/16	4/16	7/16	10/16	1/17	4/17	7/17			
TOTAL	16,389	14,827	13,723	13,489	13,289	13,094	13,007	10,677	10,504	10,278	10,046	9,810			

# BRIDGEPORT-STAMFORD-NORWALK, CT



Source of Report: Competitive Bidding Implementation Contractor (CBIC)  
 Run Date: 7/14/2011

## CPAP

Total Suppliers	28
Average Distance (miles)	946
Less than 50 miles	6
Out of state	25

## Manual Power Chair

Total Suppliers	8
Average Distance (miles)	187
Less than 50 miles	4
Out of state	4

## Oxygen

Total Suppliers	29
Average Distance (miles)	466
Less than 50 miles	11
Out of state	17

## Hospital Beds

Total Suppliers	16
Average Distance (miles)	115
Less than 50 miles	7
Out of state	5

## ENES

Total Suppliers	22
Average Distance (miles)	477
Less than 50 miles	7
Out of state	18

## Mail Order Diabetic

Total Suppliers	23
Average Distance (miles)	N/A
Less than 50 miles	N/A
Out of state	23

## NPWTP

Total Suppliers	14
Average Distance (miles)	707
Less than 50 miles	4
Out of state	11

## Support Surfaces

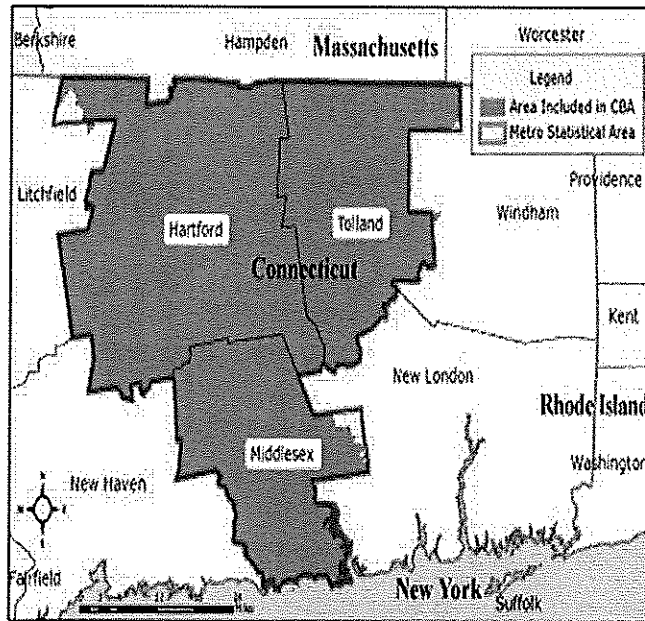
Total Suppliers	12
Average Distance (miles)	258
Less than 50 miles	6
Out of state	5

## Walkers

Total Suppliers	14
Average Distance (miles)	574
Less than 50 miles	4
Out of state	11

# HARTFORD-WEST HARTFORD-EAST HARTFORD, CT

Hartford-West Hartford-East Hartford, CT CBA



Source of Report: Competitive Bidding Implementation Contractor (CBIC)  
Run Date: 7/18/2011

## CPAP

Total Suppliers	28
Average Distance (miles)	<b>1035</b>
Less than 50 miles	4
Out of state	24

## Manual Power Chair

Total Suppliers	10
Average Distance (miles)	<b>174</b>
Less than 50 miles	5
Out of state	4

## Oxygen

Total Suppliers	28
Average Distance (miles)	<b>466</b>
Less than 50 miles	13
Out of state	14

## Hospital Beds

Total Suppliers	16
Average Distance (miles)	<b>132</b>
Less than 50 miles	9
Out of state	6

## ENES

Total Suppliers	25
Average Distance (miles)	<b>548</b>
Less than 50 miles	6
Out of state	16

Mail Order Diabetic	
Total Suppliers	23
Average Distance (miles)	N/A
Less than 50 miles	N/A
Out of state	23

## NPWTP

Total Suppliers	14
Average Distance (miles)	<b>836</b>
Less than 50 miles	4
Out of state	10

