



Adirondack Health Institute

Lead • Empower • Innovate

# Health Home Care Management

## *Reaching the Vulnerable*

### ***Panelists:***

**Carol Byron**, RN, Glens Falls Hospital

**Hayley Fye**, Citizen Advocates

**Mary Madison**, RN, Glens Falls Hospital

**Renee Stephenson**, Alliance for Positive Health

### ***Moderator:***

**Mary McLaughlin**, RN, MBA, Executive Director – Glens Falls PHN, AHI

Sept. 27, 2018



- Health Homes provide the following services:
  - ✓ Comprehensive Care Management
  - ✓ Care Coordination and Health Promotion
  - ✓ Patient and Family Supports
  - ✓ Referral to Community and Social Support Services
  - ✓ Use of Health Information Technology (HIT) to Link Providers and Services



## Program Goals

- Lower Medicaid costs
- Reduce preventable hospitalizations and emergency room visits
- Improve patient outcomes

*Think Triple Aim*

## Target Population

- Medicaid members with physical, behavioral and social risk factors
- Identified through community referrals and Medicaid claims

*Think High Utilizers*



# How is Health Home Care Management Different

- **Not** disease-focused.

- ✓ It is patient centered.

Care plan vs. treatment plan

- **Not** transitions-focused.

- ✓ It is long-term.

Life Managers

- **Not** hospital-based.

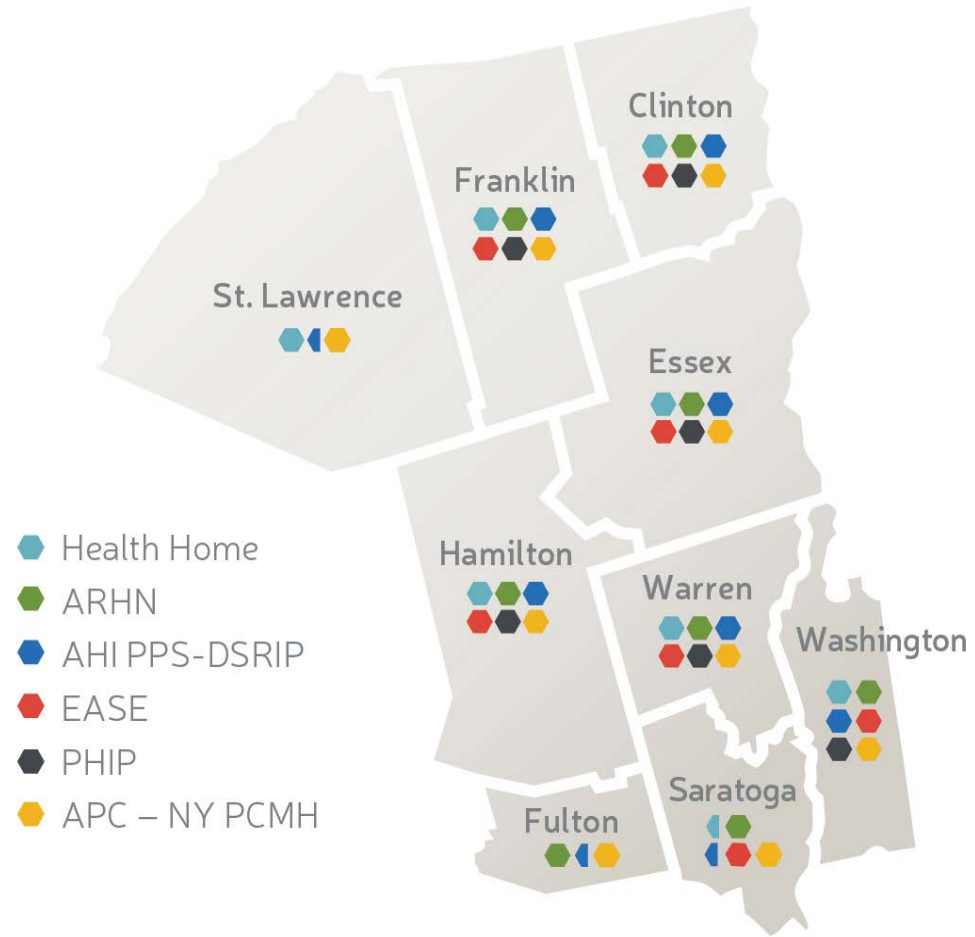
- ✓ It is home- and community-based

Boots on the ground





# AHI Health Home





# AHI Health Home Downstream Providers

- Alliance for Positive Health
- Behavioral Health Services North
- Capital District Psychiatric Center
- Catholic Charities
- Children's Health Network
- Children's Home of Jefferson County
- Citizen Advocates
- Community Maternity Services
- Essex County Mental Health Services
- Families First in Essex
- Fort Hudson
- Glens Falls Hospital
- Hamilton County Community Services
- HCR Care Management
- Hudson Headwaters Health Network
- Mental Health Association in Essex County
- St. Anne Institute
- St. Lawrence Psychiatric Center
- Transitional Services Association
- United Helpers Mosaic
- University of Vermont Health Network
- Warren-Washington Association for Mental Health

