CASE STUDY

Enhancing Clinical Disease Management Support Services

INTRODUCTION

Over six months (July–December 2024), LANES collaborated with Northeast Valley Health Corporation (NEVHC), a major FQHC with 17 locations, to enhance clinical management of diabetes and adult asthma —two high-impact diseases affecting underserved populations.

BACKGROUND

LANES has partnered with NEVHC to integrate LANES data into NEVHC's workflow to reduce unnecessary emergency and inpatient visits for diabetic and asthmatic patients, many of whom are in risk contracts through NEVHC's IPA affiliations.
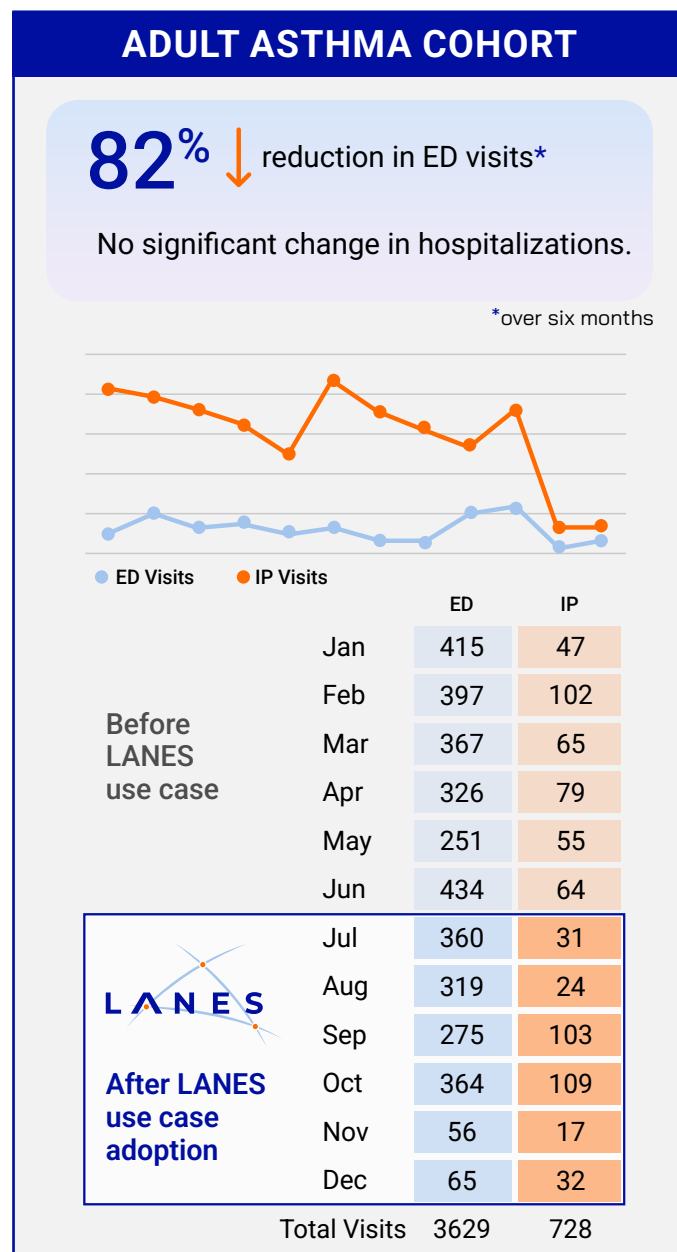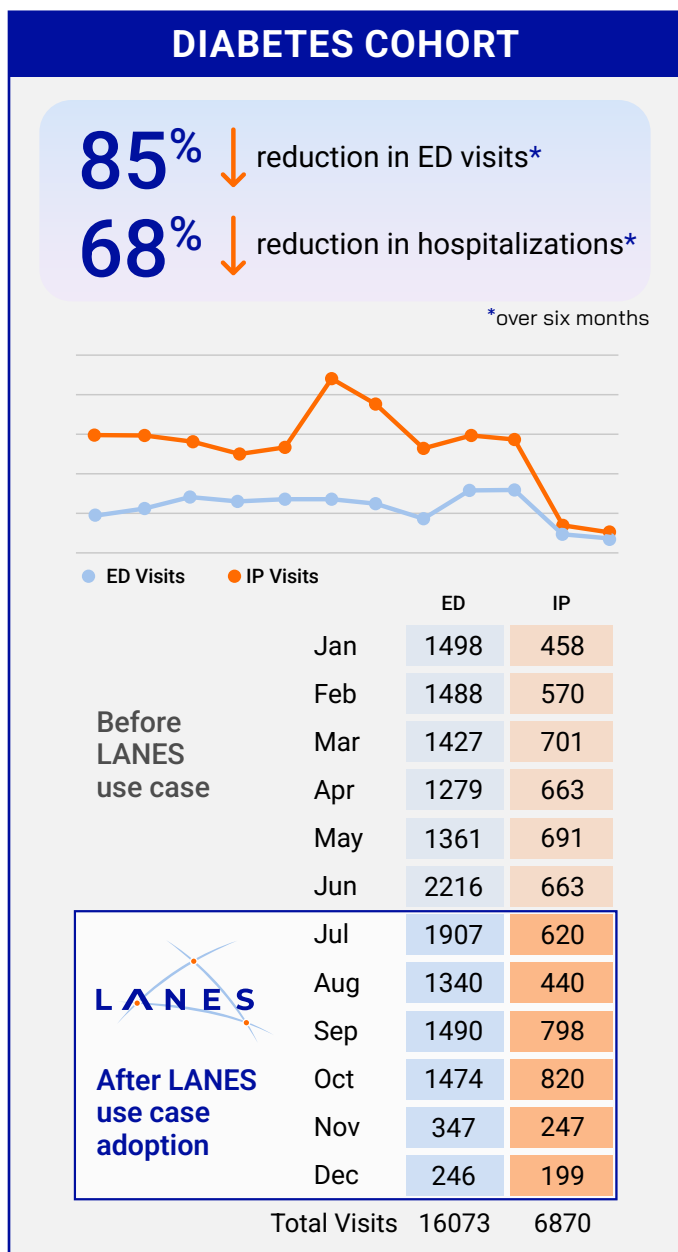
METHODOLOGY

