



Patient Story: Miguel

Driving Diagnoses:

- Hepatitis C
- Congestive Heart Failure
- Hypertension

Social Indicators:

- Unemployed/no income Uninsured
- Homeless
- No social support Active drug use

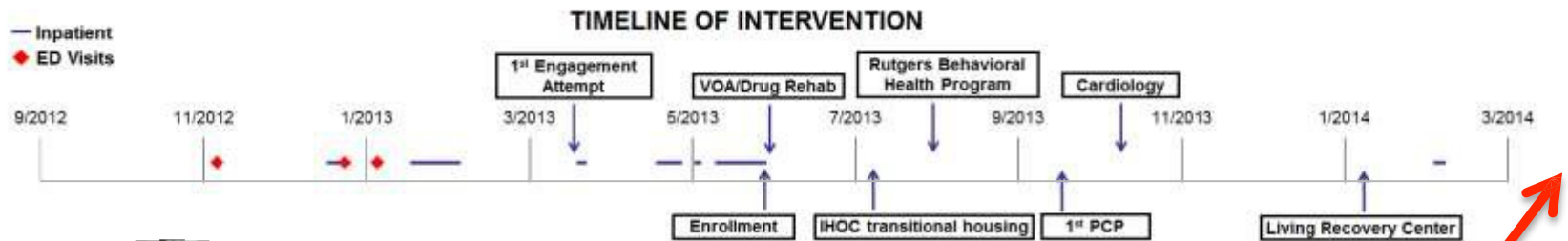
Hospital Utilization in 9 months prior to enrollment:

- 3 ED Visits
- 7 Inpatient stays
- 61 Days in the hospital
- Receipts totaling \$112,583.39



Timeline

Connecting to Community Partners

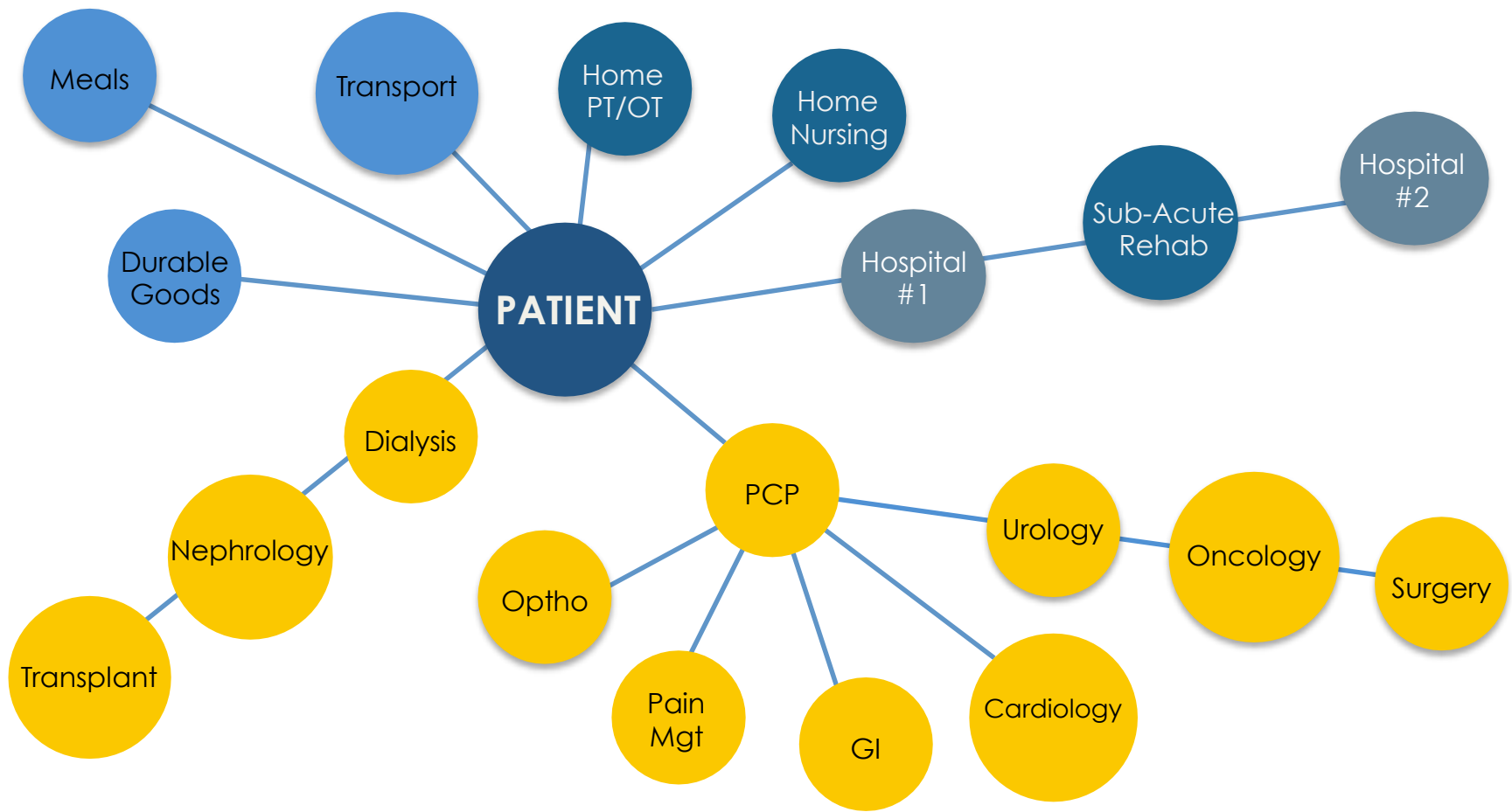


Update:
Approved for SSI/
Medicaid Coverage.

