

# Williamson County Emergency Services

HEALTHCARELINK



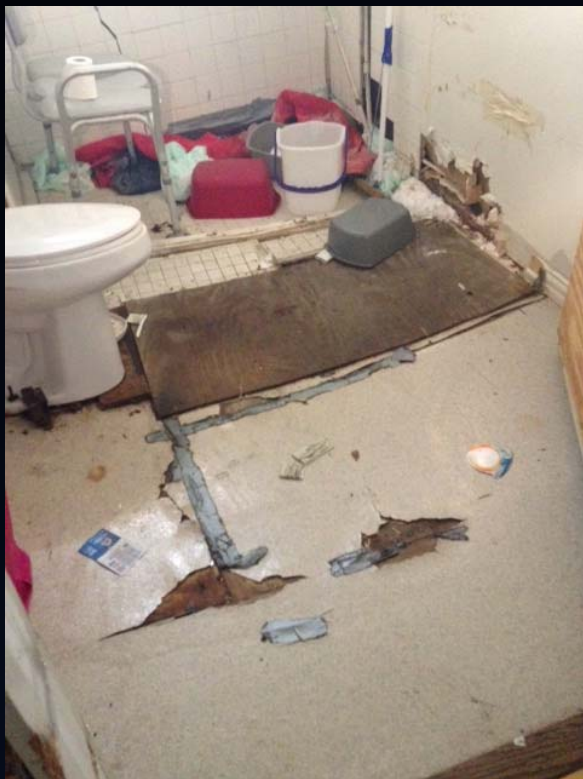
## HealthCareLink's Mission

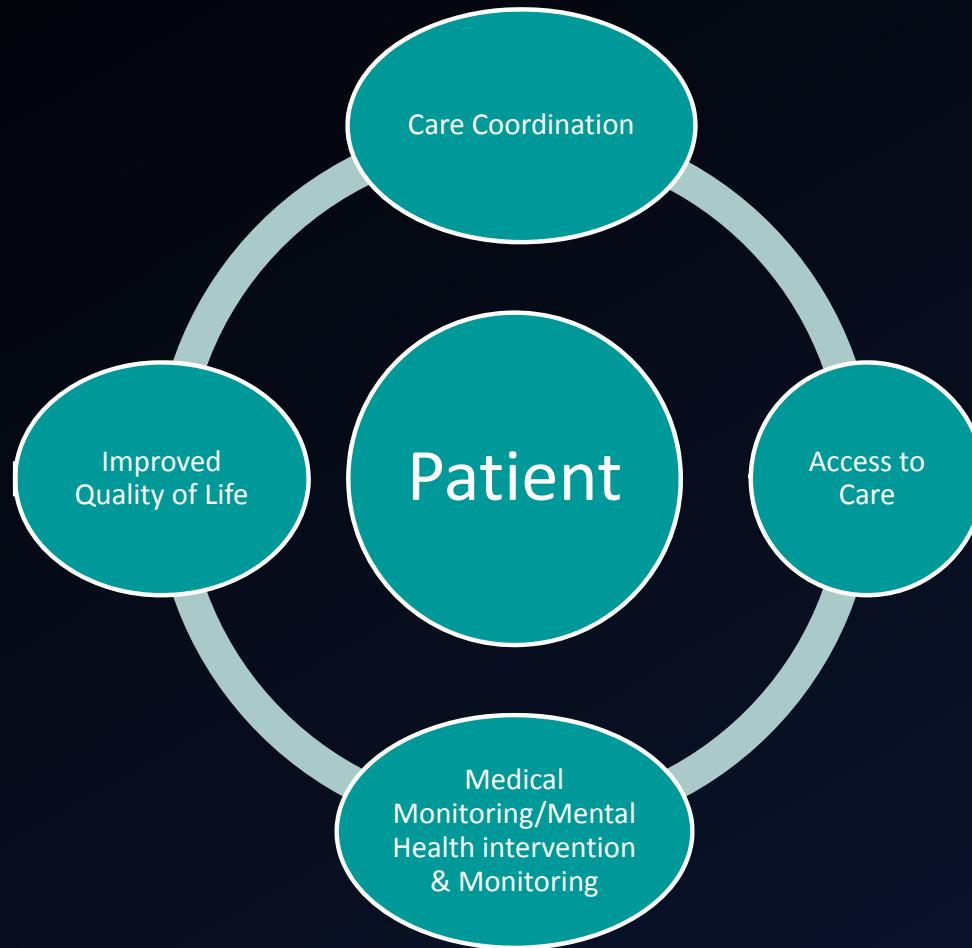
*The goal of the program is to improve the overall health of patients who have complex medical and behavioral health needs. The target population for enrollment are patients who have accessed emergency services and/or hospital emergency departments three or more times in the last 90 days.*

