

# Montefiore Hudson Valley Collaborative St. Luke's Cornwall Hospital

## Baseline

(Data reflects Jan. '15- Dec. '15)

Initial cohort criteria was defined as patients with 6+ ED visits and 3+ IP admissions in a 12 month period



## Patient Success Story

Patient is a female with a chief complaint of pain who had 8 ED visits and 6 IP admissions in the 3 months (Mar. 3 – Jun. 3) prior to her index visit, and has had 2 ED visits and 2 IP admissions since her index visit (Jun. 4 – Aug. 4)

### ACTIONS

- Care team received alerts upon the patients presentation to the ED
- Care Manager performed a needs assessment revealing behavioral health and substance abuse problems as the driver of utilization
- “Quarterback” (QB) was assigned and patient was connected to an insurance case manger and a diabetes educator
- Care Manger continued to perform frequent telephonic outreach
- Patient connected Health Home (HVCS)
- Patient set goals of taking care of her son and having her own apartment. She also calls the QB before presenting to the ED and successfully avoided a non-emergent visit by being connected to therapy instead

### LESSON LEARNED/BRIGHT IDEA

- In order to be successful, the patient must be connected to their “quarterback” (care coordinator / manager) who can connect the patient to services that address their medical, behavioral, and social needs
- Patient must be invested in his/her plan of care and must see that there is adequate support to assure that the plan of care does not make them susceptible to failure
- Super Utilizers have grown accustomed to utilizing the ED whenever they need something, they need to trust that “plan B” is a solid alternative and will address their needs

## Impact

(Mar. '16 – Sep. '16)

### Patient Engagement

62 patients presented

47 patients engaged

33 patients connected to services  
Including: PCP, Health Home, Hospice, Horizon, HVCS, Drug Rehab, Asthma Coalition

### Hospital Utilization

Note: Only includes patients with an Index visit and at least 90 days of post-index visit data (n = 24)

	Before 3 mo. Pre-Index Visit	After 3 mo. Post-Index Visit	%Δ	Median
ED Visits	118	119	1%	-29%
IP Admissions	43	12	-72%	-100%
Total	161	131	-19%	-43%

\*Calculations are based on self-reported data from Action Team