

Aging and People with Disabilities



We're in it for the people.

APD and PacificSource Community Solutions How Twenty Minutes Can Change a Life



Safety, health and independence for all Oregonians

From fractured to collaborative—how we got there

- Prior to February 2014 APD Case Manager Comments—*“PacificSource is never helpful, folks are better served as open card.”*
- Post February 2014 APD Case Manager Comments—*“The people at PacificSource are so caring, they really go the extra mile to help our clients.”*

Twenty Minutes ***DOES*** Make a HUGE Impact

- PacificSource Community Solutions (PSCS) and APD merge lists of common clients to determine those with highest need or utilization.
- Criteria for highest need or utilization based on Memorandum Of Understanding
- The Member Support Specialist (MSS) team at PSCS pulls together
 - Physician, pharmacist, behavioral health, nurse case managers, and any other people important to the case.
- All of the care team meets for twenty minutes to create a care plan for the client.
- **IMPORTANT** discovery—clients choose to share different parts of their story with different care givers.
 - What the physician might know the Case Manager does not and vice versa.

PSCS Community Health Team & APD

- Referred to Community Health Team by PSCS
- Community Health Team (CHT) consists of
 - Community Health Workers, Nurses, Two MSW (social workers)
- Case Example: Pete*—Referred to APD by CHT. Pete was living in a tent in someone's backyard. Multiple ED visits for alcohol related seizures. Pete's goal: to get off the street. Pete was so disheartened he was suicidal.
- APD, CHT and PSCS worked hard to coordinate care for Pete. It was a learning process. Pete is now in A & D residential treatment, from there he will transition directly into an Assisted Living Facility.

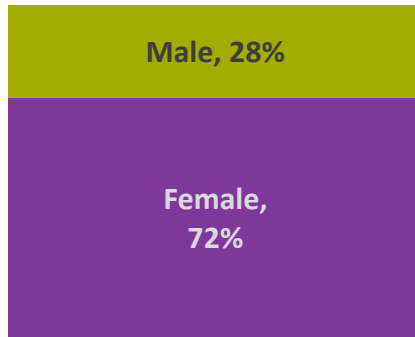
** Name changed for privacy*

Contrasts:
Where would you
choose to live?

