



BRIDGE
COMMUNITY CARE



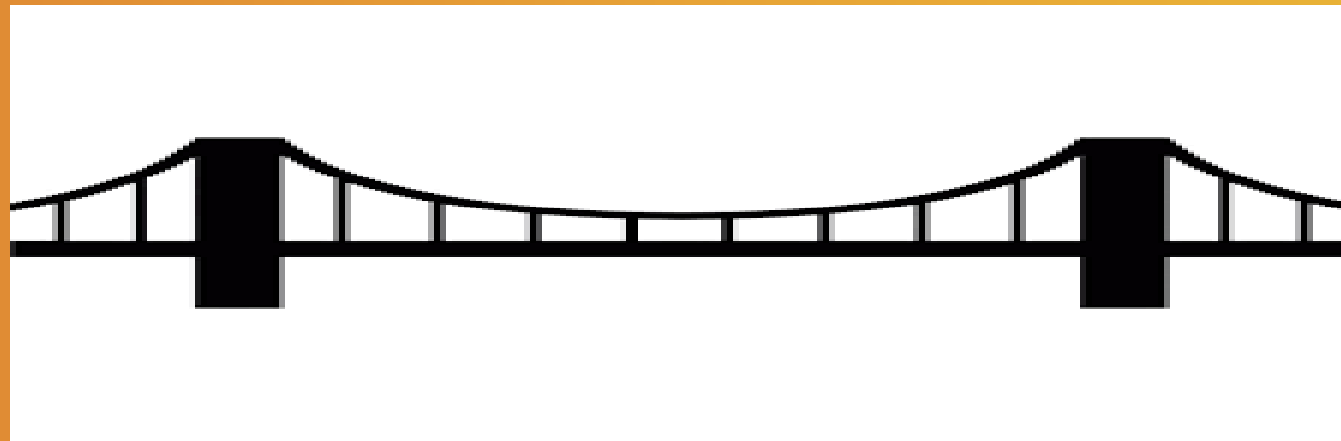
Shawnee Mission Health

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&

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Community Case Management



CHALLENGE (WHY)

- ❑ ED utilization increased by 40% over 5 years
- ❑ Admissions increased by only 5.7%
- ❑ Inappropriate use of costly ED services
- ❑ Throughput and capacity issues

SOLUTION (WHAT)

- ❑ Evaluate Multi-visit patients (MVP'S)
- ❑ Patients with 12 or greater visits to ED in last 12 months
- ❑ Identify challenges and gaps in care for this population
- ❑ Connect to resources in the community which better serve their needs

PROJECT PLAN (HOW)

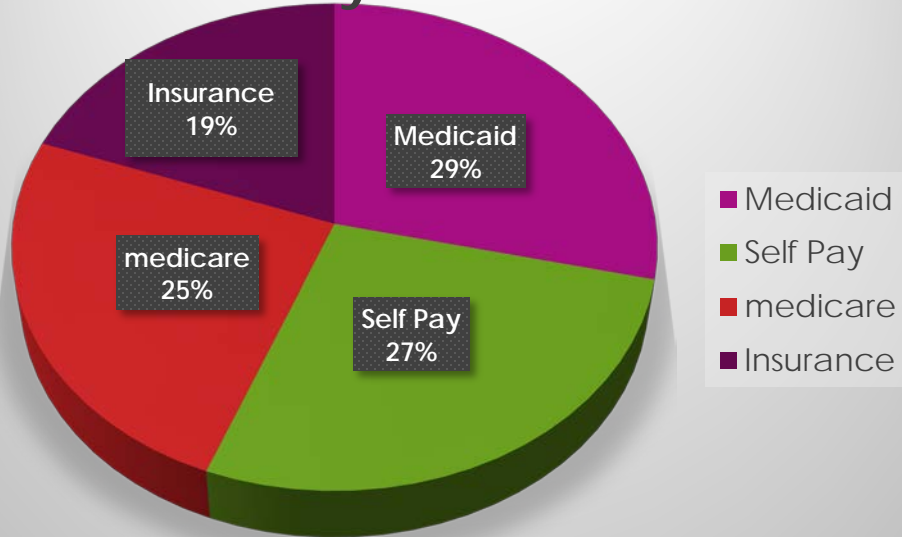
- ❑ Utilize RN and LMSW to work with individual patients outside the hospital
- ❑ Create a "Plan of Care" with the patient
- ❑ Document the plan to help guide ED providers for subsequent visits
- ❑ Develop an icon for the tracking board to easily identify Bridge Care patients

