

coaction *Health*

better care - together.

MidTerm Results: Prorated Data

Composite View	# Hosp Days Prevented (prorated)	# ED visits Prevented prorated
TN Total	38	5
IN Total	30	20
America	68	25

84 people enrolled as of today
Wednesday, March 04, 2015

Prorated Cost Savings: The Data

Composite View	Prorated ER Visit Savings (avg \$2168 cost)	Prorated Hospital Day Savings (avg \$1625 cost)
TN Total	\$ 10,623.20	\$ 61,587.50
IN Total	\$ 43,870.36	\$ 47,974.53
America	\$ 54,493.56	\$ 109,562.03

Prorated Total Savings: = \$164,056

DSM V Diagnoses – IN + TN

- Schizophrenia/Schizoaffective – 21 + 6
- Bipolar Disorder – 18 + 9
- Depression – 24 + 10
- Borderline Personality Disorder – 16 + 6
- Other personality disorder -- 3
- PTSD – 25 + 7
- Panic Disorder – 7 + 1
- Alcohol use disorder – 19 + 5
- Substance use disorders – 5 + 3 opioid; 13 + 2 cannabis; 2 + 1 anxiolytic; 2 + 2 cocaine
- Obsessive Compulsive Disorder – 1 + 1
- Intellectual disability – 5 + 1
- Anxiety Disorder – 4 + 4

TEC Feedback from patient interviews

- “The surveys [ginger.io]! They're encouraging me continually. [It] helps.”
- “[Because of the technology], I've actually been able to get in my appointments and be reminded and stuff like that.”
- “I'm currently on the iPhone. I'm trying to quit smoking, and there's goals I have to set. I walk every day now. Everything's working out.”
- “Yeah, I'm moving around. I'm motivated to do things. I'm not just sitting at home now. Once I set my mind to something, I'm motivated. I feel more myself than I used to.”
- “[I'm helped by] the surveys [ginger.io]. If I'm having a bad day, Landen will call and help me through it. It's easier to say "I'm having a bad day" that way than speak it. I've never had that before. I've tried to commit suicide before because in my mind I didn't have someone who cared. If someone checks on you 5 minutes before killing yourself, it helps.”
- “All of [the technologies] have been helpful. They help with activities which is good.”
- “[I'm helped by] the FitBit, counting my walking, me going to talk to Landen about how I feel, figuring out what my next goal is.”

HealthBucks have purchased

HealthBucks are funds to spend at the patients discretion, \$150, related to their wellness goals, i.e., physical health, mental health, and enjoyment of life. \$50 spent at the coaches discretion for contingency mgmnt. and relationship building.

- Water filters
- Soles for shoes
- Foot & hand care products
- Knee brace
- Basketball.
- Vision exam
- Glasses & sports eyeware from zinniaoptical.com
- Smoking cessation survival kit
- Skid strips for stairs
- Hotwater heater
- Fish oil supplements
- Dietician consult copay
- Plants
- Dog leashes
- Salt for steps/driveway
- Shoes
- Handheld shower head
- Grab bars
- Toilet safety frame
- ThickIt (beverage add-in)
- Ear plugs
- Cough drops
- Door alarm

HealthBucks Stories from patient interviews

- “I now have walking shoes and running shoes. It’s my first new pair in my life.”
- “We've gotten blinds for my door & a recumbent bike.”
- We’ve gotten some cookbooks so I can cook better so that's been really nice
- Workout videos, sweat pants, diabetic cookbooks, other books.
- Yeah, I had to get some medicine, and some clothes to work out in, so we got those so I can go to the Y, and got me some shoes
- I bought me some walking shoes, now I can walk outside
- She gets my medicine when I'm out
- Winter coat, yarn and plastic canvas. I make boxes and crosses, coasters, and do crafting.
- I now have tags on my car and some groceries and things I need.
- My house was making me sick. My WC paid for hotel for me for a week.
- I now have boots (nice and warm keep my feet warm & I'm wearing them right now) and long johns (keep my body warm).
- Yeah, I got some exercise clothes cause I don't have any sweat pants.
- I got a jacket.
- Probiotic chia drink.
- Things to draw with.

Case Study: “Belinda”

Results

- Blood Pressure in control.
- Diabetes in control.
- No hospitalization or ED use since engagement
- Engaged with PCP now.
- Now has honorable discharge papers (had lost in fire) & sustainable, safe housing.

What worked for Belinda

- Tenacious engagement.
- Long early sessions (5+ hours each)
- Safe Housing. House had black mold & large holes in the floor, piles of refuse, and animal feces and urine.
 - Mice ruined CPAP machine tubing.
 - Diabetes testing machine had no batteries.
- Wellness Coaching – has seen Unity, gotten labs, improved nutrition
- Health Bucks
 - Coat and emergency clothes
 - Temporary housing

More Success Stories -- IN

- D.F. lost 10 lbs and quit smoking for 1 week.
- C.C. very motivated. Mood getting better. Now knows how to use exercise equipment.
- A.M. high risk pregnancy, caught low O2 level in regular visit & helped her get to ER in time.
- C.W. has shoes he can walk in now & shorts to exercise.
- Wheelchair bound 600lb client now walks from living rm to bedrm to see Fitbit #s go up.
- Member with DV situation got safe housing after brother was killed (possibly by boyfriend).
- D.F. Carbon Monoxide has gone from a 60 to a 15.
- S.S. lost 3 lbs, has a Y membership now & workout clothes.
- S.C. now has pots and pans and a cookbook so she can cook.
- T.S. homebound went out for lunch with coach for first time in years. New walker.
- 1 client scared to use CPAP due to not being able to hear intruders is using it now due to a healthbucks door & window alarm.
- 1 client now clean for 45 days.
- 1 client now in Seeking Safety (trauma informed addiction care)

From our clients' voices

“Barry”

Yeah, the program is a success ‘cause I ain't kill myself. The program helps keep me safe, if it weren't for that I probably would have bit a bullet or something, I got so much shit to happen all at once it's too much to happen.

“Sarah”

I wasn't eating at all before Will. He gave me some food lists, and I've been able to eat now this week.

“Derrick”

I've seen my motivation level kind of go up a little bit from being down and not doing anything or being active, now it's gone up a lot

“Laquisha”

It's really taught me about food and I didn't know a lot about it. It's helping me get better and exercise more, and helping my physical health. I wasn't exercising or drinking water at all. It's really gotten me up and motivated rather than sitting around doing nothing. I am motivated and walking and exercising more

“George”

I love the FitBit, tracking how many steps, how many calories I burn, how many miles. I've lost 10 pounds.

What Works – IN Staff Feedback

- Health bucks
- More frequent & longer appointments.
- Accompanied Dr. visits.
- ½ benefit a lot from i-phone
- In-person training & consult time from CRI
- Org commitment to integrated health coaching.
- Training from Christina
- Accompanied therapy visits (to aid w/ accountability)
- Being able to go out & find clients & be persistent.
- Making it fun & getting out in the community.
- Focusing on client's goals.
- Motivational Interviewing.
- HipaaChat to connect with clients.
- Ginger.io helping to alert & address issues quickly.
- Maren going to CSS/ACT meetings, too.