



Roundtable on Seizing the Opportunities in Population Health

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Name of project or collaborative

Supporters of Health-Wake Forest Baptist Health

Geography

Forsyth County, North Carolina

Brief description

- Target population/community: Underserved persons served by the health system from 5 target zip codes and 9 census tracts in Forsyth County, NC
- Health issue or condition that is the focus of the project/collaborative: All conditions, but focus is on decreasing readmissions and charity care costs for the hospital per se
- Main strategies used by the project/collaborative: Community Health Workers who receive consults from outside the hospital (2/3 referrals) and from hospital staff when patients are discharged (1/3 referrals) partner with social service agencies, faith communities and internal staff to navigate persons to resources. Our Supporters are trusted former environmental service workers from the hospital who are embedded in the under-served target zip codes.
- Partners/Sectors that are part of the project/collaborative: Faith communities, social services agencies, all safety net clinics, the hospital's care transitions initiatives (for Medicaid super-utilizers, those who work with geriatric patients, those who partner with home health agencies, etc.) and internal pastoral care and medical service staff
- Duration/when it was initiated: Feb. 2014

Relevance of project to this breakout session

CHW

Results/outcomes

85% of the persons seen have been served by our health system in the last 5 years. Early Medicaid sign-ups (confirmed) can result in ~\$79,000 in revenue if these patients have one annual return visit in FY2015 (benchmarked on average self-pay vs. average Medicaid payments). Of the 190 persons cared for to date, only 5 (2.6%) have been readmitted to the hospital within this early developmental stage of the program.

Case Study: One female was being discharged with a hefty pharmacy bill of \$436 for multiple prescriptions, which she could not afford to pay. Our first Supporter contacted the physician at the local safety net clinic, had the provider switched the medications to generics and to a less expensive pharmacy and the pharmacy bill was decreased to \$14 (a \$422 ROI).

Funding

Wake Forest is funding this work through its Foundation monies, expecting robust ROI in the next two years.

Contact

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