

Identifying Patients for Case Management Intervention and Educational Support

South Boston Community Health Center
MLCHC CHI
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Today's Agenda

About SBCHC
Overview of the Health Center.

01

Partnering with Azara
Purpose, benefits and objectives.

03

Challenges
How we're working to improve.

05



02

Managed Care
Who we are and what we do.

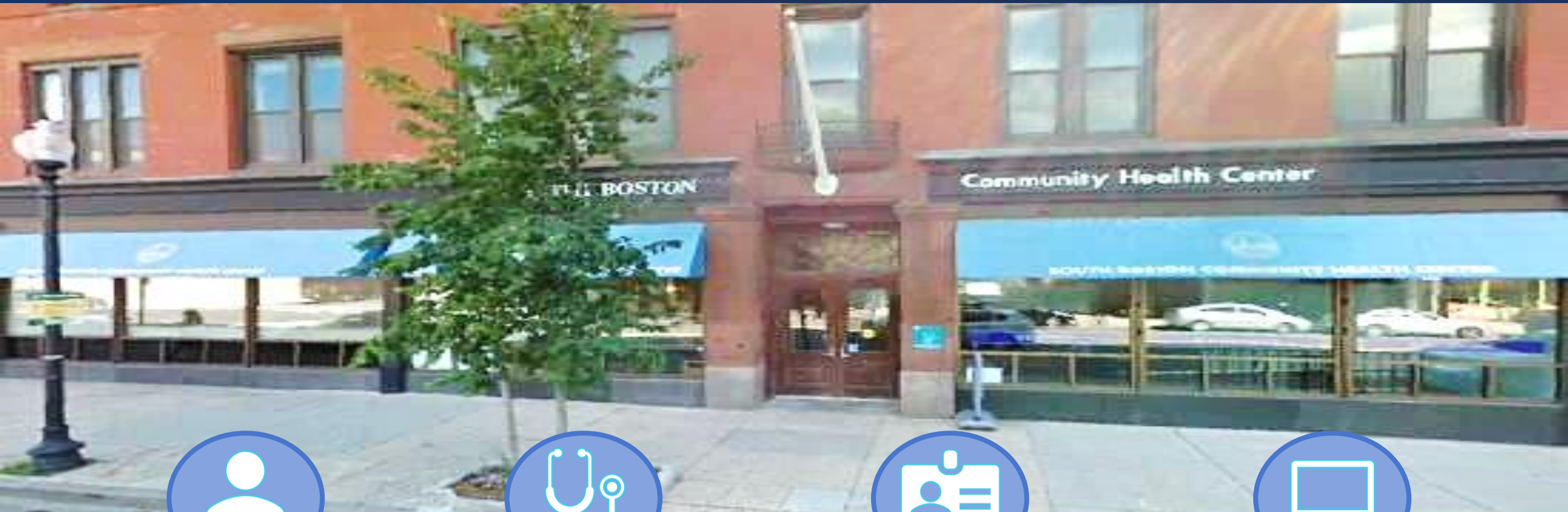
04

Impact of Risk Stratification
How the tool impacts CCM and SBCHC

06

Questions
Questions and discussion

About SBCHC



Services

15,152 Patients
68,138 Visits



Care Team

25 Attending PCP's
25 Resident PCP's



Recognition

FQHC | PCMH
HIMMS 6



Technology

OCHIN-EPIC EHR
Azara DRVS

Managed Care Department

The Managed Care Team coordinates care for patients, their families and their care teams to improve patient outcomes and quality of care.