# Our Patients

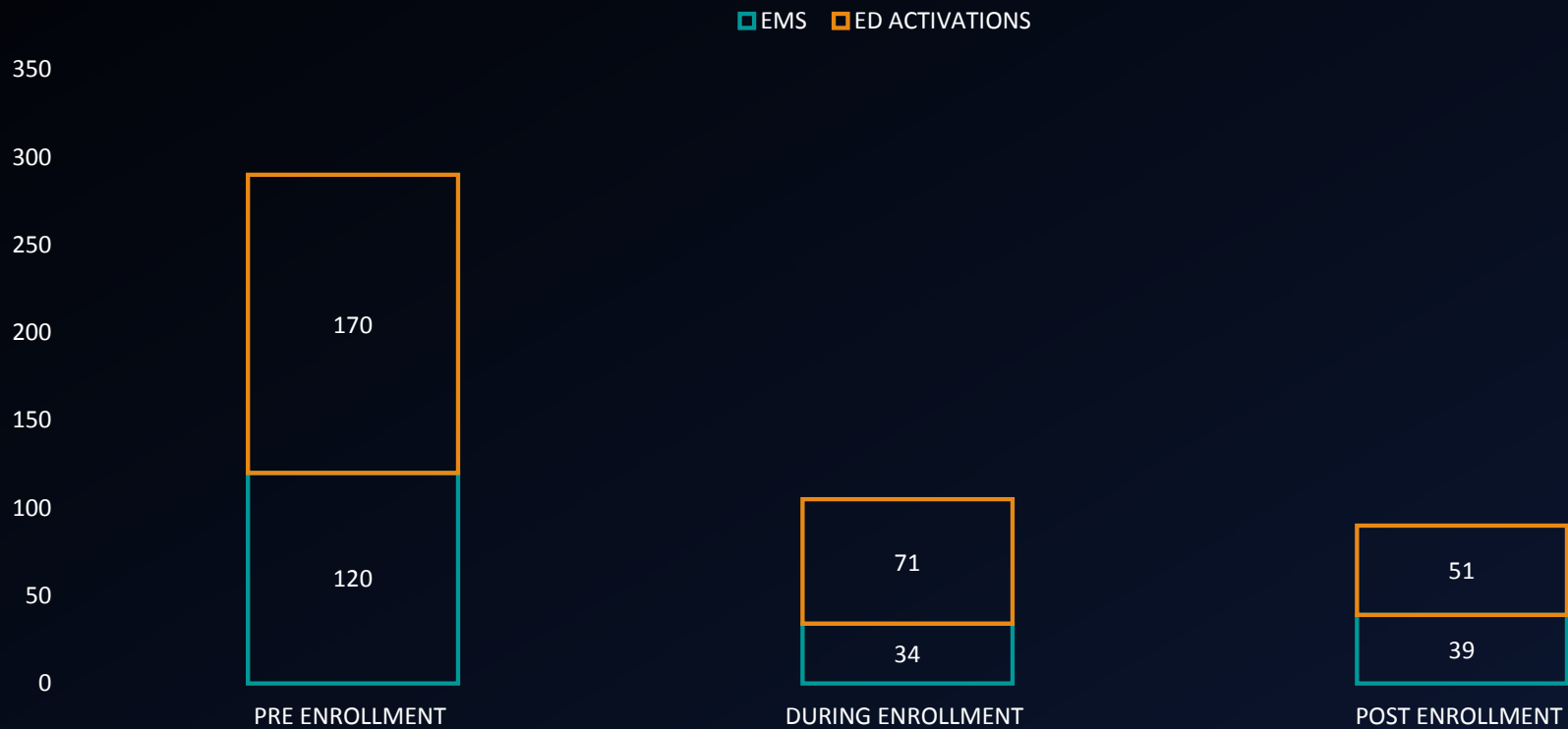
- Tend to be isolated (geographically from their families, community supports and have severe health conditions)
- They have at least 1 mental health diagnoses and history with MOT
- Most of our patients have required medical and psychiatric hospitalization
- Our patients are referred to us after every agency has provided an intervention and they no longer have support from their community
- Most are prescribed psychotropic medications and are on at least 5-15 daily medications
- Some are addicted to alcohol and/or opiates
- Most struggle financially and live in unstable housing situations
- Some are homeless and have open APS and/or CPS cases
- Most patients require intensive care coordination