## Support Surfaces

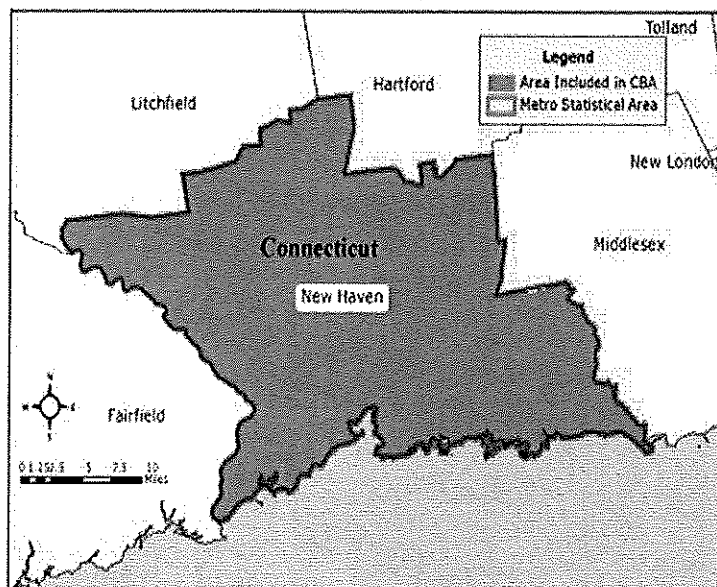
Total Suppliers	13
Average Distance (miles)	<b>259</b>
Less than 50 miles	7
Out of state	4

## Walkers

Total Suppliers	20
Average Distance (miles)	<b>498</b>
Less than 50 miles	8
Out of state	11

# NEW HAVEN-MILFORD, CT

New Haven-Milford, CT CBA



Source of Report: Competitive Bidding Implementation Contractor (CBIC)  
Run Date: 7/18/2011

## CPAP

Total Suppliers	23
Average Distance (miles)	<b>1116</b>
Less than 50 miles	3
Out of state	20

## Manual Power Chair

Total Suppliers	9
Average Distance (miles)	<b>331</b>
Less than 50 miles	4
Out of state	5

## Oxygen

Total Suppliers	27
Average Distance (miles)	<b>436</b>
Less than 50 miles	11
Out of state	14

## Hospital Beds

Total Suppliers	14
Average Distance (miles)	<b>128</b>
Less than 50 miles	8
Out of state	5

## ENES

Total Suppliers	23
Average Distance (miles)	<b>577</b>
Less than 50 miles	5
Out of state	16

## Mail Order Diabetic

Total Suppliers	23
Average Distance (miles)	N/A
Less than 50 miles	N/A
Out of state	23

## NPWTP

Total Suppliers	12
Average Distance (miles)	<b>922</b>
Less than 50 miles	3
Out of state	9

## Support Surfaces

Total Suppliers	12
Average Distance (miles)	<b>267</b>
Less than 50 miles	7
Out of state	5

## Walkers

Total Suppliers	16
Average Distance (miles)	<b>443</b>
Less than 50 miles	8
Out of state	8



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PEOPLESMEDICAL.COM

#### **COPD READMISSION PROGRAM**

Peoples Medical and Pharmacy are the experts in respiratory care and durable medical equipment (DME).

We have developed a home care based, respiratory centered COPD program to help reduce the 30 day hospital re-admissions for patients enrolled in our COPD Program.

Our objective is to be the eyes and ears for all cause re-admissions for COPD and Pneumonia through continuity of care.

The program consists of face to face respiratory therapist visits at days 2, 7, and 30 after hospital discharge. The program uses educational, oxygen titration, assessments, and safety training during the encounters.

The use of a respiratory therapist based patient management focused program resulted in a successful decrease in the readmission rate for patients with COPD exacerbations who are using oxygen therapy.

## Background

The Respiratory Department at Yale New Haven Hospital reached out to People's Medical to develop a program for the community's COPD patient population. The current issue is that when patients are discharged from the hospital the necessary healthcare treatment is not being maintained due to lack of communication, or a plan not being developed between all the healthcare facilities involved in the patients' road to obtaining their healthy state.



## Objectives

- Lowering the 30 day readmission rate to avoid reimbursement penalties of Medicare patients discharged from Yale New Haven Hospital to their home with a diagnosis of
  - Chronic obstructive pulmonary disease (COPD)
  - Congestive heart failure (CHF) and/or
  - Pneumonia
- Providing each patient with a higher quality of care
- Continuing the outpatient care necessary post discharge

## Methods

- Medicare patients discharged from YNH to their home, who acquired the services of People's Medical and had a diagnosis of COPD, CHF, and/or PNA were started on the new established program
- A respiratory therapist was assigned to visit the patient in their home 3 times over the course of a month
- The visits were scheduled at approximately 48 hours, 7 days, and 30 days following their discharge date from the hospital
- During the visit the RT educated the patient on their disease process, pulmonary medication, oxygen the equipment being used, and any other questions or concerns the patient had
- Daily meetings were held at People's Medical every morning prior to the RT visiting the patients
- Weekly meetings were held between People's Medical and the Respiratory Therapy department at Yale New Haven Hospital to discuss matters including which patients were scheduled to be seen, new patients to the program, any patients who were refusing to be seen, patients who had a 30 day hospital readmission, and patients that had completed the 30 day program
- Spreadsheets were created to check off patients as they completed their 3 scheduled visits. A patient was considered to have "completed" the program if they were seen at least 2 of the 3 scheduled visits. Patients were refused or were seen 1 of the 3 scheduled visits were considered not to have participated in the program
- At the end of each month a spreadsheet was created showing the 30 day readmission results. The results included the number of patients who completed the program were compared to those who did not participate, and the national 30 day average