Returned to
transitional housing
program.



Navigation Map



Outcomes

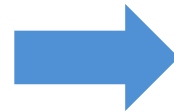
Breaking Barriers

System Failures

- Common name— slowed processing of paperwork on state level
- Misspelled name on SS card— couldn't obtain photo ID
- Follow-up paper filed incorrectly— simple mistakes compounded

Behavioral Health

- Medication adherence— meds and BP monitoring in context of behavioral health condition



System Solutions

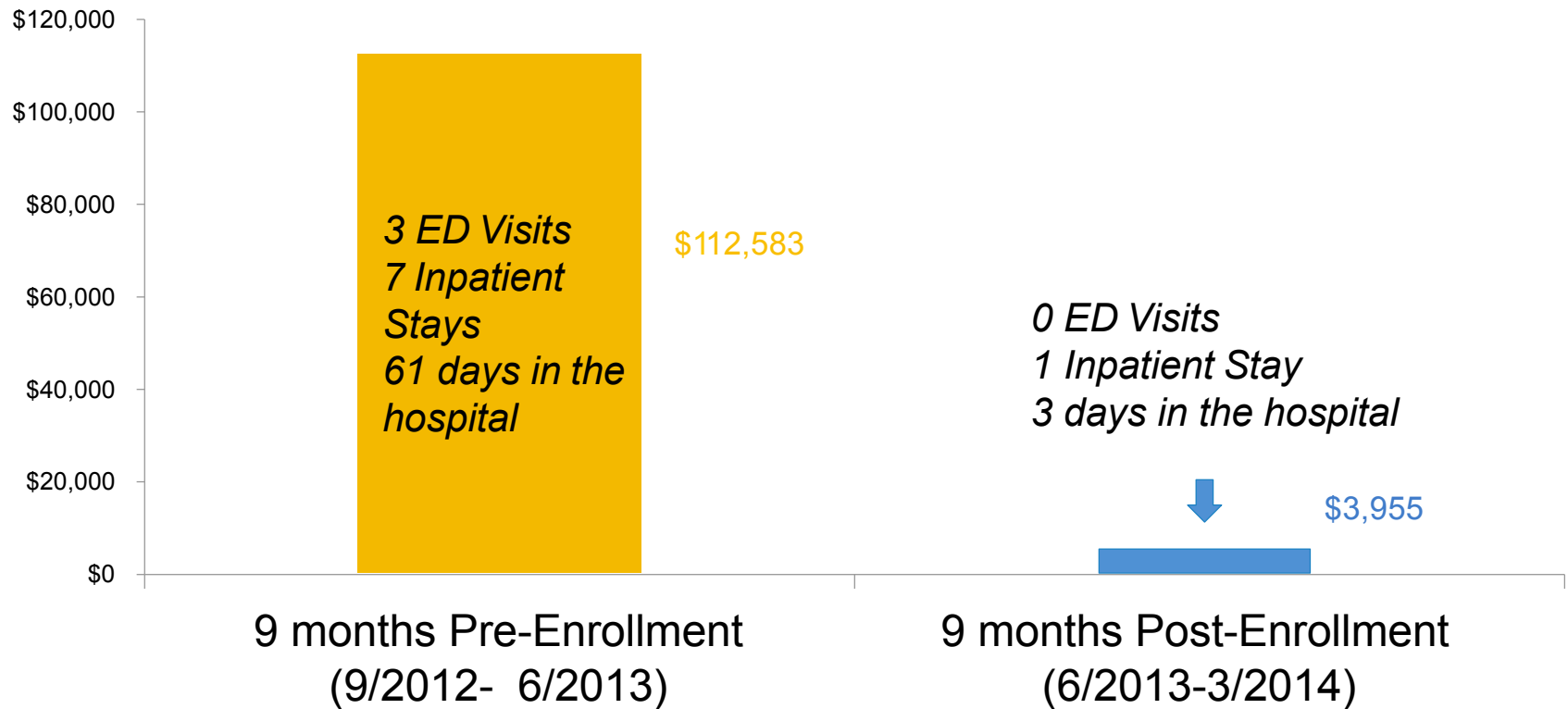


Accompaniment and
Advocacy



Outcomes

Reduced Hospital Utilization





- Approved for SSI, now receives Medicaid coverage
- Income from SSI allowed Miguel to return to transitional housing program
- Actively volunteers at self help/recovery center
- Drug free since 6/2013

Update

