

Closing in on 1-year Mark, Chemung Medical Home is a ‘Model’ of Success

HORSEHEADS, NY—FEBRUARY 8, 2011—As the Medicaid clinic in Elmira, NY approaches its one-year anniversary on March 2, Chemung County health and government officials are increasingly optimistic that it will save money while providing better care.

One of the keys to the facility is its ability to integrate electronic medical record data with Medicaid claims data thanks to a robust visual data mining tool provided by Horseheads, NY-based Salient Management Company which will enable the center’s staff to quickly examine patient services and costs and identify opportunities to lower overall medical costs. Salient provides a version of its software solution to the New York State OMIG as well as 12 NY counties to help them reduce Medicaid waste, fraud and abuse.

“This is the only clinic like it in the state,” said Chemung County Executive Tom Santulli. “This is not only going to be a state model, it’s going to be a national model. We are starting to show some real results.”

The facility was nine years in the making, according to Santulli. “When we started this, people were saying, ‘They want to cheapen health care. They want to lessen health care. They want to deny health care.’ Quite the opposite,” Santulli said. “This is here to provide quality health care to those people in need. We want to give it for a reasonable and fair and effective cost. That’s what we want to do. We don’t want emergency rooms to become primary care facilities, and they have been to a large extent.”

Of the patients who will use this clinic, 25 percent went to the emergency room 12 times or more in one year, some as many as 25 times, and half of those visits were for a sore throat or headache, Santulli said.



From left to right: Dr. Sam Thompson, Dr. Thomas Mitchell, Dr. David Schofield and Chemung County Executive Tom Santulli officially announced the opening of the Priority Community Healthcare Center with a ribbon-cutting ceremony on March 2, 2010.

“By providing this single point of entry into the healthcare system, recipients will receive quality healthcare and reduce the over-utilization of the emergency room and other healthcare services utilized by Medicaid enrollees. This care management system, coupled with Salient’s data tracking tool, could serve as a model for the State for true managed care of the Medicaid population,” added Santulli.

“The medical home model for healthcare delivery shows great promise in terms of improving healthcare outcomes and reducing cost,” says Jack Bloise, Salient’s General Manager, Public Sector. “Understanding what utilization patterns need to change and measuring the impact of a new healthcare delivery system requires complete and timely data for clinical staff and evaluators. Delivering on this need has been Salient’s hallmark for 25 years.”

By integrating electronic medical record data with Medicaid claims data at a provider site, physicians can develop specific disease management strategies and measure the outcome of these strategies. This ability will also assist in improving the healthcare status of patients by developing targeted outreach efforts, and will also help to identify patients with multiple providers and prescribers of drugs to efficiently coordinate care.

The 3,500-square-foot Priority Community Healthcare Center is staffed two registered nurses, a nurse practitioner, two administrators, a health case manager, a physician and a physician’s assistant who will serve 4,000 Medicaid patients.

About Salient

Salient Management Company offers business and government a visual data mining solution to improve management efficiency and decision-making. The Salient solution enables users to evaluate results, identify outliers and their root causes, and refine managerial decision-making continuously. Founded in 1986, Salient today serves more than 35,000 users in 53 countries.

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