

Technology Enablement Role in the Idaho Rural Health Grant

IHCA Board Presentation Document

Session Summary

This seminar will introduce a coordinated rural healthcare model designed to deliver the right care at the right time through integrated technology, including wearable monitoring, pharmacy collaboration, 24/7 nursing access, telehealth, education, and care coordination. Participants will learn how these strategies can reduce avoidable 911 calls, emergency department visits, and hospitalizations while improving patient outcomes. Beginning in Idaho's rural communities with the goal of statewide expansion, this initiative is designed to demonstrate measurable improvements in quality, access, and cost of care. The outcomes from this program will serve as the foundation for requesting restoration of Medicaid reimbursement rates and reversing the 4% reduction by demonstrating that strategic investment in coordinated care can reduce overall healthcare spending while improving patient outcomes.

Core Message to the IHCA Board

The role of the technology enablement platform is to serve as the technology-enabled coordination, intelligence, and reporting layer that allows the Idaho rural health grant to operate as a unified clinical initiative rather than six disconnected interventions.

The objective is to prove that coordinated rural care can:

1. Reduce unnecessary healthcare utilization.
2. Improve access to timely clinical support.
3. Improve clinical outcomes for rural Idaho patients.
4. Reduce total cost of care and avoidable spend.
5. Generate transparent reporting to support Medicaid funding and reimbursement advocacy.

Introduction / Opening Remarks

The Idaho rural health grant can become more than a set of individual clinical programs. It can become a coordinated, measurable care model that demonstrates how strategic investment in rural healthcare improves outcomes, expands access, and reduces unnecessary healthcare utilization.

At the center of this effort is a technology enablement platform that serves as the technology and orchestration layer for the initiative. The platform enables the acquisition, aggregation, analysis, and contextual summarization of clinical content across multiple care settings and intervention partners. In practical terms, that means taking information that is often fragmented — patient activity, clinical signals, pharmacy insights, nursing interactions, telehealth encounters, education touchpoints, and care coordination activity — and turning it into actionable intelligence.

This technology foundation allows the initiative to transparently convene and coordinate six targeted clinical interventions: wearable monitoring, pharmacy collaboration, 24/7 nursing access, telehealth, patient and caregiver education, and care coordination. Together, these interventions are designed to deliver the right care at the right time, reduce avoidable 911 calls, emergency department visits, and hospitalizations, and improve outcomes for rural Idaho patients.

Just as importantly, the technology enablement platform provides the reporting infrastructure needed to show what is happening across the initiative: who is being served, what interventions are occurring, what outcomes are improving, and where utilization and cost trends are changing. That visibility is essential not only for operational success, but also for demonstrating to Medicaid and other stakeholders that coordinated investment in rural care can reduce total healthcare spending while improving quality and access.

The long-term goal is to begin in Idaho's rural communities, prove the model through measurable results, and use that evidence to support statewide expansion — including the case for restoring Medicaid reimbursement rates and reversing the 4% reduction.

Talking Points

1. The Problem: Rural Healthcare Needs a Coordinated Model

- Rural Idaho communities face persistent challenges around access, workforce capacity, avoidable emergency utilization, and fragmented care delivery.
- Many patients end up using 911, emergency departments, or hospitals because lower-acuity support is unavailable, delayed, or poorly coordinated.

- Existing interventions often operate in silos, making it difficult to understand what is working, where gaps remain, and how outcomes are changing.
- To make the case for Medicaid reimbursement restoration, IHCA needs more than anecdotes. It needs measurable, transparent evidence that coordinated care reduces overall spend while improving outcomes.

2. Technology Enablement Role: The Technology and Orchestration Layer

- The technology enablement platform enables the initiative to collect and organize clinical information from multiple sources and intervention partners.
- It supports the acquisition, aggregation, analysis, and contextual summarization of clinical content.
- It transforms fragmented activity into a coordinated view of patient needs, intervention activity, and outcomes.
- The technology enablement platform is not replacing clinical judgment; it is enabling the clinical ecosystem to see more clearly, respond more quickly, and coordinate more effectively.
- The platform creates transparency across the initiative so stakeholders can understand what actions are being taken, why they matter, and what results they are producing.

