



MedStar Patient Navigation 126675104.2.8

The JPS sponsored MedStar Patient Navigation program was featured at “EMS on the Hill Day” in Washington D.C. The purpose of the conference is to educate EMS providers on transformational programs and funding models to leverage the EMS infrastructure in innovative ways.

Care Connections for the Homeless patient impact story 126675104.2.10

Recognizing that homelessness presents a unique set of challenges to our patient population JPS has decided to use Community Health Workers(CHW) to help patients access care in the right setting. The first CHW hired for the Care Connections for the Homeless program knows homelessness firsthand. We were introduced while doing an pilot outreach to those who are unsheltered and living in camps. This member of the homeless community has now been employed with JPS for 5 months, has gotten an apartment and is giving back to the community they came from.

Patient Centered Medical Home impacts 126675104.2.2

JPS has seen multiple patients impacted by the addition of the Patient Navigator role in the PCMH model.

Possible admission avoidance: Asthmatic patient mentioned they were having symptoms and had been trying to get a refill. Christina and Mary (Patient Navigators) communicated with Dr. Hyder and his Nurse who then decided to prescribe a small dose of that medication to hold them over until their April 8th appointment. We recognized we may have avoided an admission by resolving this issue. Kudos to Dr. Hyder and his nurse for owning that situation and a special thanks to Christina and Mary for managing that issue up.

Informed Decisions: A call to a Diabetic patient who was overdue for both an A1C (ordered recently) and a Mammogram (ordered back in February) resulted in the patient agreeing to have those tests completed before their appointment with Dr. Fain on 4/8/2014. Christina (Patient Navigator) provided them with information on where and when they could have those services completed. Once these labs are completed, the physician might be able to make more informed decisions at the patient's upcoming appointment.

Transitions of care: Christina called a patient with multiple co-morbidities, and overdue for at least 4 specialty referrals and multiple labs (all had been ordered previously). During the call, Christina discovered the patient's appointment with the PCP had been rescheduled without the patient's knowledge. This was resolved. Before disconnecting the call, Christina discovered that the patient "needed extra help" with getting connected to a nursing home. The patient referenced the name of a case manager. Christina closed the loop by sending an in-basket message to the provider, the nurse and the case manager on the care team – requesting they follow-up with the patient. We all acknowledged



that while this patient may be transitioning to another care setting, it is still important for her to receive care from her PCP in the interim to keep her out of the hospital, if possible.

Health Coach Graduation: 49 JPS team members - including case managers, social workers, dieticians and a clinical pharmacist - have completed a six-week training program provided by the Iowa Chronic Care Consortium (ICCC). Several took an optional certification test to become the first Health Coaches at JPS and currently, 14 are working in the health coach role at JPS. In April, 30 more team members are set to begin the next round of on-site training. "It's a big part of patient-centered care, involving the patient in their own care," said Sheila Poe, Community Health staff educator. "It will lead to increased patient satisfaction and our goal is also to decrease their emergency department and inpatient admissions." The approach comes from a philosophy that patients are the "greatest untapped resources" in taking responsibility for their own chronic health conditions. Health coaches work together with patients, asking open-ended questions and guiding the conversation to identify goals and strategies for success. It reflects a shift for healthcare providers from "teaching and telling" to "listening and engagement".