

Designing New Care Models With Digital Health for Pregnant Women

Medicaid Innovation Collaborative



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About OSF HealthCare

An integrated health system owned and operated by The Sisters of the Third Order of St. Francis, it is headquartered in Peoria, Illinois. OSF HealthCare serves communities in Illinois and Michigan. It has:

- 156 locations
- 2,091 licensed beds
- Two colleges of nursing
- Physician network employing more than 1,500 primary care, specialist and advanced practice providers



osfhealthcare.org



**More than 22,000
Mission Partners**



**15 hospitals – 10 acute care,
five critical access**

OSF HealthCare by the Numbers

157
Locations, including hospitals

747
Advanced Practitioners

1,159
Employed Physicians

22,984
Mission Partners

278,482
Home Health Annual Visits

2,071,842
Outpatient Visits

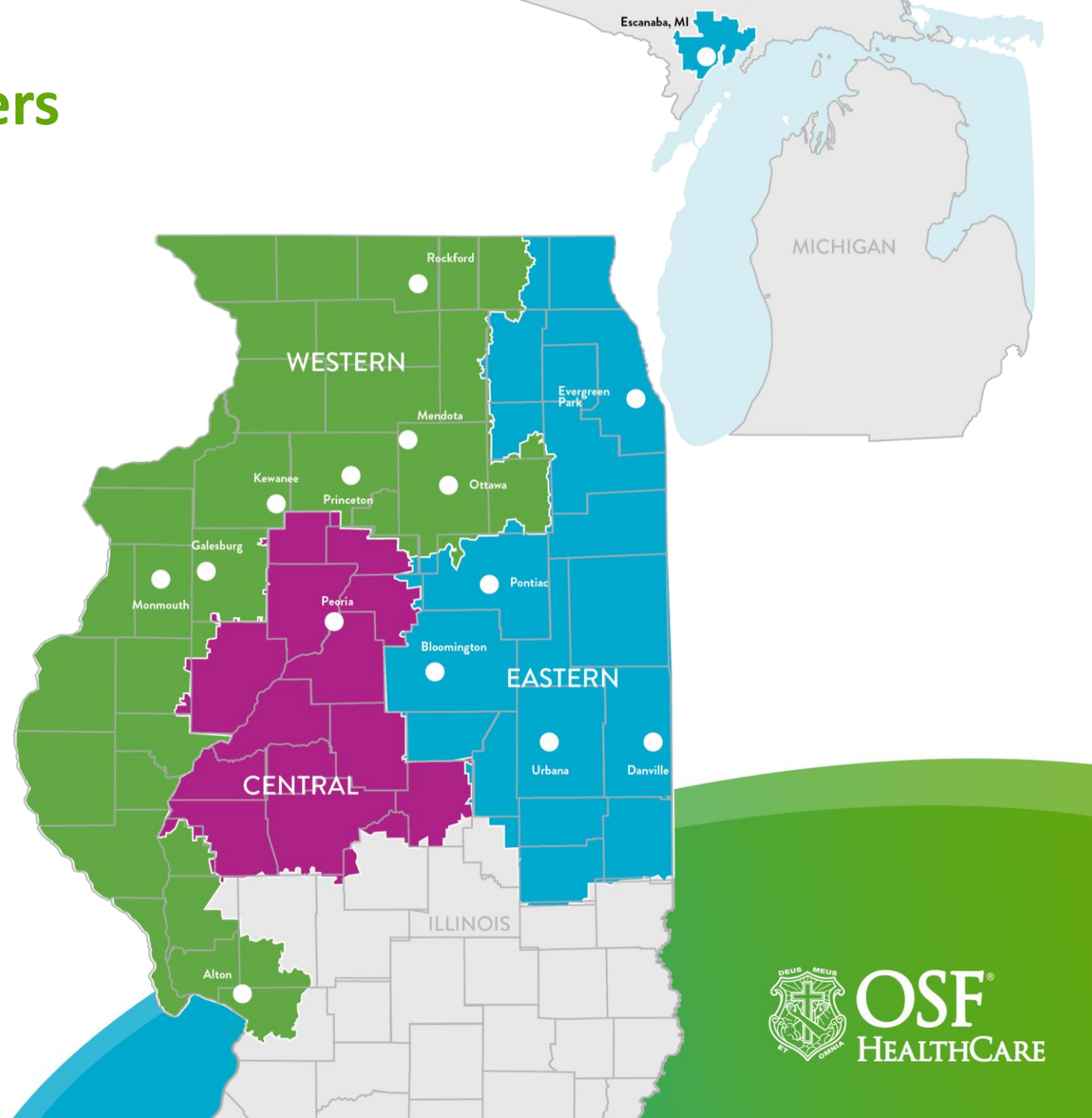
2,792,368
Physician Enterprise Visits

82,466
Inpatient Admissions

3,196
Hospice Patients

1,026,801
Persons Served

\$3.8 Billion
Net Revenue



OSF OnCall

The umbrella for our unique full-scale digital health and convenient care options, OSF OnCall provides an array of services anytime, anywhere. This includes digital platforms and software to connect people with care 24/7 using smartphone apps, video visits and tools to monitor health trends and vital