

# Nexus Health Systems' Approach to Medically Complex Children

## INSIGHTS FROM RESEARCH, DATA ANALYSIS, AND INTERVIEWS

Children with medically complex conditions often face extraordinary health challenges, usually including multiple diagnoses and a high prevalence of comorbidities. Nexus Health Systems targets this specific patient group, making it a key partner for traditional children's hospitals when extreme outlier cases require intricate care. Nexus enlisted Quantily LLC, an independent research firm,

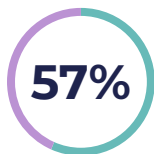
for a data-driven evaluation of its clinical complexity. The three-fold goal was as follows: First, to review literature on best practices, needs, and challenges of medically complex children. Second, to measure the complexity of Nexus cases. Third, to gather in-depth insights from patient families about outcomes and experiences at Nexus.

## QUANTITATIVE DATA ANALYSIS: UNDERSTANDING NEXUS'S PATIENT POPULATION

We analyzed admission and discharge data from 546 patient cases and found that Nexus's patient population is predominantly made up of health outlier profiles, frequently with multiple diagnoses and comorbidities:



of patients had at least one mental, behavioral, or neurological disorder.



of Nexus patients presented with at least two or more comorbidities.



The average inpatient stay at Nexus lasts 55 days, reflecting case complexity.

### PRADER-WILLI SYNDROME AT NEXUS

Prader-Willi Syndrome (PWS) is a rare genetic disorder with a range of physical and mental challenges, including unrelenting hunger that can lead to life-threatening obesity.

Nexus offers one of the few US inpatient programs for PWS. On average, patients in the program lose 24 pounds, demonstrating its effectiveness.

## LITERATURE REVIEW: IDENTIFYING THE NEEDS AND CURRENT GAPS

The literature review revealed the ideal care model for medically complex children. Comprehensive and coordinated services are needed to address physical, mental, and overlapping health needs. However, this model is scarce in traditional healthcare settings, leading to long

hospitalizations, fragmented care, and rising healthcare costs for patients. We identified key challenges, such as inadequate resources, lack of integrated care, infrastructure limitations, poor communication, and limitations in insurance coverage.

## QUALITATIVE ANALYSIS: UNDERSTANDING PATIENT AND CAREGIVER EXPERIENCES



Our analysis included interviews with 30 patient families. The findings showed high satisfaction levels. Remarkably, 24 of these families would return to Nexus if necessary. The interviews highlighted proactive communication,

strong advocacy, and a thorough understanding of treatment processes as key to Nexus's positive impact. We also identified a need for enhanced system-wide resources.

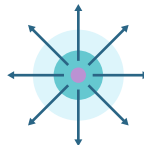
**70% of families reported no repeat inpatient stays for the same condition post-discharge from Nexus.**

### KEY FINDINGS INCLUDE



#### High Demand:

Families struggled to find comprehensive care before discovering Nexus.



#### Wide Reach:

Families travel from different states for Nexus's care, indicating a lack of local resources.



#### Positive Outcomes:

Nexus's method significantly improves patient outcomes, reducing repeat stays.



#### Parental Engagement:

Engaged parents contribute to better treatment outcomes.



#### Insurance Hurdles:

Families commonly face insurance challenges, highlighting the need for policy advocacy.

## AN INTEGRATED APPROACH TO COMPLEX PEDIATRIC CARE

Nexus Health Systems addresses systemic healthcare gaps with an integrated model. This model treats the whole child through multidisciplinary collaboration and a comprehensive approach, including medical and psychiatric

therapies. This personalized care improves outcomes. Nexus's unique approach attracts patients from all over the country, emphasizing a national shortage of facilities equipped to handle complex patient cases.