

Life Interruptions Need Kindness

Mercy Regional Medical Center's LINK Program

March 2017





Life Interruptions Need Kindness

"Though frequently accessing medical care, the highest utilizers of the Emergency Department and Hospital often do not have their basic needs met nor are the root causes of their plight addressed. Ultimately, despite a disproportionate use of healthcare resources, these patients continue a progressive downward spiral... the purpose of the project is to *link* the right people, at the right time, for the right outcome for our most vulnerable population in La Plata County."

Catholic Health Initiatives Mission and Ministry Grant

- Pilot formation in Fall of 2015 to work with “high utilizers” of the Mercy Regional Medical Center Emergency Department
- 3 Year Grant Awarded, July 2016-June 2019
 - 2 Social Workers by the end of Year 1
 - 2 Learning Expeditions for Program Growth
 - Santa Fe, NM (December 2016) and Louisville, KY (April 2017)
 - Discretionary Patient Needs Funding
 - Reliant on Key Community Partnerships

LINK Program GOALS

BETTER HEALTH OUTCOMES

Increase in reported “Healthy Days”

Fewer visits to ED and/or hospital

BETTER QUALITY OF LIFE

Increase in reported “Healthy Days”

Achieving shelter, sobriety, employment, improved access to financial resources & other social determinant goals that are patient identified

Fewer days incarcerated

LOWER COSTS

Increased use of outpatient services; fewer visits to ED and/or hospital; fewer days incarcerated



Rolling Cohorts of 20 Patients Every 4 Months

- January 2017 Enrollment
- We are working with patients and identified community partners to comprehensively address patient care, not only within the ED and hospital, but in the community as well
- “No reject, no eject” Philosophy
 - 26 total identified, 22 in current cohort, 19 actively engaged
- Focused on Social Determinants of Health and Reversing the Service Paradox

Cohort #1

Emergency Department:

- Data: 8 or more visits in the last 4 months (highest = 19)
- Diagnoses: Substance Use Disorders & Mental Health Disorders, Chronic Pain, Diabetes

Hospital Inpatient:

- Data: 3 or more inpatient hospital stays in the last 6 months (highest = 7)
- Diagnoses: Diabetes, End Stage Renal Disease, Osteomyelitis, Substance Abuse

