

2021 *Promising
Practices Project*
Outcomes



NORTHCOUNTRY
— INITIATIVE —

~~2021~~: Complete Family Care & Laser Center

Bridging the Care Management Gap for Medicaid Patients

- Provided social & healthcare supports to high-risk Medicaid patients
- Impact:
 - 41% of engaged patients had decreased hospital or ED utilization
 - 42% of identified care gaps were closed (most improved: breast cancer screening & diabetic eye exams)
 - Social needs were identified for 75% of patients; of those, food/nutrition needs were most prevalent (51%) followed by personal safety & housing.
 - 92 enrolled patients → ~\$22K total healthcare cost savings

***2021:* St. Lawrence County Community Services**

Incorporating Virtual Reality (VR) into Mental Health & Substance Use Treatment

- Purchased 3 VR headsets that simulate environmental/other triggers, to use in combination with other therapy to prepare individuals to respond in healthy ways to substance use and/or mental health triggers in real life.
- Impact:
 - 81 unique individuals utilized the headsets during the project period
 - 89% reported reduced feelings of stress/anxiety after utilizing the modules that target stress.
 - Readmissions reduced by 15% from 2021Q1 to 2022Q1.

2021: Samaritan Medical Center

Intensive Outpatient Management for CHF, COPD, & Pneumonia Patients at High Risk for Hospital Readmission

- Provided remote patient monitoring and “life coach” services to patients
- Impact:
 - 40 unique patients enrolled
 - Only 7 enrolled patients were readmitted; COPD readmission rate decreased from 1.47 to 1.01 & CHF rate decreased from 1.26 to 0.92.
 - Collaboration among ED, primary care, hospital care teams, home health, public health, etc.
 - Patient story: Linda’s remote monitoring readings indicated water retention; the patient denied symptoms but the care team could see from her readings that something must be wrong, so they brought her in for evaluation. Linda was identified as being dangerously close to readmission, had the care team not intervened.

~~2021~~: Northern Regional Center for Independent Living

Community Health Workers & Primary Care

- 2 trained CHWs deployed throughout St. Lawrence County to identify & refer for social & health-related needs
- Impact:
 - 632 individuals outreached (public housing, laundromats, gas stations, grocery stores, farmer's markets, barber shops/hairdressers, pharmacies, fast food, libraries, etc.)
 - 299 referrals made (primary care, mental health, substance use, internet, health insurance, SNAP, housing, etc.)
 - Secured funding to sustain the program

2021: The ARC Jefferson-St. Lawrence

Strengthening Access to Physical & Behavioral Healthcare for People with Intellectual & Developmental Disabilities through Remote Technology

- Laptops & tablets were purchased & utilized for physical & behavioral health appointments, as well as for residents' interaction with friends/family
- Impact:
 - Have maintained or improved management of residents' diabetes, weight, blood pressure, high cholesterol
 - 48% reduction in # miles traveled by nurses & 64% more nurse visits
 - <https://www.youtube.com/watch?v=S2mpOxRR4ZQ>