3. The Six Coordinated Clinical Interventions

A. Wearable Monitoring

- Wearable devices can help identify changes in patient status before they escalate into emergencies.
- Monitoring can support earlier intervention for patients with chronic conditions, frailty, fall risk, or other high-utilization risk factors.
- The goal is to move from reactive care to proactive care.

B. Pharmacy Collaboration

- Pharmacists are a critical but often underutilized rural healthcare resource.
- Pharmacy collaboration can support medication adherence, reconciliation, chronic disease management, and identification of medication-related risks.
- Better pharmacy integration can help prevent avoidable deterioration, ED visits, and hospitalizations.

C. 24/7 Nursing Access

- Around-the-clock nursing access gives patients and caregivers a trusted clinical resource before they default to 911 or the emergency department.
- Nurses can triage concerns, provide education, escalate when appropriate, and redirect patients to the right level of care.
- This directly supports the goal of reducing avoidable emergency utilization.

D. Telehealth

- Telehealth expands access to clinical expertise in communities where distance, staffing, and transportation are major barriers.
- It allows patients to receive timely support without unnecessary travel or escalation.
- Telehealth also strengthens the connection between rural patients, care teams, and specialists.

E. Patient and Caregiver Education

- Education helps patients and families understand symptoms, medications, care plans, and when to seek help.
- Better-informed patients are more likely to use appropriate care pathways.
- Education is especially important in reducing preventable utilization driven by uncertainty, fear, or lack of access to guidance.

F. Care Coordination

- Care coordination connects the pieces of the model so patients do not fall through the cracks.
- It ensures that monitoring alerts, nurse interactions, pharmacy insights, telehealth visits, and education needs are connected into a coherent care plan.
- This is the mechanism that turns individual interventions into a coordinated rural health strategy.

4. Why Technology Matters

The value of the initiative depends on more than launching six interventions; it depends on connecting them. The technology enablement platform provides the connective tissue between clinical activity, operational workflows, and outcomes reporting.

The technology enablement platform helps answer key questions:

- Which patients are being served?
- What interventions are being delivered?
- What risks are being identified?
- What follow-up actions are occurring?
- Are ED visits, 911 calls, and hospitalizations decreasing?
- Are outcomes and access improving?
- Is the model reducing total cost of care?

5. Transparency and Reporting

A major advantage of the technology enablement platform is the ability to report across the initiative rather than relying on disconnected data sources. Reporting can support:

- Patient engagement metrics.
- Intervention activity.
- Utilization trends.
- Outcome measures.
- Cost and spend impact.
- Rural access improvements.
- Program performance by community, partner, or intervention type.

6. Medicaid Funding and Reimbursement Strategy

The initiative is designed to generate the evidence base needed to support Medicaid funding efforts. The central argument is that restoring Medicaid reimbursement rates and reversing the 4% reduction should not be viewed only as a provider payment issue. It should be positioned as a strategic investment in coordinated care infrastructure that can reduce avoidable utilization and lower total healthcare spending.

If the program demonstrates fewer unnecessary ED visits, hospitalizations, and emergency calls, it strengthens the case that Medicaid investment in rural care produces measurable system-wide savings. The

technology enablement platform helps make that case credible by creating a transparent record of activity, outcomes, and impact.

Suggested Board-Level Framing

This initiative gives IHCA an opportunity to move from advocacy based on need to advocacy based on measurable impact.

The message to Medicaid and state leaders becomes:

If Idaho invests in coordinated rural healthcare, we can improve access, reduce avoidable utilization, improve outcomes, and lower total cost of care. The technology enablement platform provides the technology infrastructure to coordinate that work and prove the results.

Closing Talking Point

The Idaho rural health grant is not just a pilot program. It is a chance to build a repeatable statewide model for rural care transformation.

By combining wearable monitoring, pharmacy collaboration, 24/7 nursing support, telehealth, education, and care coordination — and by using a technology enablement platform to aggregate, analyze, summarize, orchestrate, and report across those efforts — IHCA can demonstrate that coordinated rural healthcare is both clinically effective and financially responsible.

The goal is clear: better care, earlier intervention, fewer avoidable emergencies, stronger rural providers, and a compelling evidence base to support restoration of Medicaid reimbursement rates and reversal of the 4% reduction.