signs. OSF OnCall Urgent Care offers in-person or virtual visits for minor injuries and illness, and OSF OnCall Connect supports people with a full range of health needs through digital and at-home support. Other home and hospital based digital care programs include intensive care, tele-hospitalist and digital hospital.

osfoncall.org



**Connecting people
with care 24/7**



**In-person, virtual, home-based
and hospital-based care**



Digital Experience

New tools, methods and processes to make the health care journey easier and more convenient. Many consumers are opting to use telehealth for specialty care.

(Before)



Digital Care

Our program means treatment and after-care opportunities are connected, personalized and easy to use.

(During and after)



On-demand

We empower you to take charge of your health through a self-navigated health care experience.

(Immediate, self service)

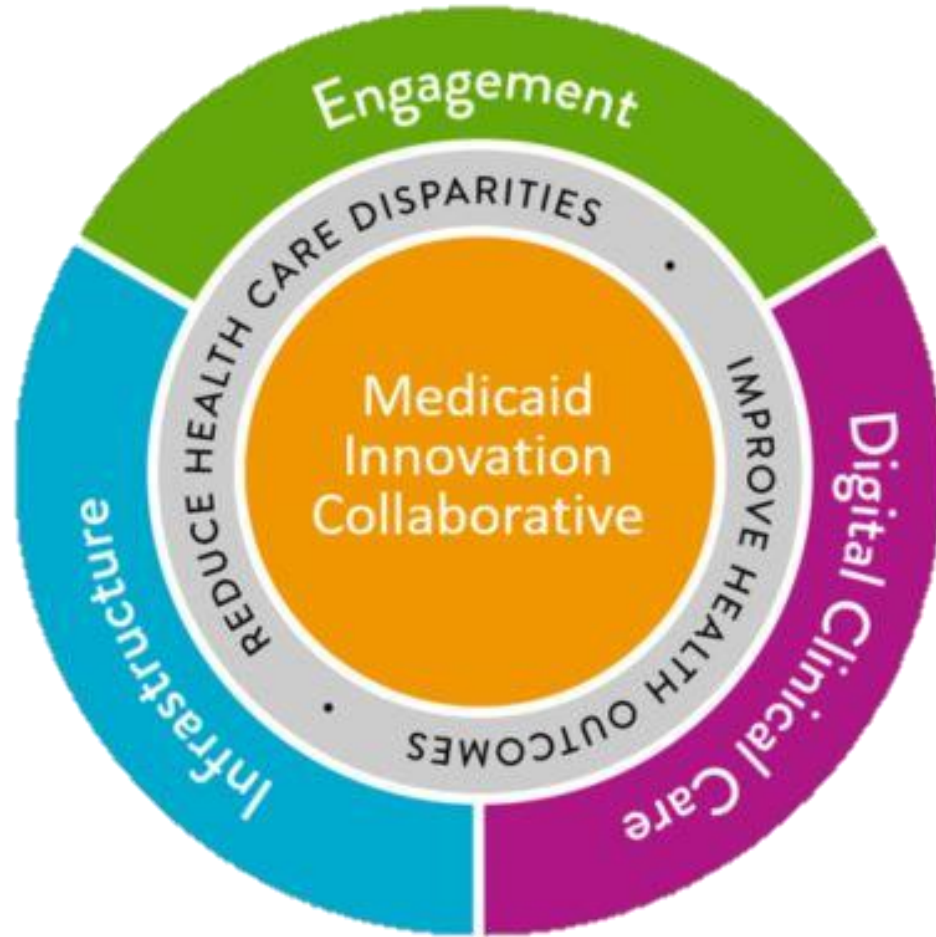


MEDICAID INNOVATION
COLLABORATIVE



Funds for the Medicaid Innovation Collaborative (MIC) come from the Illinois Department of Health and Family Services / Healthcare Transformations Collaboratives. MIC will radically transform Medicaid delivery in Central Illinois, using innovation to improve access to care, improve healthcare outcomes, and address unmet needs. MIC partners—which serve our communities' most vulnerable—are shown to the right.

