

Suffolk Care Collaborative Southside Hospital

Baseline

(Data reflects Jan. '15 – Dec. '15)

Initial cohort was defined as patients with 4+ inpatient admissions in a 12-month period.



Note: ED visits and IP admissions are not mutually exclusive

Patient Success Story

Patient is a 79 year old male with CHF and HTN who was facing significant financial issues that were obstructing his ability to address his medical needs. The patient had 4 IP admissions in the 6 months prior to his index visit on Jun. 3 and has not had any visits in the 3 months since.

ACTIONS

- Patient identified in the ED via EMR flag triggering a Social Worker (SW) needs assessment
- SW met with patient at bedside revealing that the patient was facing significant financial issues preventing him from addressing his medical needs
- SW researched and worked with Diabetic educator to identify discounted diabetic supplies and investigate financial aid opportunities on the patient's behalf
- Patient connected to Home Health Care, Chronic Disease Management, and food pantry.

LESSON LEARNED/BRIGHT IDEA

- Using a truly integrated, multidisciplinary approach is critical to solving the drivers of utilization for patients with complex medical and psychosocial problems
- There is a need for great utilization of outpatient resources available both inside and outside of the health system
- It is important to monitor the outpatient activities of these patients to make certain their needs are addressed
- **Moving from "frequent flyer" moniker to a "guides towards better health" way of thinking**

Impact

(Mar. '16- Sep. '16)

Patient Engagement

45 patients presented

37 patients engaged

30 patients connected to services

Including: Physician follow up, home oxygen, home health care, Family Service League, education, SBIRT referral

Hospital Utilization

Note: Only includes patients with an index visit and at least 90 days of post-index visit data (n = 21)

| | Before 3 mo. Pre-Index Visit | After 3 mo. Post-Index Visit | %Δ |
|---------------|---------------------------------|---------------------------------|------|
| ED Visits | 13 | 5 | -62% |
| IP Admissions | 41 | 20 | -51% |
| Total | 54 | 25 | -54% |

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