

## IHI STORYBOARD SUBMISSION

**TITLE:** Beyond the Stethoscope: Holistic Care Coordination for the Mind, Body and Spirit

**DESCRIPTION:** Healthy People 2020 defines social determinants of health (**SDOH**) as, "conditions in the environment in which people live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risk". Mercy Health System, Conshohocken, PA, a member of Trinity Health System, designed a community based strategy to address unmet social needs in a medically fragile, complex, high spend patient population. Addressing mind, body and spirit empowered patients to become active participants in, and owners of their medical care and resulted in improved quality of life outcomes, and cost-effective, appropriate health care delivery.

**AIM:** Address SDOH to improve quality of life, reduce medical cost for fragile, high spend population

**ACTIONS TAKEN:** Masters-prepared Social Worker (MSW) leads a team of Community Health Workers (CHW) in managing SDOH for a high spend, dual eligible, chronically ill population. This dyad model of MSW and CHW serves as an extension of the medical team into at-risk communities and identifies beneficial resources, e.g. food, transportation, housing.

**SUMMARY OF RESULTS:** Program effectiveness was measured using longitudinal analysis of ED utilization and hospitalizations over 8 months, as these remain objective indicators of cost management and appropriate use. Outcomes indicated a decline in ED and hospitalization rates. With the observed reduction in ED visits and hospitalizations, the estimated cost savings exceeds \$200,000.00.