



Brazos Valley Care Coordination Program

Texas A&M Health Science Center
Rural and Community Health Institute

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An Emergency Department diversion Program

“Breaking Down Barriers to Healthcare”



Where We Began - 2013

- 2 Community Health Workers (CHWs) and an RN Program Manager
- Develop community partnerships and provide client referrals
- Enrolled clients from one major hospital and provided referrals to PCP
- Documented manually on spreadsheets

Where we are today - 2016



Where we are today -2016

- 4 CHWs and an RN program manager
- CHWs make daily visits to hospital to extract referral data
- Contact clients to help navigate healthcare system
- Make PCP appointments & provide appointment reminders
- Assist in communicating with health care providers

Where we are today - 2016

- Work closely with hospital case managers to provide continuum of care
- Translate at PCP visits
- Teach chronic disease management classes
- Make referrals for other social needs

Where we are today - 2016

Proprietary Database:

- For all referrals received
- To track all calls to clients and clinics
- To track appointment scheduling and attendance
- To document clients' other social needs
- To provide statistical data

DY5 Metric Goals

Progress as of 06/2016

GOAL: Enroll 400 unique individuals

Progress: 403

GOAL: 30 patient satisfaction surveys

Progress: 57

GOAL: Refer 90% enrolled clients to a PCP

Progress: 98%

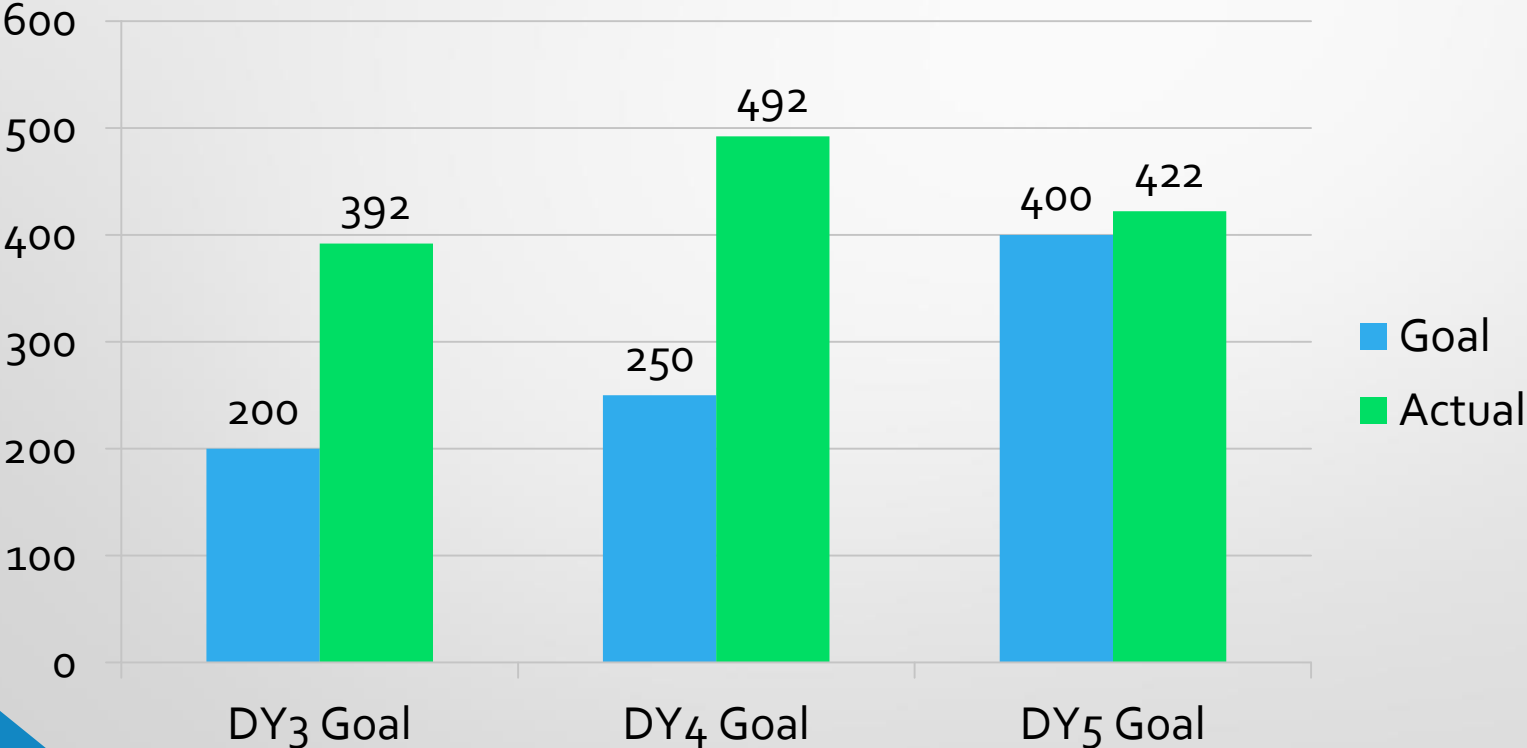
GOAL: Assist 60% clients in making a PCP appointment

