

Strategic Use of Data and Reporting Helps Arizona Care Network Increase Quality, Lower Costs

Arizona Care Network (ACN) is an accountable care organization (ACO), with more than 5,000 clinicians providing clinical and care coordination services for adult and pediatric patients in Maricopa and Pinal counties.

In its first two years of this agreement, Arizona Care Network achieved the following results:

\$4M

Saved nearly \$4 million in health care spend

22%

Reduced acute hospital admissions by 22 percent

25%

Reduced acute hospital bed days by 25 percent

30%

Attracted 30% more UHC patients over 2 years

Improved Transitions of Care

Arizona Care Network's primary care physicians, hospitals and home health care providers have been able to improve transitions of care for patients and facilitate better communication with all who are involved in a patient's treatment thanks to collaboration and data sharing with UnitedHealthcare. Primary care physicians in the ACO receive regular patient updates, enabling them to monitor all of the care each patient is receiving.

Care coordination teams – including registered nurses, social workers, navigators, and pharmacists as needed – help members manage chronic or complex conditions.

Arizona Care Network coordinates evidence-based care, ensuring that the primary care physicians, specialists and facilities are aligned with Triple Aim – increasing patient satisfaction, improving the health of the population and reducing the cost of health care.

Analytic tools and reports from UnitedHealthcare helped ACN:



Access health information about their patients to help close gaps in care



Identify best practices for disease management



Measure its own performance areas over time

Payment is linked to cost and quality through bonus arrangements; performance metrics include those that measure quality, health outcomes, patient satisfaction, and reduction of medical costs through appropriate service use.

ACN is a partnership between Dignity Health and Abrazo Community Health Network, and also includes Phoenix Children's Hospital, one of the largest children's hospitals in the nation, and Maricopa Medical Center, part of Maricopa Integrated Health System as well as independent providers. Launched in 2013, Arizona Care Network uses innovative technology and programs to improve overall health care delivery and quality by reducing duplicative or unnecessary health care costs.



A Better State of Care

