# Accountable Care in Action

**CASE STUDY: State of Franklin Healthcare Associates (SOFHA)**

## MEET THE PROVIDER

State of Franklin Healthcare Associates (SOFHA) is the largest physician-led, employee-owned, multi-specialty primary care group in the United States. Headquartered in Johnson City, Tennessee, SOFHA consists of more than 1,300 team members and 280 providers working together to improve the quality of life in the communities they serve.

## Meet the Patient

A 63-year-old woman who has advanced hepatic cirrhosis and chronic liver disease. She needs a liver transplant, however, is not currently a candidate for surgery due to her multiple other health conditions, including hypotension, obstructive sleep apnea, and plural effusion. She is scheduled for thoracentesis every Monday and Friday, but often misses appointments due to lack of transportation. She has visited the Emergency Department 35 times in the past 12 months.

## Care Challenges

The patient resides in a rural area that lacks transportation and other services for seniors. She struggles to take her medication as directed and does not qualify for state-funded caregiver support. The patient is also unwilling to accept behavioral health support, and there are no accessible at-home behavioral health options.

## The Accountable Care Solution

By participating in the Medicare Shared Savings Program, SOFHA could afford to create a Clinical Excellence Team, consisting of Case Management, Clinical Pharmacists, Home Visits Team and Social Workers. This team is dedicated to analyzing the data from patients who visit the Emergency Department frequently and identifying why it is happening. In this patient's case, the team recognized that to meet her goal of being eligible for a liver transplant, she needed additional support in getting her other health conditions under control, which required making sure she consistently made her doctors' appointments and took her medication. By deploying a Home Visits Team Nurse Practitioner to her home, SOFHA could better monitor her health, address her various needs, and support her with taking her medication. As a result, within 8 months, the patient underwent a successful liver transplant and has experienced a significant improvement in her overall health.