Medicaid Innovation Collaborative



- **MEDICAID INNOVATION COLLABORATIVE:** Medicaid patients, Federally Qualified Health Centers, community based organizations and OSF OnCall Digital Health will partner together to transform Medicaid delivery in Illinois by improving quality, increasing access, and addressing health disparities.
- **ENGAGEMENT:** We will build engagement through continuous listening and feedback, flexibility and agility based on neighborhood and community needs and build trust by being always available.
- **INFRASTRUCTURE:** We will build technology platforms, use frictionless integration, predictive analytics, community health worker workforce training, and mobile technology vans.
- **DIGITAL CLINICAL CARE:** We will utilize chronic disease management, digital wrap-around services (remote patient monitoring), deploy digital behavioral health services and digital prenatal and postpartum care programs, cancer screenings and virtual care 24/7/365.

Need for Change

Women in the U.S are most likely to die when compared to 10 other developed countries.

17.4 women die per 100,000 live births

More than 4 out of 5 pregnancy deaths are preventable

Black Women are more likely to die from a pregnancy related medical condition

White women are more likely to die from a pregnancy related mental health condition

Virtual Pregnancy & Post-Partum Support Overview

Length	Eligibility	Program	Care Plans
• 8 weeks of Pregnancy through 6 weeks Postpartum	• Woman in State of IL with Medicaid	• Education • 24/7 Access • BP monitoring • Virtual Visits • Counseling • Lactation Support • And more!	• 1st Trimester • 2nd Trimester • 3rd Trimester • Vaginal Delivery • With and without infant care • C-Section Delivery • With and without infant care

Virtual Pregnancy & Post-Partum Program Goals

1. Transform the healthcare delivery system for Medicaid beneficiaries in distressed communities.
2. Add a layer of support for our clients that is person-centered, integrated and equitable.
3. Increase the number of pregnant women who will receive timely prenatal care, starting in the first trimester
4. Measure and increase the number of women who will be screened for post-partum depression
5. Measure and increase the number of women who receive a Social Determinants of Health (SDoH) assessment.



Community
Enrollment

Data Driven
Outreach

Provider
Referral

Marketing



Access

- Clinical team 24/7, 365 via chat, phone or video
- Check in questions based on where the patient is in their pregnancy journey



Test, 2:20 PM
yes 2 pm would be great. thank you

Amy S, RN, 2:21 PM
That sounds great! I've scheduled you for a visit today at 2pm. Our provider will contact you by telephone for your visit. Please let me know if you have any other concerns.





Test, 2:19 PM
My urine is dark and smells bad. I have had symptoms for 2 days now and I am worried.

Amy S, RN, 2:20 PM
I am sorry to hear you're feeling this way. I think it would be best to schedule a virtual visit with one of our providers. Is there a time today that would be best for you to speak with our provider?





Education

Reminders (2)

One of the most important things you can do while sick and pregnant is stay well hydrated. If you can, try to drink plenty of water.

- **Drink 8 glasses per day**, unless your provider has recommended that you limit your fluids for other health reasons

Reminders (2)

After 28 weeks, you'll begin to feel your baby rolling, kicking, or fluttering. It's important to pay attention to how much your baby is moving.

Here's how.

- Find a comfortable position during a time when you feel your baby is most active. This could be after a meal or when you first wake up.
- Time how long it takes to feel 10 movements
- Do this every day around the same time and record it
- You'll begin to notice a pattern of what's normal for your baby

If you're not feeling your baby move or your baby is moving less, don't panic.

Try the following:

- lie on your left side
- eat a small meal
- do some gentle stretching
- wait 2 hours and try again

In the beginning, it may be hard to tell the difference between a baby's movement and gas. This will become easier with time. You should feel at least 10 movements in 2 hours. Once you have felt 10 movements you can stop counting. If you do not feel the movements, contact your care team.

You can always contact your provider if you have questions or concerns.

[view more](#)

Second Trimester Testing

There are several tests that are done during the second trimester.

Multiple Marker Test

This is a blood test. It's used to screen for birth disorders and defects. This is only a screening test. More tests may be needed for a diagnosis.

Ultrasound

This may be done between 18 - 20 weeks to check the baby's growth and development. This test may also be used to find out whether your baby is a boy or girl.

Glucose Tolerance Test

This test checks how well your body is processing glucose (sugar) during pregnancy. Check out the video below to learn more about this test.



