

RGHS Cares for Employees with New Benefit through GRIPA

Care Management Services is a significant part of GRIPA's Clinical Integration program, and all RGHS employees receive this benefit as Clinical Integration "members". Care Management Services partners with doctors to give members personalized education, care coordination, and reduced out-of-pocket costs. Our healthcare system can be difficult to navigate and the amount of information providers and patients handle is staggering. The technology GRIPA created efficiently organizes this information, allowing care managers and providers to identify members with chronic conditions that may benefit from extra care, or members at risk for a serious illness that is preventable. GRIPA's team of pharmacists, social workers, and nurses work together to:



- Help patients make their appointments and identify what issues to discuss, which addresses the barriers that prevent a patient from accessing health care providers
- Remind patients to get their blood drawn or see a specialist, which supports the standards of care for chronic diseases such as asthma, diabetes, high blood pressure, and more
- Educate patients about their medications, when urgent care is a better choice than waiting for an appointment with the doctor, and how to make healthy decisions every day, all of which adds up to improved health and lower costs for patients.

During 2009, Rochester General Health System engaged the GRIPA Clinical Integration program for all RGHS employees and their families – one more step towards Excellence Every Day. We at GRIPA are excited at this opportunity to share our expertise and services with the people we work so closely with everyday as we reach out by phone or mail to the employees who may benefit the most. With GRIPA working hand-in-hand with employees, family members and their doctor, the chance of working with the healthiest hospital system in Rochester just got better.



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