Progress: 91%

Outcomes

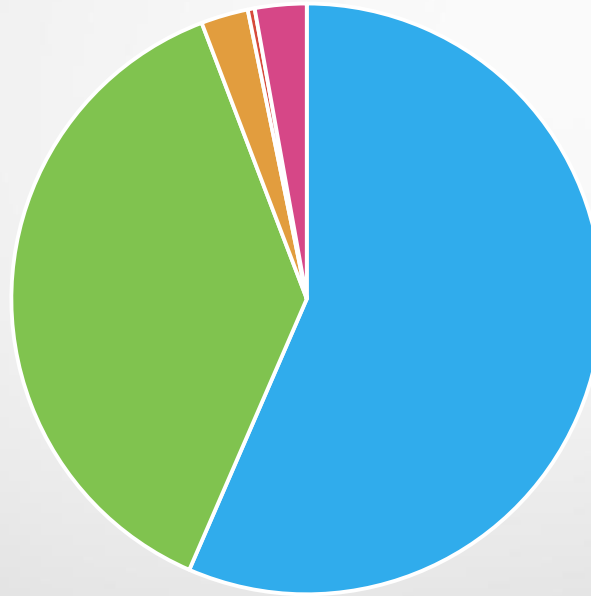
as of 07/2016

Client Enrollment



Outcomes 10-/2013 – 6/2016

Payer Source of Patients Referred

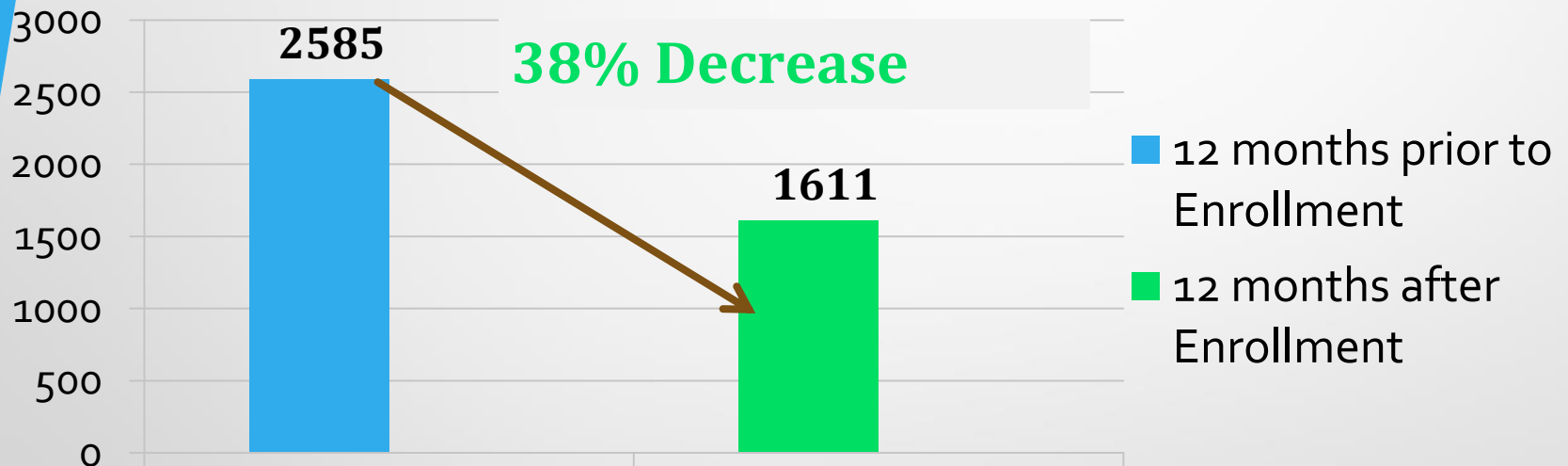


■ Uninsured ■ Medicaid ■ Private ■ Indigent Care ■ Other

Total Enrolled: 1304

Outcomes - 10/2013 - 06/2016

TOTAL ED VISITS FACILITY ENROLLED CLIENTS COHORT OF 748

