

High-Risk, High Reward: Finding and Advocating for Camden's High-Risk Populations

Healthy People 2020

Bridging the Gaps Focus Areas
Adapted from HP2010 and HP2020

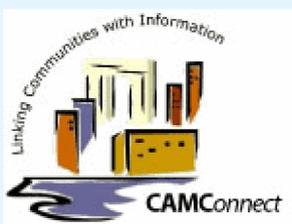
- Access to Health Services
- Nutrition and Weight Status
- Social Determinants of Health*
- Health-Related Quality of Life
- Health Communication and Health Information Technology

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The Site: CCHP



The Camden Coalition of Healthcare Providers (CCHP) is a non-profit organization attempting to bend the health-care cost curve in Camden by working with patients who are the highest utilizers of the city's Emergency Departments. CCHP's analysis of real-time information from 3 Camden hospitals identifies patients with both high utilization and high risk for readmission. After placing patients in one of its two care models, CCHP provides appropriate follow-up care, such as locating stable food and housing, coordinating medical procedures and visits, and helping patients with applications and other paperwork.

CamConnect is an independent, non-profit, non-partisan, data intermediary and data warehouse housed within the CCHP. As a member-supported organization, it helps Camden residents and stakeholders understand local issues and make informed decisions through access to data. Their services include data analysis, research, GIS mapping, creating reports, technical assistance, program evaluation, survey design, data management, and an online public document library.

The Patient Advocate: Health Coaching Camden's Complex Patients

How Are Patients Selected for a CCHP Intervention?

The current selection tool CCHP is using to identify High-Risk patients selects patients which fit the following criteria:

- o Admitted more than twice in 6 months
- o Hospital admissions must stem from poorly managed chronic conditions (which includes mental illness)
- o Willingness to participate and set goals

And one (or more) of the following criteria:

- o Lack of insurance
- o Drug abuse (Current or History of)
- o Homeless
- o Language or social barriers to care

If the patient meets the above criteria, and consents to an intervention by the CCHP, they are assigned to the Care Management Team. Intermediate-Risk patients are those who meet the first set of criteria, but whose environment is usually stable. They are seen by a Care-Transitions Team.

What is a Health Coach and What Does He/She Do?

Eric and Jamie acted as health coaches for a roster of patients selected by the CCHP Care Management and Care Transitions Teams. The role of Health Coaching was developed with respect to the Care Transitions Model¹ and the Health Coach Curriculum², two models designed to break down barriers to continuous quality care for impoverished patients with complex medical conditions with the ultimate goal of the decreasing hospital admissions for those patients.



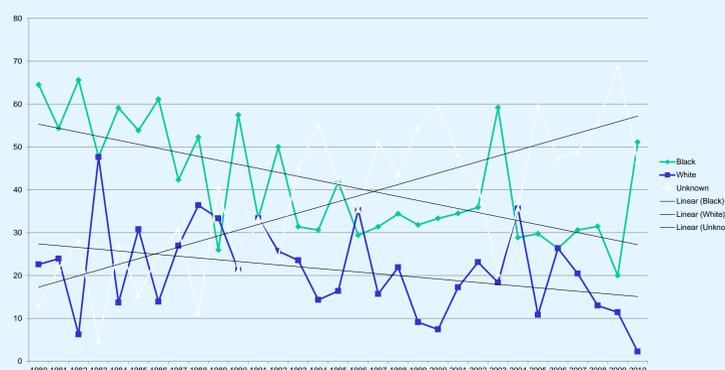
From Left to Right: Health Coach Jamie, Ed, Health Coach Eric, Jason Turi, RN and Buck, the dog. This picture was taken after Ed was graduated from the Care Transitions Team. He had completed his care plan with the Care Transitions Team successfully and is now managing his own care.

Patients were selected using the Health Information Exchange (HIE), which provides the CCHP with real-time information from Our Lady of Lourdes (LOL), Virtua, and Cooper Hospitals.

The Health Coaches' goal was to help patients frequently admitted to a hospital as a result of poorly managed care make the healthcare system work in their favor and to prepare patients to navigate the healthcare system on their own. Health Coaches Eric and Jamie focused on care coordination and basic patient education. For example, they scheduled medical appointments, arranged for patients' transportation to appointments, and then accompanied them for reinforcement and support. Eric and Jamie also provided social support for patients through home visits and empowered patients by helping them devise their own healthcare agendas. By increasing a patient's knowledge and confidence, as well as helping him/her develop a relationship with a primary care provider, health coaches worked to decrease high-utilizing patient's inpatient hospital admissions and healthcare costs.

Research

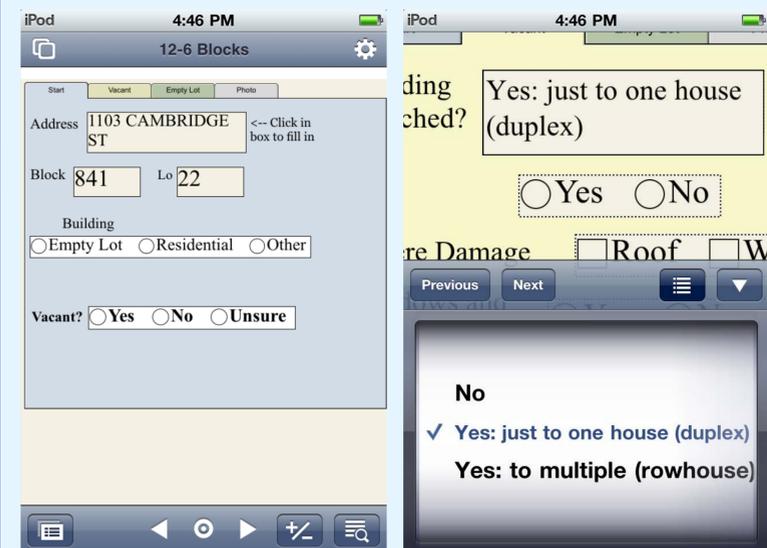
Part of CamConnect's function is to provide fee-for-service research for it's members. While at CamConnect, Stephen helped to prepare many different figures. For example, a graph is shown below which is part of a homicide spotlight in Camden from 1980 to 2010.



Part of a report on homicides in Camden from 1980-2010. As can be seen, there are an increasing number of murders where the offender goes unidentified.

Camden Community Abandoned Properties Survey

CamConnect, and the Camden Community Development Association, in partnership with community organizations, residents, students, and others are undertaking an abandoned properties in the city of Camden. The number of vacant houses and their current condition are currently unknown. Estimates of the number of abandoned properties within the city range from 2500 to 9000. This survey will document the number, location, and extent of the abandoned properties throughout Camden. Several days a week, Stephen, Jamie and Eric helped conduct surveys. CamConnect is surveying every property in the city, but only collecting data about abandoned properties and vacant houses. Data is collected through the use of iPods which have preloaded block and lot information within the survey program.



Screenshots of the survey program used. The form on the left is the basic entry form which is filled out for every house. Clicking tabs at the top of the form allows more detailed information to be entered about vacants and empty lots, as can be seen on the right

The survey program is configured in such a way that information collected can be transferred onto a computer and from there into a Geographic Information Systems (GIS) program. An interactive GIS map is currently being compiled with all of the information being collected. When the project is finished, the GIS map and associated data will allow CamConnect, along with it's partners, to be better informed about the housing condition in Camden in order to be better prepared to address the problem of abandoned properties. The information collected will also be disseminated to Camden City firefighters and police officers with the hopes of allowing them to be better prepared when entering a potentially dangerous situation.