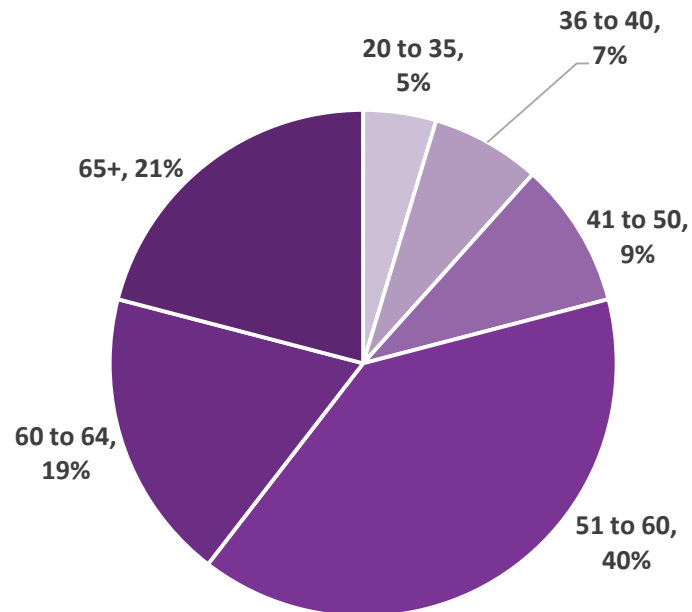


PacificSource Community Solutions ICM Data

Gender

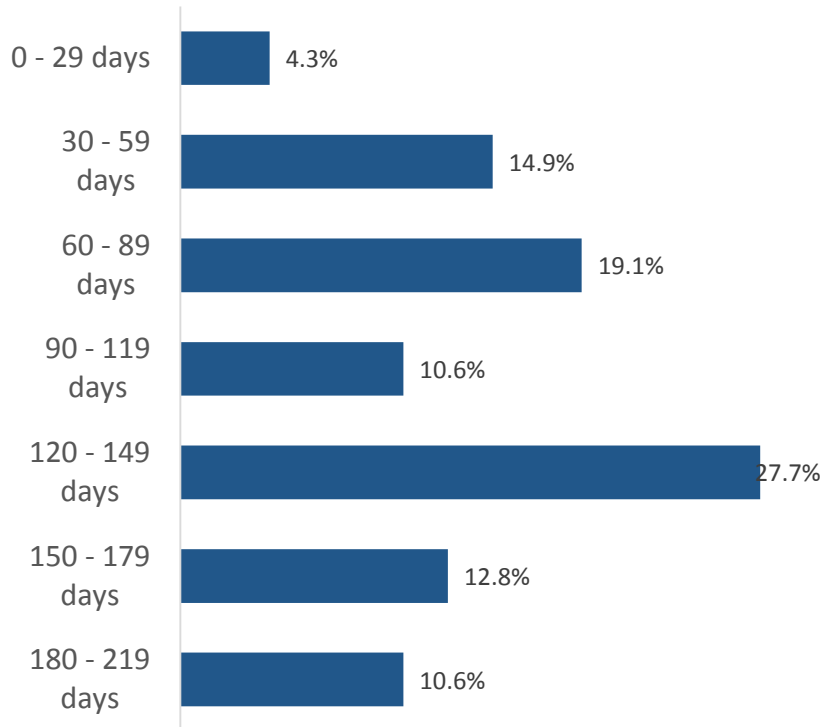


Participant Age (In Years), Avg Age = 55 yrs

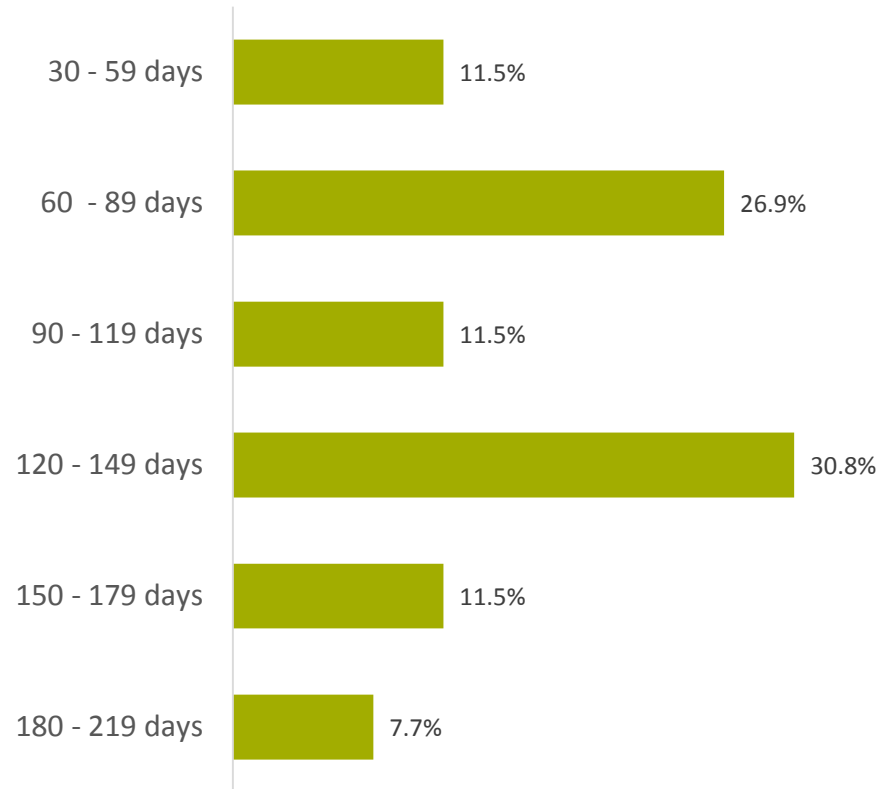


PacificSource Community Solutions ICM Data

How long have members been in the program?



How long have APD members been in the program?



PacificSource Community Solutions ICM Data

How many participants had ED Visits?
How many had Inpatient Admissions?

ED Visits, 79%

IP Admits, 46%

ED Visits, 27%

IP Admits, 13%

Prior to Program Start

Since Program Start (Count to Date)

ICM Testimonials

Member:

- *“I have never felt so cared for by so many people”*
- *“I never thought to ask my insurance company for help to find firewood”*



ICM Testimonials



Physician:

- *“I never knew so many people were involved with my patient’s care”*
- *“At the ICM an issue was uncovered and addressed. Since then, my patient has stabilized”*
- *“I had no idea that APD could do bathroom remodels”*

ICM Testimonials

Nurses:

- *“It is a meeting of the minds and helps us think outside the box”*
- *“I have found the meetings really helpful and informative”*



There is Still Work to do!

- Areas for Explore
 - Transitions of Care
 - Behavioral Health Coordination
 - More possibilities to look at healthy outcomes for APD population.

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