

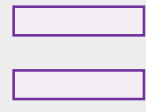
Interfaith Medical Center Community Care of Brooklyn

Our Cohort

(Data reflects Nov. '14 – Oct. '15)

Initial cohort defined as patients with 3+ psychiatric admissions in a 9-month period who were considered likely to engage


50 Patients




291 ED Visits


316 IP Admissions

Our Actions

Patient Identification

- Created a **Super Utilizer EMR flag** upon registration
- Implemented a **real time patient tracker** to locate the patient

Planning

- Catholic Charities Outreach Specialist initiated a **care plan for Health Home connection**
- Hospital Care Manager helped **engage patients**

Management

- Utilized the Catholic Charities **engagement model** to develop outreach work targeting clients post-discharge for engagement

Follow-Up

- Catholic Charities made client calls and home visits using client medical information to increase the likelihood of care coordination enrollment

Lessons Learned

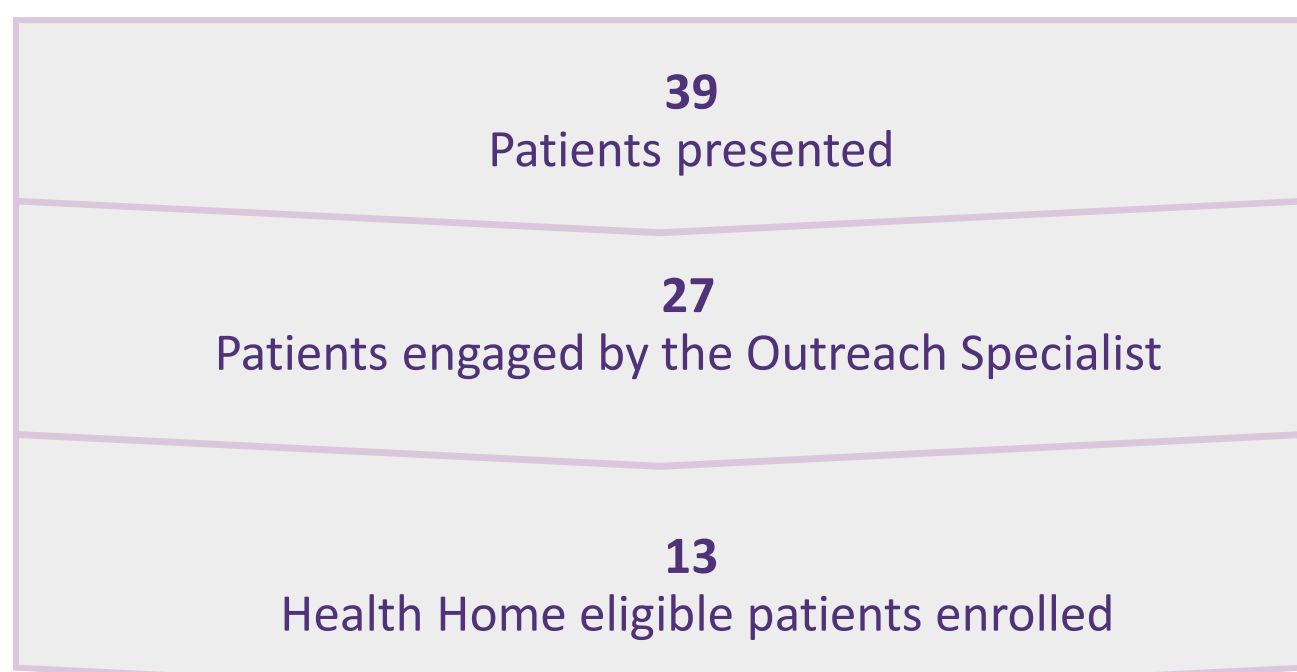
- Early, frequent, intensive, and repetitive engagement and education** is important for mitigating social barriers necessary to prevent hospital utilization
- Longitudinal tracking of patients** is essential for reviewing the effectiveness of interventions
- Strong leadership and interagency cooperation can help remove barriers and prevent duplication of efforts** - clinical and administrative leadership was necessary to support effective engagement of this population

Patient Story



- 52 year old homeless male with behavioral health and substance abuse issues
- Intervention occurred Jan. '16; patient was engaged in the hospital and by Feb. '16 the care team began process for shelter assessment
- Patient was readmitted to another network hospital, but Care Manager connected to client ensured continuity of care

Our Impact

Patient Engagement (Nov. '15 – Apr. '16)



Hospital Utilization

	Before (May. '15- Oct. '15)	After (Nov. '16-Jul. '16)	%Δ Rate (/month)
 ED Visits	49.0 /month	19.8 /month	-59.6%
 IP Admissions	22 /month	25 /month	+13.6%

self reported data up to July 31, 2016