## Our Patient's Living Conditions





# Quantifiable Patient Impact



# DSRIP TIMELINE AND REPORTING

- 27 active patients enrolled
- 70% of our patient population must meet the criteria for Medicaid, Low Income and/or Underserved.
- Mid year reporting will begin shortly to prepare for April deadline.
- HCL is participating in various cross regional planning committees for Stretch Activity 3 reporting.
- We remain focused on providing the best quality care to our patients with a paramedic and case manager team unit to medically assess patient as well as coordinate care simultaneously.

	DY4	DY5
TARGET GOAL	45	60
ENROLLED	45	27
MLIU % GOAL	55%>	70%>
Mental Health DX	87%	96%

# Success Story of a “911 Super User”

## Before

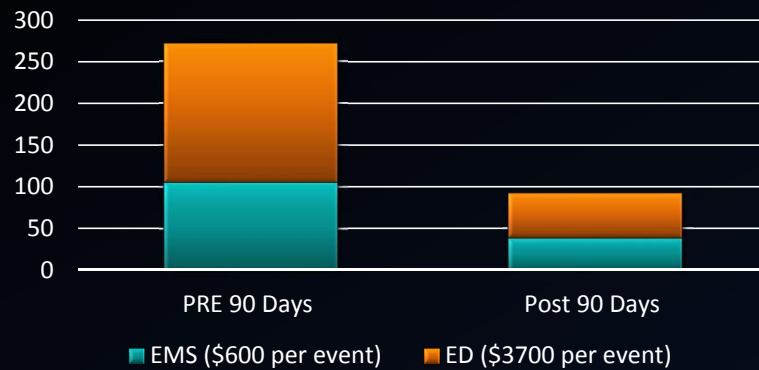
- Excessive drinking
- APS removed patient’s husband from the home to ensure safety
- Patient had been transported to the ER multiple times due to fall injuries secondary to inebriation
- Patient had exhausted all county wide resources
- Patient was arrested for DWI
- Patient lived in unsanitary conditions and access to limited food

## While Enrolled

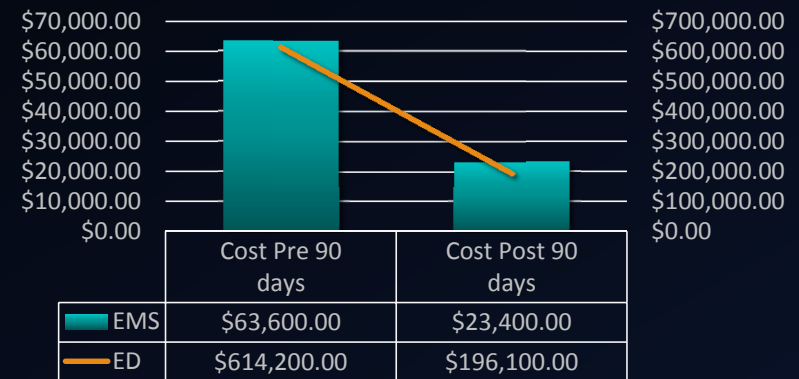
- HCL served as the lead and coordinating agency for the patient
- On multiple occasions, HCL facilitated admission into alcohol addiction treatment
- Arrested for DWI and 911 abuse
- Due to potential for violence, a multi agency response was required when the patient was in crisis
- After months of intensive intervention the patient stabilized and made progress
- Eventually the patient was healthy enough to take advantage of long term placement outside the county



## Patient Activations



## Total Cost Savings



## Total Savings: October 1, 2015-February 1, 2016

EMS : \$40,200

ED: \$418,100

→ **\$458,300** Cost savings in diversions to ER and EMS calls in less than 5 months.

## Success

- **Reduction in ED use**
- 68% decrease in 90 days

## Success

- **Reduction in EMS use**
- 63% decrease in 90 days

## Cost Savings

- **Operations for HealthCareLink**
- Program operation costs approximately \$250k per year
- Cost savings of approximately more than \$ 1 million in diversions to ER and EMS calls.



**Funding is provided by DSRIP/Medicaid 1115 Waiver**

For further information, please contact

Michelle Covarrubias, Grant and Sustainability Coordinator  
512-943-3741

Annie Burwell, Director of Outreach  
512-943-3545