Meet Your Three Patient Populations

1. **The high-risk patient**
   - These patients have at least one complex illness, multiple comorbidities, and psychosocial problems.
   - The typical high-risk patient should have a one-on-one relationship with the health system, principally through a high-risk care manager.
   - **The ideal care team**
   - Providers should aim to:
     1. Deliver intensive, comprehensive, and proactive management
     2. Trade high-cost acute care services for low-cost care management wherever and whenever it is clinically effective to do so

2. **The rising-risk patient**
   - These patients typically represent 20% of the population and have multiple risk factors that could push them into the high-cost category if left unaddressed, such as a diabetic patient who is also obese and smokes.
   - The typical rising-risk patient should be managed in the medical home.
   - **The ideal care team**
   - Providers should aim to:
     1. Avoid unnecessary spending and keep these patients from becoming high-risk
     2. Manage these patients in enhanced primary care, such as the medical home

3. **The low-risk patient**
   - Roughly 75% of patients fall into this category. They’re either healthy or have a well-managed chronic condition.
   - This patient type is typically looking for convenient access to the services they need most.
   - The low-risk patient’s principal means of interacting with the system should be through a patient portal.
   - **The ideal care team**
   - Providers should aim to:
     1. Keep the patient healthy
     2. Maintain their loyalty to the system
     3. Collect data on the patient so they can treat them more effectively when they do need care

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**Number of Conditions**
- **Four**
- **Five or more**

**Per centage of Medicare Beneficiaries**
- **High-risk**
  - 55% of population
- **Rising-risk**
  - 20% of population
- **Low-risk**
  - 75% of population

**Number of Conditions**
- **Zero or one**
- **Two or three**
- **Four**
- **Five or more**

**Percentage of Total Medicare Spending**
- **High-risk**
  - 5% of population
- **Rising-risk**
  - 20% of population
- **Low-risk**
  - 75% of population