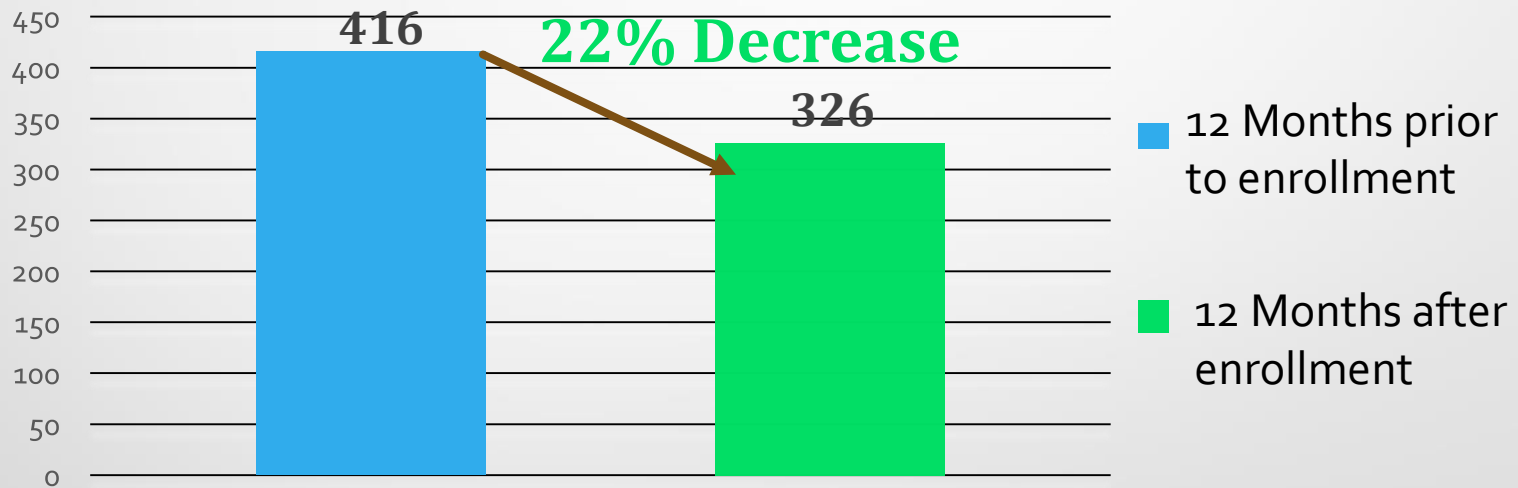


Cost savings to facility: **\$461,616.00 - \$463,789.00**

Potential savings to facility: **\$1,384,848.00 - \$1,391,368.00**

Outcomes 10/2013-6/2016

TOTAL HOSPITALIZATIONS FACILITY ENROLLED CLIENTS (COHORT OF 748)



Cost savings to facility: **\$924,210.00**

Potential savings to facility: **\$ 2,772,630.00**



Thank you!