LANES and NEVHC's collaborated to support the diabetes and asthma care teams by:

- **Processing Patient Rosters:** 8,000+ diabetes patients, 2,000+ adult asthma patients.
    - Reviewing ED visits to determine if they were asthma or diabetes-related.
    - Checking NextGen EHR for prior diagnosis.

- **Triggering clinical follow-ups:**
    - **For diagnosed patients:** Direct provider test action to the disease coordinator.
    - **For undiagnosed patients:** Referral to Primary Care Provider for evaluation.

- **Clinical Inclusion Criteria:**
    - **Diabetes:** Fasting glucose >125 mg/dL OR A1C >6.5% OR random glucose >200 mg/dL.
    - **Asthma:** Age >18, recurrent symptoms (wheezing, cough, dyspnea), FEV increase ≥12% post-inhaler use.

- **Regular Team Reviews:** Weekly data utilization check-ins; monthly progress assessments.

RESULTS

In partnership with NEVHC, we were able to reduce ED visits for diabetic cohort patients by over 85% over a 6-month period. Similarly, we were able to reduce hospitalizations by approximately 68% over a 6-month period.

DIABETES COHORT

85% ↓ reduction in ED visits*

68% ↓ reduction in hospitalizations*

*over six months

● ED Visits ● IP Visits

		ED	IP
Before LANES use case	Jan	1498	458
	Feb	1488	570
	Mar	1427	701
	Apr	1279	663
	May	1361	691
	Jun	2216	663
After LANES use case adoption	Jul	1907	620
	Aug	1340	440
	Sep	1490	798
	Oct	1474	820
	Nov	347	247
	Dec	246	199
	Total Visits	16073	6870

ADULT ASTHMA COHORT

82% ↓ reduction in ED visits*

No significant change in hospitalizations.

*over six months

● ED Visits ● IP Visits

		ED	IP
Before LANES use case	Jan	415	47
	Feb	397	102
	Mar	367	65
	Apr	326	79
	May	251	55
	Jun	434	64
After LANES use case adoption	Jul	360	31
	Aug	319	24
	Sep	275	103
	Oct	364	109
	Nov	56	17
	Dec	65	32
	Total Visits	3629	728

CONCLUSION

By embedding real-time patient data into clinical workflows, LANES enabled NEVHC to improve care coordination, reduce hospital utilization, and enhance patient outcomes.

As LANES expands into care management support, disease-specific data integration can strengthen clinical decision-making, reduce patient leakage, and optimize healthcare resources, paving the way for scalable, high-impact interventions across diverse care settings.