### Scheduled Patient Visits Post Discharge



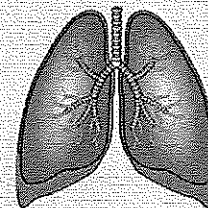
## Results

- The data was gathered from when the program was implemented in October 2014 until January 2016
- The program resulted in an overall 30 day readmission rate of 14.35%. The results exceeded the low range from when the program was implemented in October 2014 until January 2016. The program resulted in a 14.35% overall 30 day readmission rate

# Did not Participate	30 Day Readmission	% 30 Day Readmission
49	8	16.33%

# Did Participate	30 Day Readmission	% 30 Day Readmission
166	24	14.46%

Total Starts	30 Day Readmission	% 30 Day Readmission
217	32	14.75%



## Discussion

- Our 30 day readmission rate of 14.35% is significantly better than the national average of 23-26%
- This program outlines a successful healthcare model that shows positive patient outcomes with community partnership
- A much higher quality of care is being delivered, while simultaneously lowering the overall 30 day readmission rate
- These promising results show that by implementing programs like this on a larger scale can potentially have a huge impact on how patients are cared for throughout the community
- Effective communication and caring for our patients throughout all spectrum of the healthcare system will result in better patient outcomes

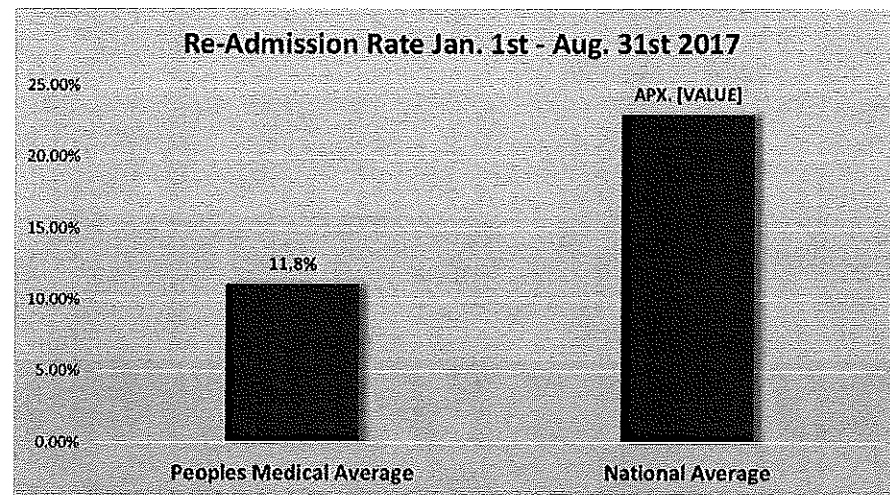
## Implications

- COPD is a progressive disease that can be extremely debilitating with millions of people in the United States diagnosed
- Under The Hospital Readmission Reduction Program a list of diagnoses, including COPD, has been established in which hospitals caring for these Medicare patients that have an excess number of readmissions within 30 days of their discharge date will receive a reimbursement penalty
- The large pulmonary population we care for throughout the Yale New Haven Health System justifies the necessity of continuing to develop programs such as this one on a larger scale





## Peoples Medical Medicare COPD Hospital Re-Admission Prevention Program



The above data is hospital based from a total of 17 patients who participated in our program, 2 of those patients were readmitted within 30 days of discharge.

- Peoples Medical Respiratory Therapists conduct a follow-up visit in the patient's home who are on oxygen therapy for pneumonia, COPD, CHF, or for patients requested by the hospital for special consideration.
- Peoples Medical RTs make a total of 3 visits to program patients in the home on day 2, day 7, and day 30 after the original discharge date. The RTs provide education on O2 equipment, smoking cessation, disease management, breathing techniques, safety precautions, etc.
- Our goal is to be the "eyes and ears" for the hospital in the home to coach patients on the proper use of their oxygen equipment, to live a healthy life style, and KEEP THE PATIENT OUT OF THE HOSPITAL. We provide continuous reporting to designated hospital staff on all the patients the requested to be put on the program.