Brazos Valley Care Coordination Program
Texas A&M Health Science Center
Rural and Community Health Institute

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An Emergency Department diversion Program

“Breaking Down Barriers to Healthcare”
Where We Began - 2013

- 2 Community Health Workers (CHWs) and an RN Program Manager

- Develop community partnerships and provide client referrals

- Enrolled clients from one major hospital and provided referrals to PCP

- Documented manually on spreadsheets
Where we are today - 2016
Where we are today - 2016

- 4 CHWs and an RN program manager
- CHWs make daily visits to hospital to extract referral data
- Contact clients to help navigate healthcare system
- Make PCP appointments & provide appointment reminders
- Assist in communicating with health care providers
Where we are today - 2016

• Work closely with hospital case managers to provide continuum of care

• Translate at PCP visits

• Teach chronic disease management classes

• Make referrals for other social needs
Where we are today - 2016

Proprietary Database:

- For all referrals received
- To track all calls to clients and clinics
- To track appointment scheduling and attendance
- To document clients’ other social needs
- To provide statistical data
DY5  Metric Goals
Progress as of 06/2016

**GOAL:** Enroll 400 unique individuals  
Progress: 403

**GOAL:** 30 patient satisfaction surveys  
Progress: 57

**GOAL:** Refer 90% enrolled clients to a PCP  
Progress: 98%

**GOAL:** Assist 60% clients in making a PCP appointment  
Progress: 91%
Outcomes
as of 07/2016

Client Enrollment

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<tr>
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<th>DY3 Goal</th>
<th>DY4 Goal</th>
<th>DY5 Goal</th>
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<tbody>
<tr>
<td>Goal</td>
<td>200</td>
<td>250</td>
<td>400</td>
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<tr>
<td>Actual</td>
<td>392</td>
<td>492</td>
<td>422</td>
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Payer Source of Patients Referred

Total Enrolled: 1304
Total ED Visits  Facility Enrolled Clients
Cohort of 748

Cost savings to facility: $461,616.00 - $463,789.00
Potential savings to facility: $1,384,848.00 - $1,391,368.00
Outcomes 10/2013-6/2016

TOTAL HOSPITALIZATIONS
FACILITY ENROLLED CLIENTS
(COHORT OF 748)

12 Months prior to enrollment: 416
12 Months after enrollment: 326

22% Decrease

Cost savings to facility: $924,210.00
Potential savings to facility: $2,772,630.00
Thank you!