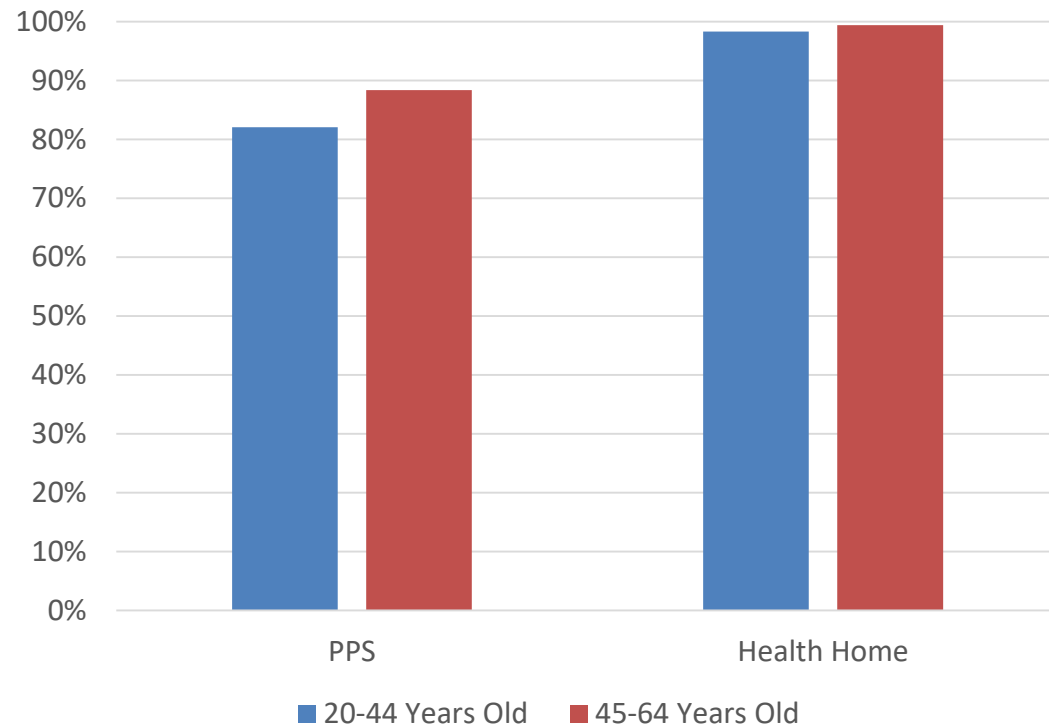
**Key**

- Children
- Adults
- Both

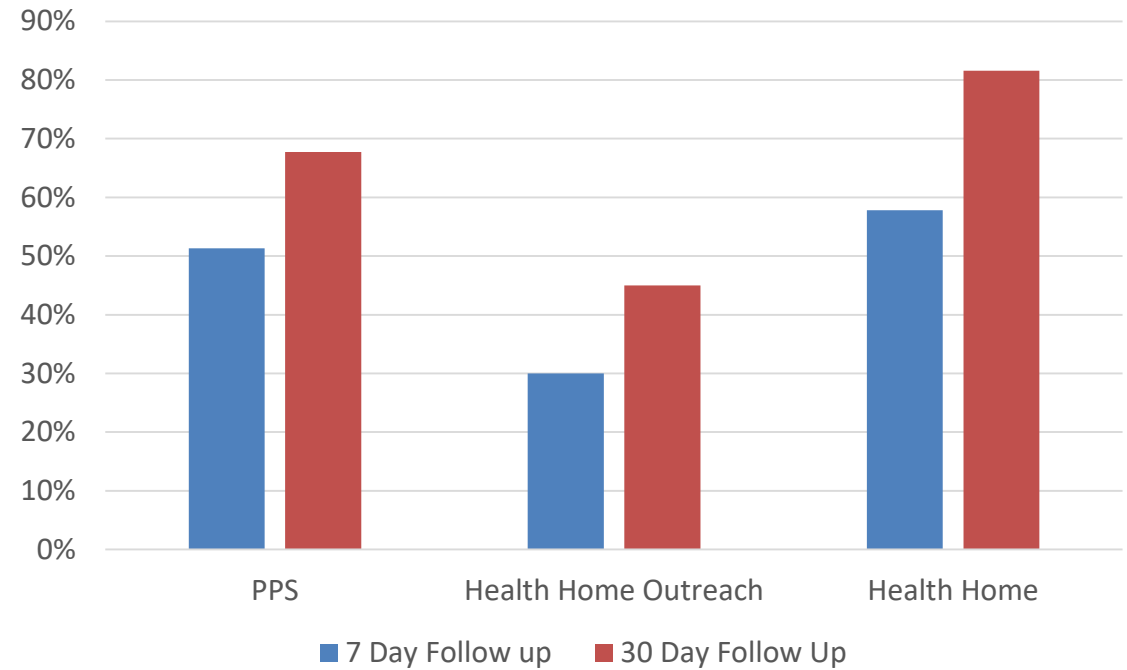


# Evidence on Effectiveness of Health Home (May 31, 2017)

## Yearly Preventative Care Visits



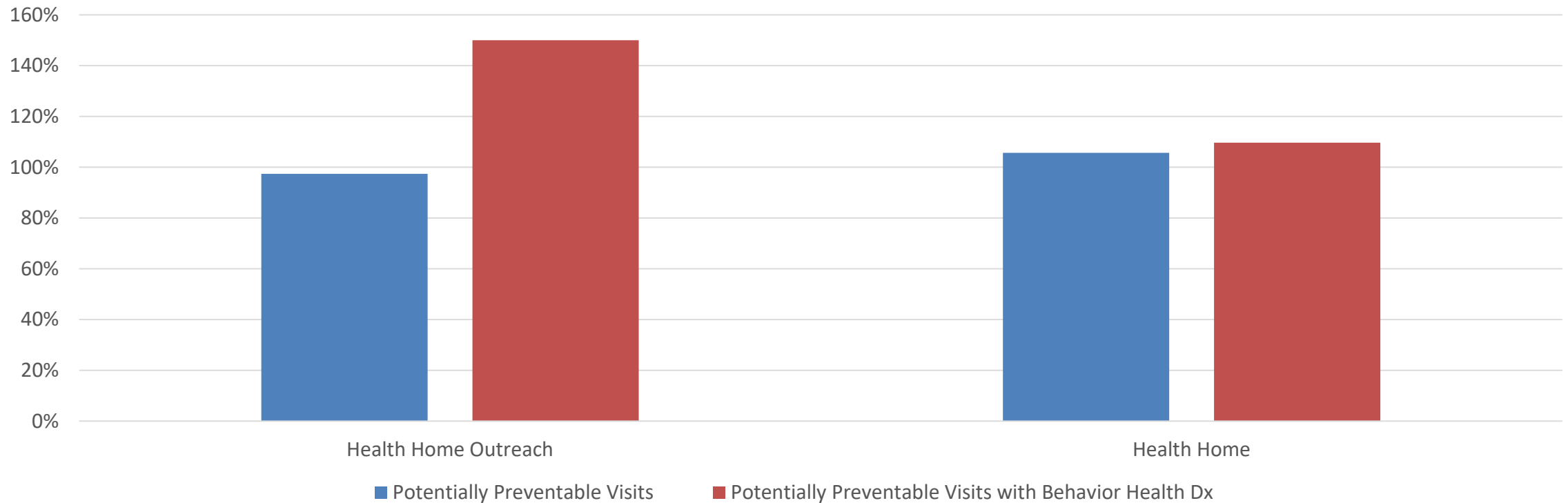
## Mental Health Discharge 7 and 30 day Follow Up Rates





# Evidence on Effectiveness of Health Home (May 31, 2017)

% of Patients with Potentially Preventable Visits







- **Hayley Fye**: Children's Health Home Care Coordinator
  - Citizen Advocates in Malone
- **Renee Stephenson**: Health Home Program Manager
  - Alliance for Positive Health
- **Mary Madison, RN**: Care Coordinator
  - Cambridge Family Health Center, Glens Falls Hospital
- **Carol Byron, RN**: Care Coordinator
  - Southern Washington County, Glens Falls Hospital

Moderator: **Mary McLaughlin**, RN, MBA; Executive Director, AHI