



Program Overview

Program Duration: Since February 2015

Average Daily Census: 60-100 high-risk patients (varies throughout the year)

Maxim Team:

- 1 RN,
- 6-7 Community Health Workers,
- 1 Program Manager,
- Maxim branch office support (recruitment, onboarding, training, EHR management, etc...)

Average Service Level Per Patient:

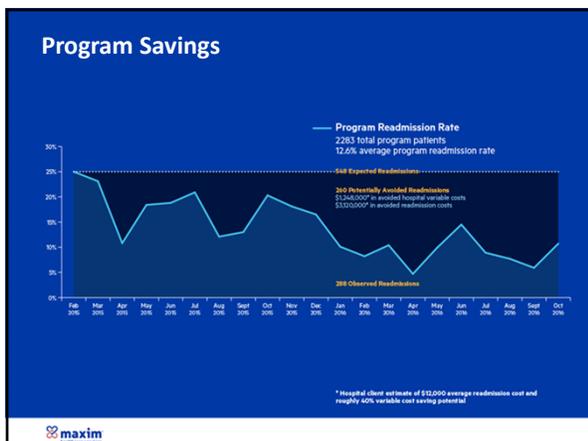
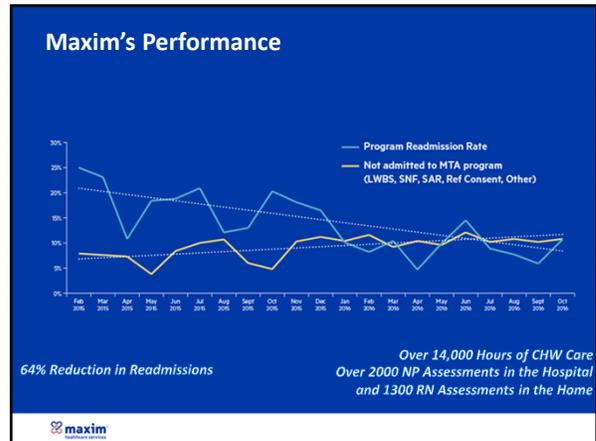
- Stability Phase:** Assessment, develop care plan, establish goals, build trust, engage, coordinate care, establish link to primary care, connect to social services, transportation
- Maintenance Phase:** Assist with ongoing appointments, refills & maintenance of clinical "calendar," ongoing engagement, reassessment, evaluation of progress towards goals
- Average of ~ 1 RN visit & ~ 4 CHW visits per month (each CHW visit involves roughly 2.5 hours of CHW time)

Price: per day (for each day program participant resides in the home/community-based setting) Potential to negotiate quality and performance-based incentives

Cost Compare...

Care Setting	Daily Cost
Adult Day Health Care Center	\$67.00 *
Assisted Living Facility	\$108 *
Nursing Home	\$229 *
ER Visit	\$1233 **
Hospitalization	\$2271 ***

* LongTermCare.gov: <https://longtermcare.acf.gov/costs/how-to-pay/costs-of-care.html>
 ** Caldwell N, Sirotsky J, Wang Y, Hsu R (2013) "How Much Will I Get Charged for This?" Patient Charges for Top Ten Diagnoses in the Emergency Department. *Post Crit Care* 8(2): 45-54. doi:10.1177/0885066613505491 <http://dx.doi.org/10.1177/0885066613505491>
 *** Kaiser Family Foundation, State Health Facts: http://kff.org/health-costs/state-indicators/expenses-per-patient-day/four-year-trend/?name=08_scm&mode=1&chartMode=1&chartID=227&location=N22_N22&sort=1&size=200x120



CHW's can be deployed to address a wide range of goals and conditions...

A word cloud listing various medical conditions and services that CHWs can address, including: High Risk Sexual Behaviors, Planned Hospitalizations, Patient Satisfaction, Medication Management, Adverse Pharmaceutical Events, Recurrent Wounds, Hypertension, Patient Safety, Annual Dental Screenings, Sedentary Lifestyle, Recurrent Falls, Chronic Pain Syndrome, Social Services, Anxiety Disorder, Cirrhosis, Diabetes Management, Cancer, Recent Surgery, HIV Treatment, Poor Vision, ESOL, TBI, Stroke, Asthma, Dietary Indivcretions, ED Utilization, Hospice Utilization, ADLs, Cognitive Terminal Illness, Schizophrenia, Dementia, Obesity, Chronic Care Management, Addiction, Hepatitis C Treatment, Autism, PTSD, Pancreatitis, Depression Management, Heart Disease, Chronic Liver Disease, Self-Rated Health, Low Motivation, HCAHPS Scores, Smoking, Care Coordination, Bipolar Disorder, Fall Risk Scores, Unplanned Hospitalization, HEDIS Scores, Congestive Heart Failure, Health Literacy, Patients Needing Primary Care, Coronary Artery Disease, Chronic Pain Treatment, Social Isolation, Atrial Fibrillation, Dysfunctional Relationships.

Who is a Maxim CHW...

Background:

- We look for CHWs with a bachelors or associates degree in psychology, health education, public or community health, or are experienced as a Certified CHW, or in social work, nursing (LPN, CNA), or behavioral health counseling.
- Recruited from the communities they serve (geographic, ethnic, occupational or disease specific)

Training:

- ~80 Hour Training and Mentorship program
 - Maxim specific compliance
 - Introduction and history of the CHW role
 - Overview of the CHW Profession
 - CHW roles and competencies
 - CHW ethics
 - Overview of Medical, Mental Health, Functional and Social Conditions
 - Motivational Interviewing
 - Documentation
 - Field-based practicum and mentorship

CHW training can be tailored to the specific needs of the customer



What does a Maxim CHW do...

Engage patients as connectors for groups that have traditionally lacked access to adequate healthcare

Provide support with scheduling appointments, educating patients on disease-specific protocols and care management

Connect patients with primary care physicians and community resources such as housing, meal preparation, transportation, or substance abuse treatment

Serve as trained members of the community in which they live and serve

Convey health messages, promote healthy behaviors, and increase the general health of the community

Create a sense of familiarity, trust, and comfort with patients

Resolve potential racial or ethnic barriers to care

Help their patients in a way that is consistent with the patients' values and needs

Support the emotional needs of the patient

The roles and functions of CHWs vary based on location and setting



The Challenge of CHW Management



Readmission reduction partnership



"In May, about 10% of St Joseph's high-risk patients were readmitted within 30 days, compared with 25% when the hospital launched the program in February 2015 in partnership with medical staffing company Maxim Healthcare."

"It was Maxim that approached St. Joseph, (Dr. Gail) Cunningham said, to explore the idea of examining nonmedical factors that contribute to readmissions and using community health workers to reduce unnecessary returns." (10/22/16)





"Maxim and UMSJMC have data through May 2016. In that period, the program involved about 1,800 patients overall. It has driven the readmission rate down for this patient group by more than 60%." (10/4/16)



"Readmissions aren't the problem — they are a symptom. The real problem occurs when patients with complex medical issues and unmanaged psychological or social challenges don't receive the support they need to maintain their health."

—Mona Sartin, MD, MBA, president and CEO of the University of Maryland Medical Center

"This partnership has allowed us to step beyond the role hospitals have traditionally played in a patient's recovery to create a measurable positive impact on the health of the population we serve."

—Dr. Thomas B. Smith, president and CEO of UMSJMC