Targeting Improved Care Management for At-Risk Seniors

As seen in the KLAS Healthcare AI 2022 Report

Organization

Contact
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Primary Use Case
Identifying at-risk seniors for care management

Summary

Knowing that AI and data science resources can be hard to find, SCAN Health Plan implemented KenSci's technology to accelerate their efforts and partnered with us to help train their internal resources. SCAN utilizes 10 models, including one that identifies at-risk seniors in their population who could benefit from care management. The data enables them to be targeted in their care management efforts. The CIO recommends that other organizations starting out with AI focus on achieving specific goals and identifying areas where the technology can have the most impact.

Top Learnings and Steps to Success

- **AI models can catch scenarios overlooked by traditional analytics:**
  AI models are able to ingest and process more data than the traditional analytics models SCAN Health Plan used previously. Because of this, the models are able to catch scenarios and patterns that traditional analytics would miss.

- **AI isn't for everything:**
  It takes a lot of work to identify which use cases will be successful with AI. Some organizations approach AI as a cure-all, but it isn't helpful with everything. SCAN runs about 10 models, and they all have a very high ROI because the organization was prescriptive in determining which use cases to focus on. They utilize a checklist process up front to identify which models are likely to yield the desired results.

- **Plan enough time for the front-end work:**
  It took SCAN about six to eight months to get up and running, and a lot of that was data prep, such as importing data into the cloud and building a data lake. It took a while to sort through some of the data-prep challenges and figure out how to work together internally. Within two to three months after the models went live, SCAN started to see results.

- **Include all relevant stakeholders in setting clear goals:** SCAN's data scientists and analytics teams were involved, as were their business leaders and business analysts that work closely with clinicians. They also worked with the KenSci staff to help them understand what the organization was trying to accomplish. They feel the vendor provided knowledgeable resources who understood what they were trying to achieve and brought a solid understanding of healthcare and clinical data.

Top Outcomes Achieved

- **Improved identification of at-risk seniors:**
  SCAN has been able to improve their identification of at-risk seniors, including those with chronic conditions such as diabetes, by 20%–30%.
- **Reduced hospitalization due to early identification:**
  The data SCAN received on high-risk members allowed the team to make early interventions. As a result, SCAN is seeing a reduction in hospital readmissions.