GOALS (IMPACT)

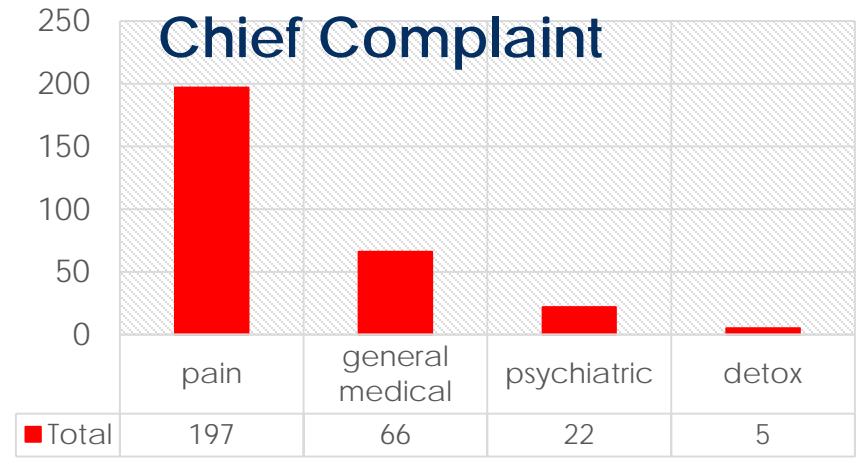
- ❑ Reduce ED visits for the MVP'S by 25%
- ❑ Direct patients to appropriate care settings
- ❑ Provide education, guidance and support
- ❑ Provide financial assistance for low-cost interventions (physician visits, medications, transportation etc.)



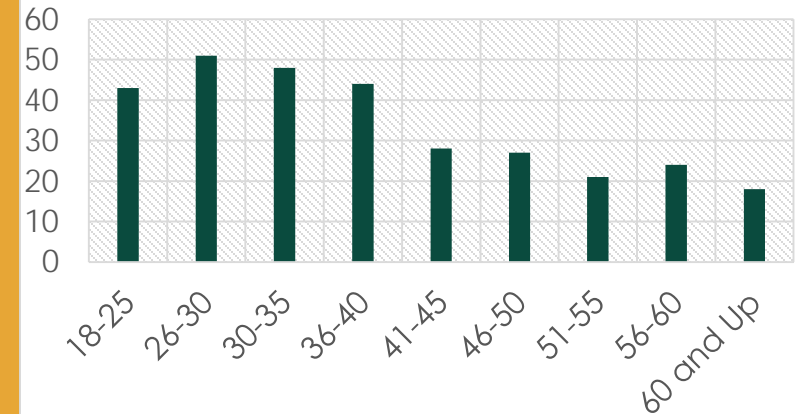
Payor Source



Chief Complaint



Age Bridge Care patients





Results, Success

- 45% Reduction in visits over 1 Year
- 69% Reduction at 1 year post discharge
- 300 Patients have received service
- Reduced ED bottlenecks-Reduced unnecessary costs



Program Elements

- ❑ A bio-psychosocial whole person care approach
- ❑ Requires collaboration with multiple community wide stakeholders including providers, mental health facilities, managed care, safety net clinics, pain clinics, EMS, and police
- ❑ Each individual receives services for one year, however subsequent visits are continually monitored
- ❑ Bridge Care provides education on disease management, navigation of the healthcare system, guidance, and support to each individual as needed

Wins/Challenges

- ❑ Strong community presence
- ❑ Initiated an ED policy on the treatment of chronic pain
- ❑ Contributed to the community health benefit

- ❑ Inconsistent treatment of chronic pain in the ED
- ❑ Access to PCP and specialists
- ❑ Lack of resources for the Severely Persistent Mentally Ill

Problems can become opportunities when the right
people come together.

Robert South

Thank-you