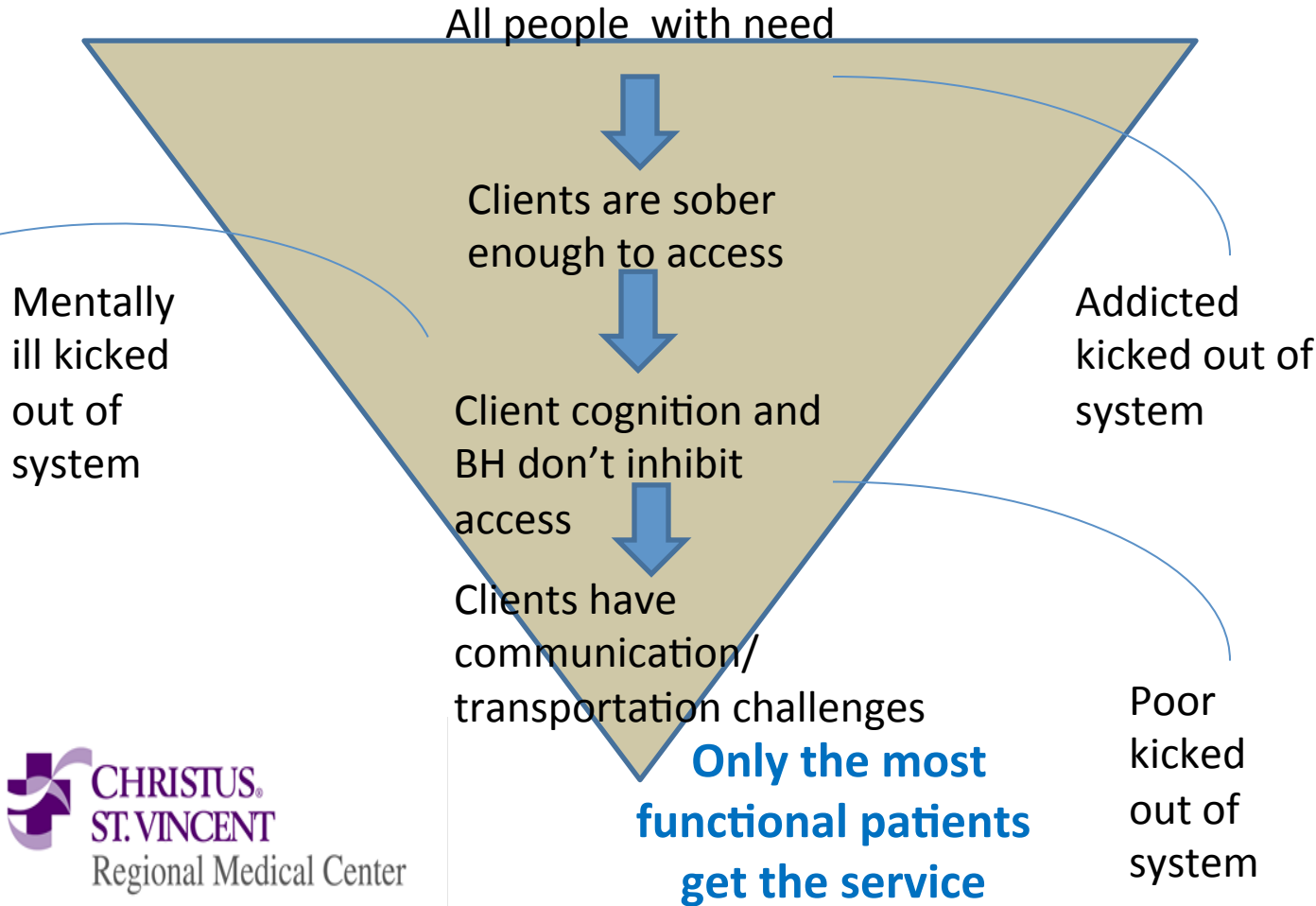
Care Coordination & Community Partners

- Medicaid Regional Care Collaborative Organizations (RCCO)
 - San Juan Basin Public Health
 - Axis Health System's La Plata Integrated Healthcare
 - Rocky Mountain Health Plans Four Corners Team
- Primary Care Physician Offices & Tribal Health Clinics
- Detox; Regional Crisis Services; Outpatient Mental Health
- Department of Human Services
- Durango Fire & Rescue Authority, EMS
- La Plata County Sherriff's Office & Durango Police Department
- Animas Surgical Hospital's Emergency Department
- Montezuma, Dolores & Archuleta Counties

What problem are we trying to solve?

Reversing the Service Paradox

Service Paradox:
Those needing services the most receive them the least and consequently get pushed to those providers who must accept them hospitals, EMS and jails all the while using immense resources and becoming sicker and sicker



Combating the Service Paradox

- The Antidote to the Service Paradox is Relationship: Life Interruptions Need Kindness
- Keeping linkages strong, identifying possible weak links, and supporting each other to make the right linkages at the right time for the patient
 - Care Coordination and Community Workgroup Meetings
 - Communication between and during ED visits & hospitalizations
 - Assisting with health literacy and being a familiar face
 - Getting creative
 - Cell phones, drawing supplies, money for IDs
 - Going to court with patients; keeping utilities on; paying for U.A.s
 - Meeting at McDonalds or a church
 - Mediating with the Humane Society

Santa Fe Fire Department's Mobile Integrated Health Office

Local Possibilities

- Healthcare Integration
- Emergency Shelter
- Permanent Supportive Housing
- Addiction Treatment

Conclusion

- Life Interruptions Need Kindness
 - We notice
 - We care
 - We want to help

Discussion/Questions



THANK YOU

Christie Schler: 970-903-4943

ChristieSchler@Centura.org

