

Evercare: *Putting Nurse Practitioners and Care Managers At the Heart of Care Delivery*

The Challenge:

Under original Medicare and Medicaid rules, health services delivery for people who have long-term or advanced illness, are older, or have disabilities is fragmented. Resources to sustain good health exist in different places, making it difficult for a person with complex needs to receive appropriate care. This fragmentation often leads to poor health outcomes that are draining for patients and physicians, and unnecessarily costly.

The Goal:

Overcome fragmentation and improve health outcomes – including fewer emergency treatments and hospitalizations – by providing coordinated, individualized healthcare and well-being services to those with complex needs.

Where To Learn More

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An Innovative Solution:

Improve quality of care delivery by leveraging the skills and experience of nurse practitioners and case managers to coordinate services and reduce fragmentation. The Evercare model – introduced in 1987 by two Minnesota nurse practitioners, Jeannine Bayard and RuthAnn Jacobson – has led to better health outcomes at lower cost.

What It Is:

- An innovative care model – now serving more than 120,000 people in 35 states through Medicaid, Medicare, and private pay health plans, programs and services – designed to help people stay as healthy and independent as possible in the most appropriate setting of their choice.

What It Does:

- Places a nurse practitioner or care manager at the center of an integrated care team that includes the enrollee's physicians, family members, and nursing home staff or representatives from community service agencies.
- Nurse practitioners and care managers work with the enrollee and their integrated care team to develop and manage personalized care plans that increase preventive care and the early detection of potential problems.
- Nurse practitioners and care managers coordinate multiple services; facilitate better communication among physicians, institutions, patients and their families; and help ensure effective integration of treatments.

Edge Runners



How It Stands Out:

- Has proven to result in greater access to medical and non-medical services, better health outcomes, and lower costs to Medicare and Medicaid. The Evercare approach has:
 - Reduced hospitalizations for nursing home residents by 45 percent, and emergency room trips by 50 percent.
 - Achieved high satisfaction rates among enrollees and families. A 2005 survey of enrollees in Evercare's community Medicaid plans showed 91 percent of enrollees and responsible parties were satisfied; 95 percent intended to continue with Evercare.
 - Saved the State of Texas approximately \$123 million in Harris County alone between February 2000 and January 2002 through the STAR+PLUS program.
 - Spurred greater use of nurse practitioners in long-term care, even at facilities that do not participate in the Evercare program.