Special Populations
Breast Health & Cervical Cancer Screening



Data Entry
Report requests and data entry for outside results



Outreach
Screening tests, preventative health



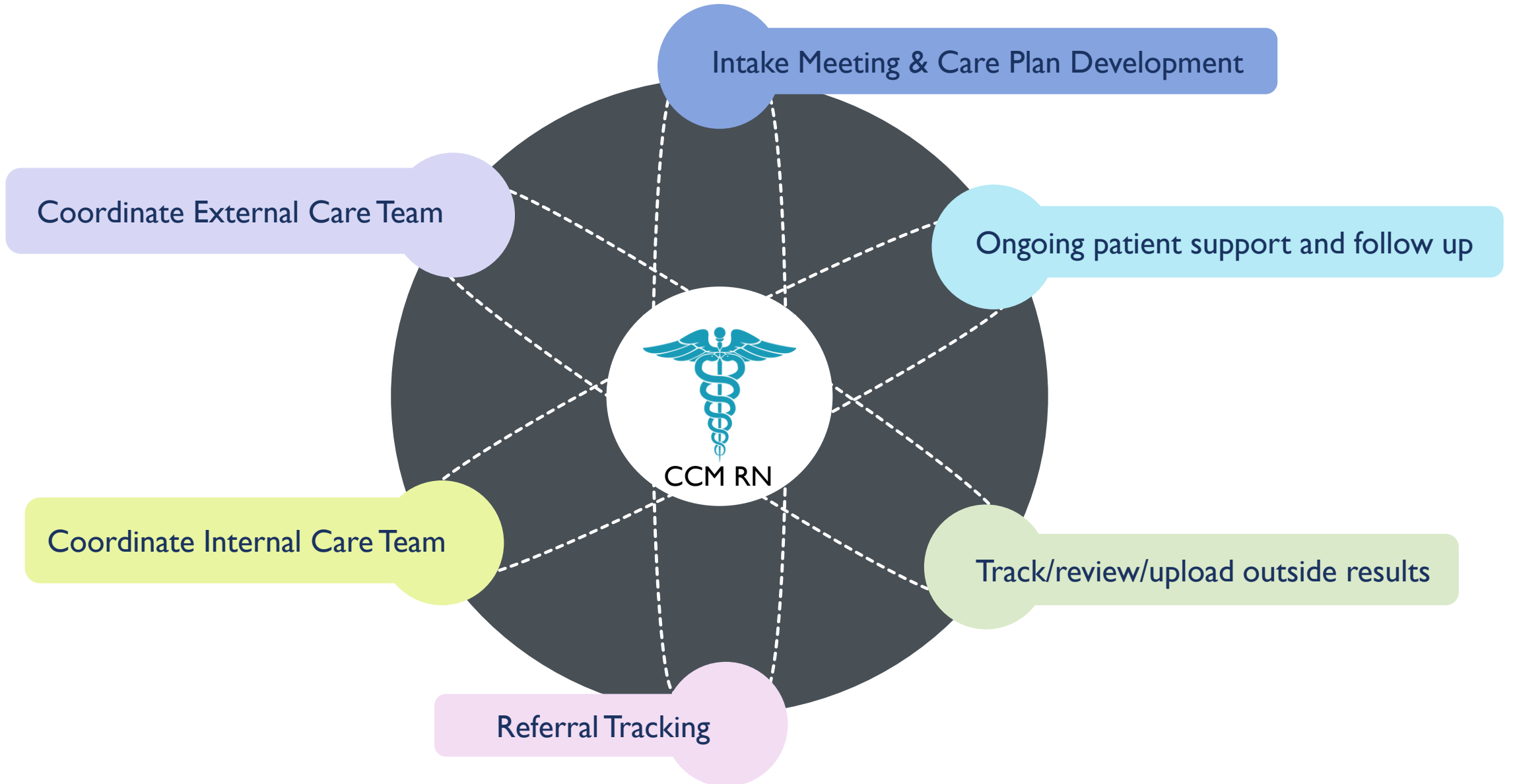
CCM
Complex Case Management for high risk patients.



