

Guiding At-Risk Patients: Navigating the Healthcare System, Community and Life

Megan Phillips, LSW, MSW

Amy Radke, MSW, CSW

Sanford Health

Objectives

- Understand the “why” behind the creation of the Health Guide role
- Understand the role and functions of the Health Guide
- Understand the Health Guide as a Care Team Member
- Evaluation and Outcomes

The Statistics

- Top 5 % of Americans made up 50% of US Health Care Spending (Weissmann, 2012)
- 20% of the population uses 80% of health care dollars (Kullgren, 2012)
- 70-80% of health outcomes are attributed to environment and behavior (2013 University of Maryland Report; University of Wisconsin Population Health Institute)



Need 4 Volunteers

You don't have to talk!

It is short!

It is painless!

Reality

- Most at risk patients will not come to us
- Most at risk patients have broken trust
- At risk patients don't have a health insider
- At risk patients suffer from disconnected care
- At risk patients are discouraged by unrealistic recommendations

What is a Health Guide?



Megan Phillips
Health Guide



Amy Radke
Health Guide

Design Principles

- Craft care as an ongoing journey
- Help patients overcome shame
- Use data to inform high-touch care
- Building trusting relationships to improve clinical outcomes
- Provide support anywhere, anytime

Trustworthy Insider

- High-touch, high-frequency support
- Patient-centered support in navigating healthcare system and community resources
- Passion for health, wellness, and patient advocacy
- Liaison between patient, healthcare system, community

Key Roles to Health Guide Model

- Bridge gaps between patient and health system through coordination of care
- Assist in overcoming barriers to complex healthcare needs
- Provide key education
- Provide regular in-person interaction
- Facilitate relationships with health system

A Day-In-The Life of a Health Guide

- Collaborating and coordinating care
- Making outreach to patients
- Joining patient visits
- Sharing of quality time
- Engageming with community resources

The health guide walks alongside the patient to improve communication between members of healthcare team, to empower patient to have a voice in their own care, and to promote a trusting relationship with the patient and the system



Strategies for effective use of Health Guides

- Gain insight to available Sanford and community resources
- Promote and clarify new role
- Develop relationships to expand on referral sources
- Provide awareness to outcomes

Health Guide as a Care Team Member

- Patient and Family
- Primary Care
- Specialty Care
- Behavioral Health
- Community



WellSpan Health

Community Partnerships

- Transportation
- Employment
- Housing
- Food
- Financial
- Disability



Fotolia by Adobe

But honestly...

Each day is a new day...and a daily routine
is **NOT** the norm



Photo By: Brook Wallis



Photo By: Climate Change: Vital Signs of the Plant

Graduation: Self-Management

- Appropriate utilization of acute care
- Routine engagement with primary care
- Communication to care team
- Stabilization of chronic conditions
- Actively addressing behavioral and social stressors

Evaluation

- Key Metrics to align with guiding principles
- Understanding a “team effort”
- EMR Data: survey trends, interventions, health care utilization
 - Trust and Wellbeing Questionnaire
 - Goal setting and attainment
 - Social determinants of health connections

Trust Questions

- I trust health care
- I feel heard when speaking with my care team
- I feel that I am a partner in developing my plan of care

Wellbeing Questions

- How would you evaluate your current health and wellbeing
- How would you rate your current energy level
- How would you rate your current mood
- Rate your levels of satisfaction with:

Career

Community

Social

Financial

Physical

Emotional

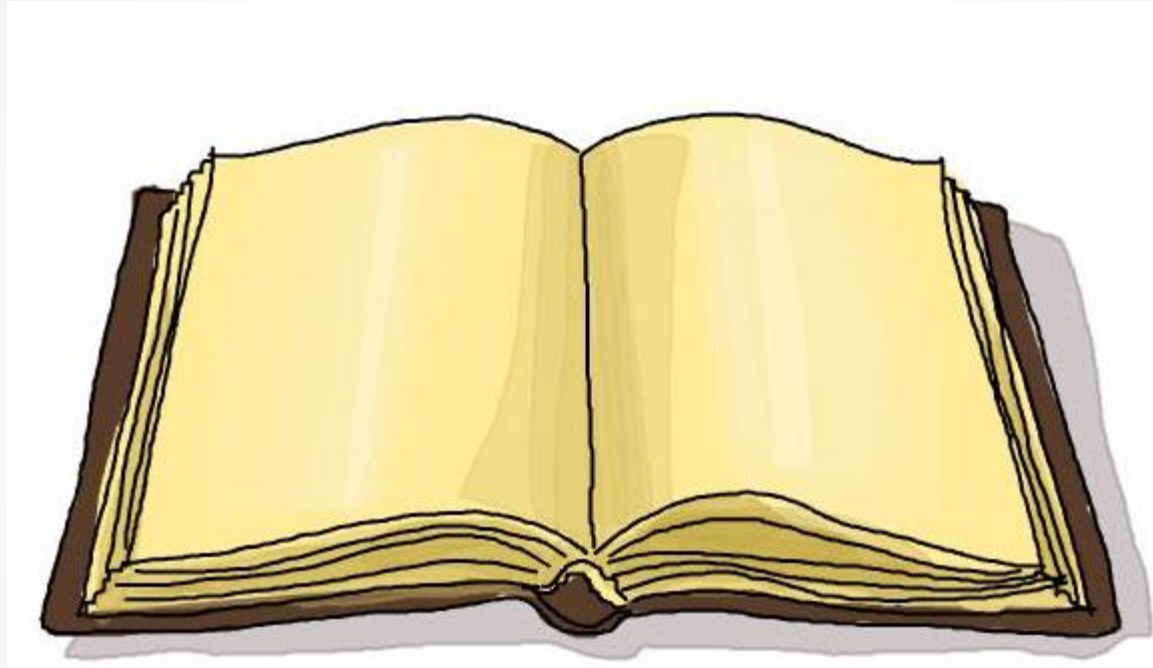
Projected Outcomes

- Decrease acute care utilization
- Increase in primary utilization
- Decreased no show rates
- Increased patient satisfaction
- Increased community partnerships

Overcoming Obstacles

- Identify the “right” patient
- Awareness and clarification of the role
- Building trust takes time
- Appropriate panel size
- Data and metrics

The Wins Lie within the Stories...



Questions?