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Think Whole Person Healthcare saved patients an average of \$1,300 on medical expenses in 2017

Disruptive independent primary care model cuts ER visits, hospital admissions and medication costs for patients

Omaha, NE — In 2017, Think Whole Person Healthcare's care coordination efforts resulted in an average savings of more than \$1,300 per patient, according to recent Blue Cross and Blue Shield of Nebraska data about the nearly 8,000 Blue Cross and Blue Shield members attributed to a Think primary care physician.

The Think clinic, which opened in July 2015 and serves over 45,000 patients, has seen savings nearly double in its second full year of operation from the previous year. Total savings per patient rose to \$1,312, from \$745 in 2016, according to the Blue Cross and Blue Shield of Nebraska data.

The savings show that Think – designed specifically to disrupt the health care system by placing independent primary care physicians at the heart of patient care – is having a major effect on patient outcomes and costs.

"Patients are spending less time in hospital and the ER because they are spending more time with their Think primary care physician and the doctor's team," said Think Chief Executive Officer Rick Pane.

"On average, our patients saved \$1,300 on their health care last year alone, tied in large part to fewer ER events and hospital admissions," Pane said. "Over the same 12 months, they spent \$196 more on primary care visits—clear evidence that intensifying primary care visits leads to better outcomes. That means patients are staying healthy, suffering less and enjoying a higher quality of life."

Think's unique model places the patient and their primary care provider at the heart of patient care, and supports them with a robust team including triage nurses, clinical pharmacists, care coordinators and clinical staff. All work from the same electronic health record and proactively engage with patients to ensure continuity of care.

According to Think Chief Medical Officer Joe Miller, the clinic's pharmacy plays a key role in the delivery of cost effective care. "Not only do our pharmacists manage medications for effectiveness, they also review on cost, all with a view to encouraging patient compliance," Miller said. "Blue Cross and Blue Shield patients saved an average of more than \$15 per month on medications."

The core team at Think is augmented by physical therapists, diabetic educators, nutritionists, dieticians, podiatrists, optometrists, behavioral/mental health therapists, dentists and more in one building working together to keep patients healthy.

"Having an entire team look after the patient is the key to true patient-centered care," Miller said. "These cost savings are directly linked to high quality care. Think is the number one quality ACO in Nebraska across BCBS, Medicare and United Healthcare. Higher quality equals better outcomes, which in turn lowers costs as people stay healthy." The technological advancements of electronic health records allow all team members to have access to patient records, ensuring coordinated care.

Think health professionals are able to utilize onsite X-ray, CT scan, ultrasound, mammography and Dexa scans. The Think laboratory performs 93% of lab tests in the facility, with an average turn-around time of 28 minutes, meaning patients and doctors have the results during their appointment.

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About Think Whole Person Healthcare

Think Whole Person Healthcare is one of the largest independent primary care centers in the U.S. The clinic employs more than 350 people across a wide range of primary care disciplines serving more than 45,000 patients.

Think is an Accountable Care Organization (ACO), specifically geared toward serving the needs of patients with chronic conditions who need ongoing care coordination. The center opened on July 6, 2015.

Think takes a team approach to managing its patients with physicians, care coordinators, clinical pharmacists and RNs all working at the center of the team in a unique, integrated approach to managing older, sicker patients with multiple chronic conditions. The clinic also has a dispensing pharmacy and key primary care functions such as podiatry, physical therapy, behavioral health, dentistry and optometry. Labs, X-ray, CT scan, mammograms, ultrasound and Dexa scans are also all done in house. ThinkQuick urgent care is available for walk-in patients.

Think is committed to its mission of providing better outcomes for patients, giving them an enhanced health experience and lowering the cost of their care through looking at the whole person.

Think Whole Person Healthcare
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