

# Helping Hospital Super-Utilizers: The Case Study of an Army Veteran



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## BACKGROUND

- The Coalition has identified 741 Camden residents living with Type 2 DM. In a six year period (02-08), these patients accounted for over 62,000 visits to Camden EDs/Hospitals accumulating charges of over \$1.2 billion.

## PATIENT INFORMATION

### Driving Diagnoses:

- Insulin Dependent DM
- Hypertension
- Unintentional Weight Loss

### Psychosocial Stressors:

- Intermittent Alcohol Abuse

**Insurance:** Managed Medicaid



Dwayne is a 50 year old Veteran and graduate of our intervention. After serving in the Military for 8 years, he worked as a mechanic and general contractor. Dwayne was diagnosed with DM in 2009. Lack of knowledge and education on the disease, coupled with his struggle with alcohol left him unemployed and in poor health. He expressed that he wanted to get his life back on track but he needed help.

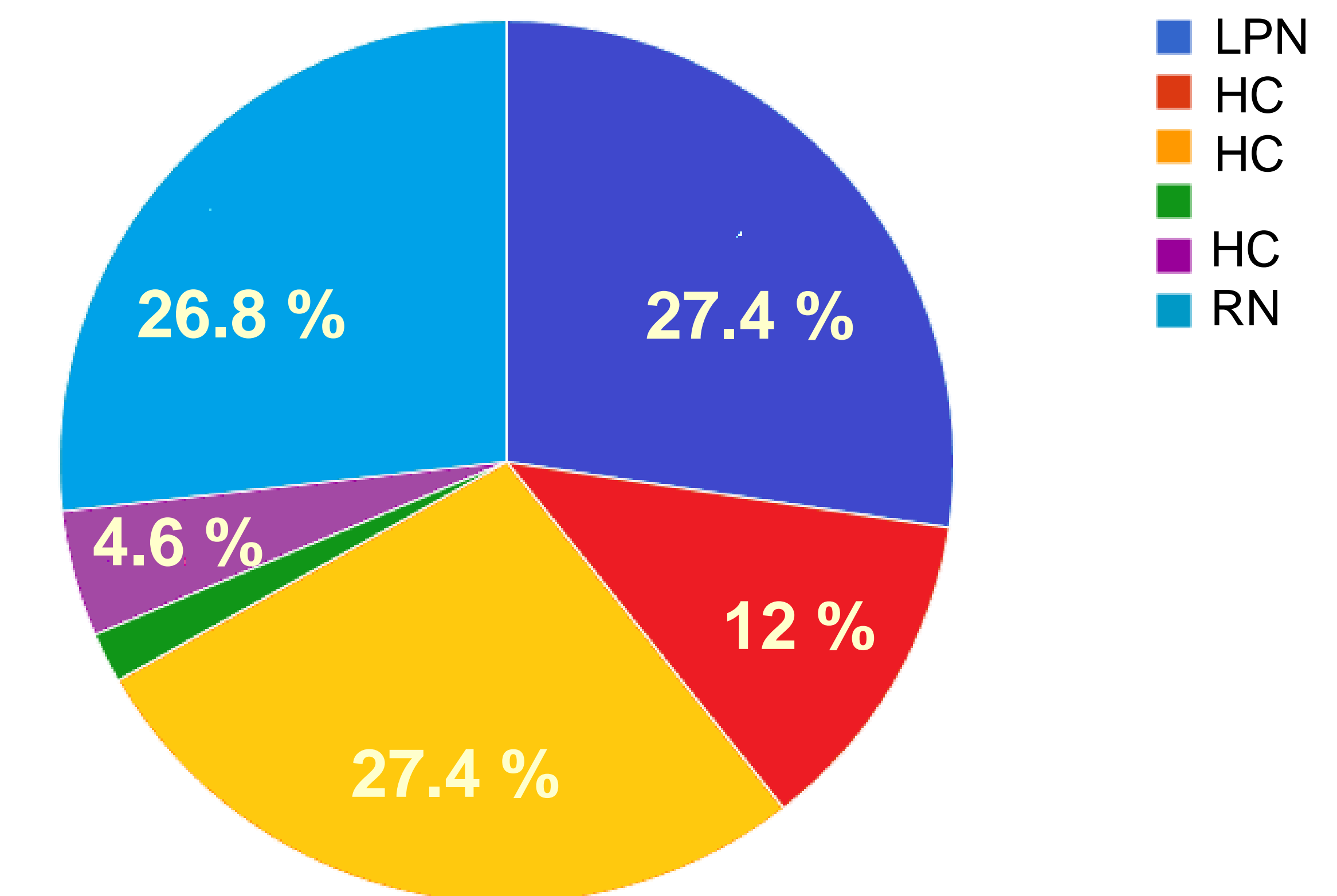
## PATIENT UTILIZATION

### 6 Mo Pre-Intervention

- > 1 ED, 3 INP
- > Cost: \$20,975
- Percent Cost reduction: 98%

### 6 Mo Post-Intervention

- > 1 ED, 0 INP
- > Cost: \$347



## THE INTERVENTION

- Goals:**
  - Decrease utilization,
  - Promote self-advocacy
  - Teach chronic disease management skills
- Patient Specific Goals:**
  - Address mental health/substance abuse
  - Obtain necessary forms of ID
  - Food security
  - Diabetes self-management and weight control

## CARE TEAM

Victoria DeFiglio (RN), Heidy Espada (LPN), Gladys Antelo (LPN), Nadia Ali (CCDC Director), Amanda Carter and Peter Cormier (Health Coaches)

## Timeline of Intervention

