

# Case Study



## CCM Drives Clinical Outcomes at a Large Group Practice (without additional staff)

A partnership between the Toledo Clinic and CircleLink Health to implement Chronic Care Management reduced healthcare costs by more than 30%

### Overview

A full claims analysis demonstrates that care management reduced healthcare costs by more than 30%. CircleLink Health, the most comprehensive Chronic Care Management Platform, collaborated with the Toledo Clinic to showcase how this can be done efficiently. This case study explores how the medical group achieved these results while removing staff burden by outsourcing Chronic Care Management.

### The Challenge

Deliver improved patient clinical outcomes and lower costs in healthcare, especially among those patients with chronic conditions, which is a constant challenge for most medical organizations across the United States.

### The Solution

The Toledo Clinic partnered with CircleLink's industry-leading Chronic Care Management Platform, which includes highly qualified RN Care Coaches. CircleLink's team took care of all the hard work - from care management services and patient engagement to implementing and creating care plans, progress tracking, monitoring, and managing CircleLink's staff of RNs. Because of the high level of involvement from CircleLink, The Toledo Clinic's implementation process consisted of just a few brief meetings.

### Study Methodology

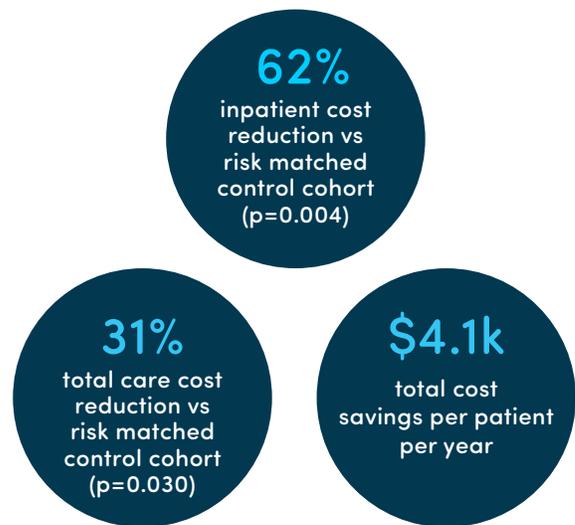
Toledo Clinic's MSO, Agilon [no relationship to CircleLink], did a full claims analysis of Medicare Advantage patients on CircleLink CCM compared to a risk-matched control cohort at the same clinic with the same insurance. The data covers the period from 8/1/2020 to 4/30/2021.

### Cohort selection and risk-matching details:

Pre-Enrollment Metrics	Control Group (n=326)	Enrolled (n=326)	p-value
Inpatient Admissions (avg)	0.16	0.13	0.476
ER Visits (avg)	0.44	0.46	0.832
Complex Age 80+	14	16	0.852
Frailty DME	33	37	0.704
Frailty Diagnosis	94	96	0.931
Charlson Score (avg)	2.49	2.54	0.797
Risk Score (avg)	0.33	0.33	0.997

### The Results

CircleLink Health's CCM Platform, in partnership with the Toledo Clinic, did some amazing things.



In conclusion, the partnership with CircleLink Health to execute Chronic Care Management drove proven clinical outcomes and additional Medicare reimbursements for the Toledo Clinic without needing out-of-pocket costs or additional staff.

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to learn about the impact our CCM platform can make for both your patients and your practice.