

Home-Delivered Meals and Community Health Workers: A Powerful Combination to Support Vulnerable Members



Summary Report

Background

About 6.2 million adults in the United States have congestive heart failure¹ (CHF)—or an ongoing inability of the heart to pump enough blood through the body to ensure a sufficient supply of oxygen. CHF is typically treated with a combination of lifestyle and dietary changes, and medications. However, many people lack the education, social supports and resources to manage this chronic condition and improve health status.

Inland Empire Health Plan (IEHP) and Mom's Meals[®] partnered in a pilot program to improve the health of IEHP members through better access to nutritious food, nutritional education and improved monitoring.

This pilot shows significant cost savings can be achieved by supporting people who have CHF with home-delivered meals and related health services.

Total cost for caring for the members in the pilot went from \$7.2 million to \$5.4 million per year.

Program Goals

1. To develop a strong rapport-based relationship with members
2. To improve nutritional literacy and debunk myths
3. To reduce preventable ED/hospital visits

Expected Outcomes

- Decreased utilization of healthcare services, as measured by ED/hospital visits
- Reduction in medical spend, as measured by medical claims

Heart failure costs the U.S. about \$43.6 billion in 2020.

This total includes direct and indirect costs, with over 70% of attributed to medical costs.^{2,3}

TARGET POPULATION

- Dually-eligible (Cal MediConnect) members with congestive heart failure and a minimum of two previous hospital stays within the prior 12 months
- Members reside in Riverside or San Bernardino Counties in California

RECRUITMENT:

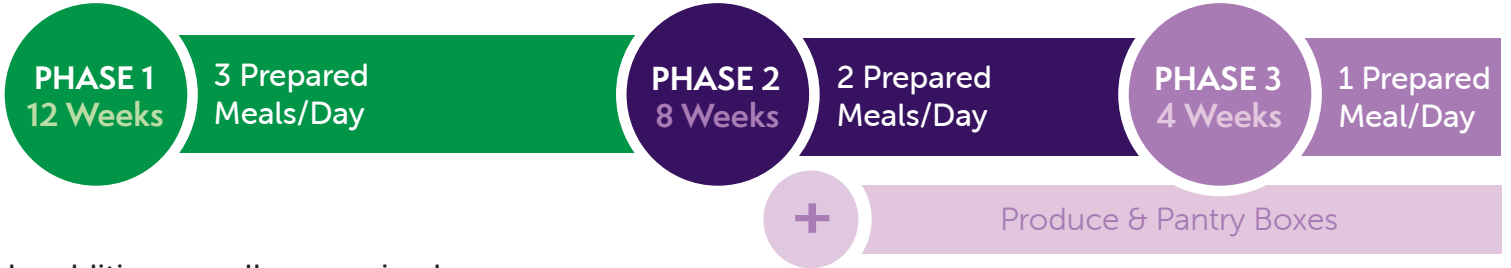
IEHP Community health workers (CHWs) conducted initial in-person visits with members to address social needs. Recruited members remained engaged with CHWs, nurses, and registered dietitians for a 24-week period.

ENROLLMENT

93 members

Intervention

Enrollees received **home-delivered meals by Mom's Meals for 24 weeks:**



In addition, enrollees received...

Program Services from Mom's Meals

- Medically-tailored food included:
 - 1 produce box every week for 12 weeks
 - 1 pantry box every other week for 12 weeks with recipe cards to encourage healthy cooking
- Nutrition counseling included up to 7 sessions with Mom's Meals registered dietitians
- Exterior safety checks were captured by Mom's Meals delivery drivers
- In-Person health and wellness surveys were captured by Mom's Meals delivery drivers

Program Services from IEHP

- CHWs from IEHP have a deep understanding of their community served
- ICT (Interdisciplinary Care Team) meetings were requested by the health plan care team and involved the care team, a primary care physician and Mom's Meals registered dietitians
- Digital weight scales were delivered in-person by IEHP Care Navigators at the start of the program

Outcomes



TOTAL COST
\$7.2 million to \$5.4 million



50% Reduction
in Hospitalization
211 to 105
Reduction in Annual Hospital Visits
2.3 to 1.1 per member per year



ANNUAL COST
\$77,419 to \$58,064
per member per year
=
\$19,355 per year cost savings
or \$1,613 per member per month

This was primarily from decreased hospitalizations and associated costs.

1,560
Meal Deliveries

28,054
Individual Meals
Delivered
(304 average meals/member)

318
Nutritional Counseling
Sessions Completed
(4 average/member)

57
ICT Sessions
Completed
(1 average/member)

1,131
Produce/Dry Good
Boxes Delivered
(11 produce & 6 dry good
average/member)

1,829
Driver Surveys
Completed
(1 average wellness
check/member)



CUMULATIVE TOTAL WEIGHT LOSS = 339 lbs.
AVERAGE WEIGHT LOSS/PERSON = 5.8 lbs.

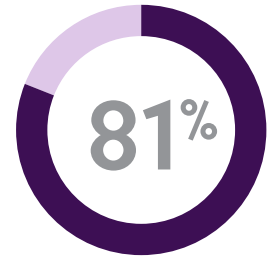
CUSTOMER SATISFACTION



Overall program
SATISFACTION



Said eating habits
IMPROVED after
participation

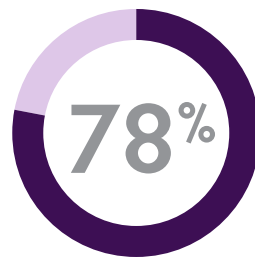


PREFER MEALS over
produce and pantry boxes
Produce Box 16%
Pantry Box 3%

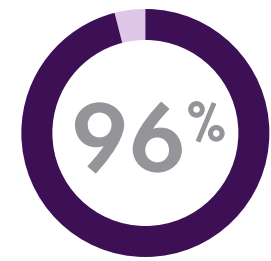
EATING HABITS & PROGRAM IMPACT



Tried a **NEW**
fruit or vegetable



Said home-delivered meals were
the **MOST IMPACTFUL** part of
this program



Agreed that speaking with a
Mom's Meals registered
dietitian helped them
**BETTER MANAGE THEIR
CHRONIC CONDITION**
or reach their health goals

CONTACT:

Catherine Macpherson, MS, RDN
Senior Vice President Healthcare Strategy
Chief Nutrition Officer
catherine.macpherson@momsmeals.com
844-280-2134



www.momsmeals.com