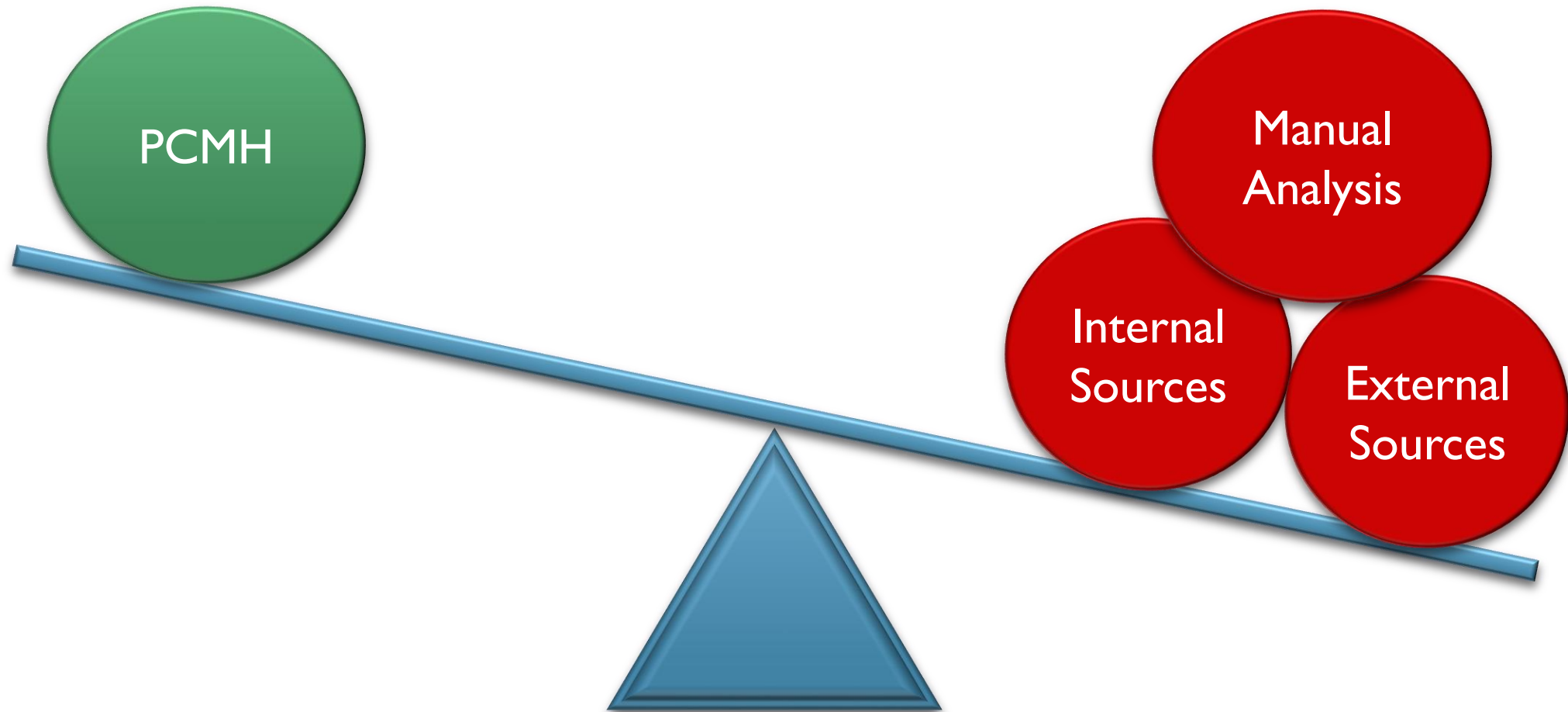
ED/ADM/DC Follow Up
Done for all SBCHC patients.