- Automated Patient education based on where they are in their journey
 - Videos, articles, and written education
- Virtual Weekly Education Groups
 - Normal Signs in Pregnancy
 - Labor
 - Newborn Care
 - Breast Feeding
- Virtual Bi-Weekly Mental Health Support Groups
 - Depression
 - Anxiety
 - Support System
 - Taking Care of Yourself



Supportive Services

Lactation Support



Supplies



Clinical
Counseling

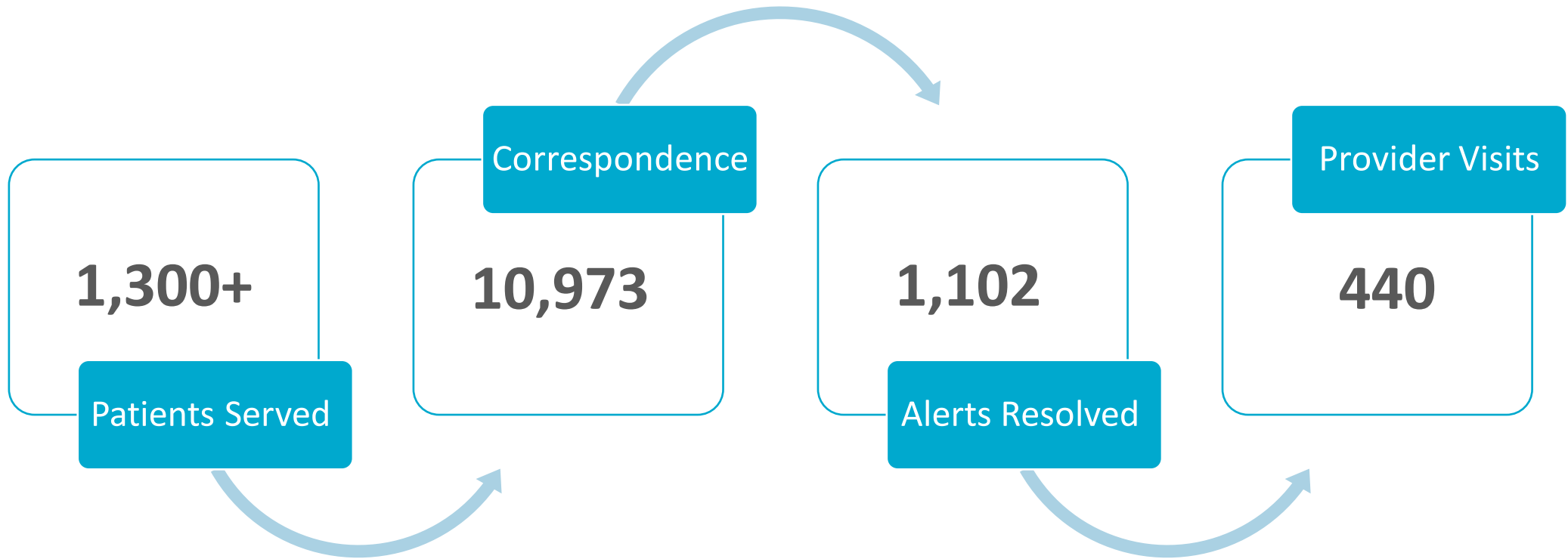


Depression
Screening



SDoH Assessment
& Alignment





81% of patients who consent to the program are engaged

86% of patients want a SDoH assessment, 36% Complete the process

They set me up for a free breast pump, maternity belt, post-partum binder, milk storage bags, and a blood pressure cuff through the app. It was very easy. Also, the daily questions caught something that I needed to talk to a provider about.

Amazing support team and I love that the app has a lot of personalized and useful information.

I'm always able to get help and have questioned answered even at 230 in the morning when I'm at work. I work midnights as a CNA and those are the times, I have the most questions about different things I experience

I liked that someone called and asked if I would like to join this. It was very nice because I will be going about 10 weeks without an appointment so if I have any questions, I feel very comfortable with this app/tool and be able to ask questions if need be.



They have all the resources and people to talk to if you need help, whether it may be financial help or emotional help.



Lessoned Learned

Post-Partum
Loop
Expansion

Group
Education
Sessions

Staff
Simulations
on Suicide

Future:
Pregnancy
Loss Program



Resources

- Tikkanen, R., Gunja, M. Z., FitzGerald, M., & Zephyrin, L. (2020). Maternal mortality and maternity care in the United States compared to 10 other developed countries. *The Commonwealth Fund*, 10.
- Maternal morbidity and mortality. IDPH. <https://dph.illinois.gov/topics-services/life-stages-populations/maternal-child-family-health-services/maternal-health/mmmr.html>. Accessed April 10, 2023.