

WAKEHEALTH CONNECTing Patients to Cost Savings Primary Care

Wake Forest Baptist Health

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As Wake Forest Baptist Health continues to advance its vision of being a leader in population health, we must continue to extend beyond the walls of our hospitals and medical offices and address those social, economic, and environmental conditions that contribute to poor health outcomes, shortened lives, and higher health care costs of the patients we serve.

The potential to significantly impact community and institutional challenges is achievable by adopting strategies that incorporate: a social ecology and place based perspective, realigning the patient-physician relationship, integrating population health perspectives into the chronic care model, and, effectively engaging communities. Based on pre and post data analysis, the WakeHealth Connect program has been successful in influencing the health of uninsured patients for nearly 4 years. Aggregate data findings yield that direct cost, inpatient stays, and ED utilization decrease by 31% for direct cost, 28% for ED utilization, 38% for inpatient stays one year post enrollment. While primary care visit increase by 41% one year post enrollment.

WFBH WakeHealth Connect program, along with community and institutional partners, developed institutional policies and clinical interventions to address chronic disease, social determinants of health, and healthcare access to make these results possible. The WakeHealth Connect management team continues to collaborate with stakeholders to develop referral workflows, and onboard additional team members to increase team capacity to address program and patient needs.