2.5 FTE RN | 1 FTE Navigator

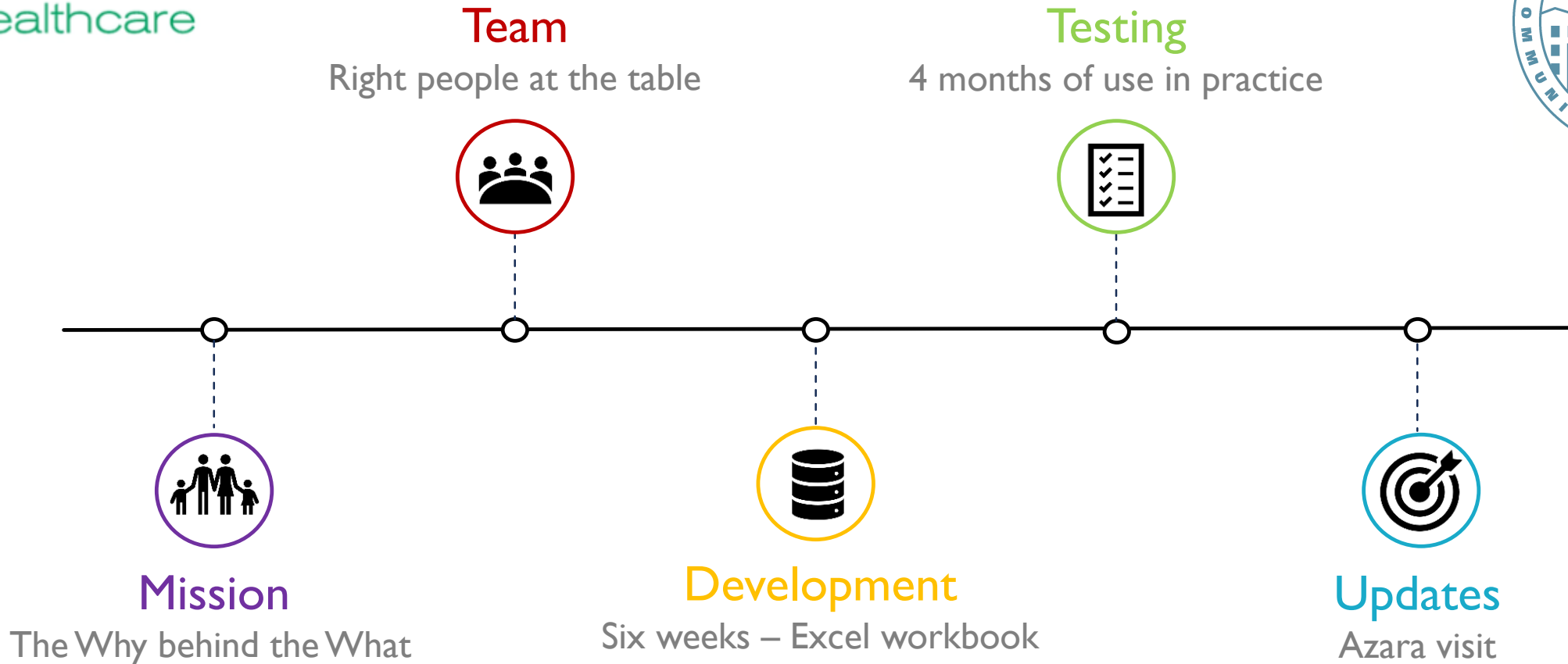
Complex Care Management



Identify Patients for Case Management **Old Way**

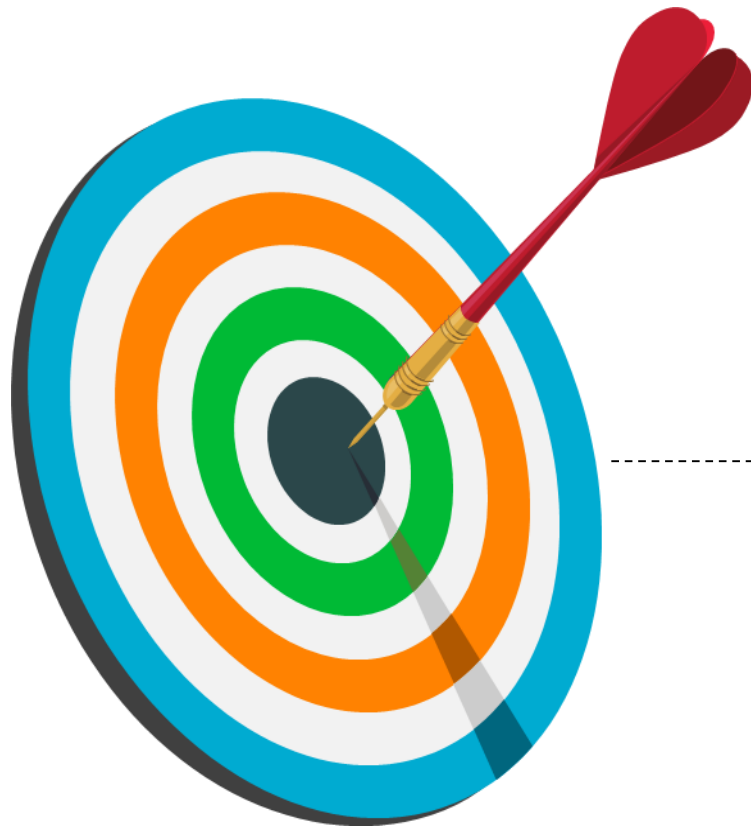


Risk Stratification Timeline



Risk Stratification Tool

Risk stratification helps us separate patients into high, moderate and low risk categories to improve workflows and provide better, higher quality care.



01

Improve existing CCM program
Patient identification, dashboards, reporting

02

Identify staff education needs
Resource expansion, utilization

03

Identify patient education needs
Social determinants of health

Case Management Challenges



Questions Discussions

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