



Camden Coalition of
Healthcare Providers

Camden Care Management Project

Initial Findings from an Intervention Targeting
Frequent Utilizers of the Emergency Department

The Camden Care Management Project is a citywide initiative, comprised of providers, social workers, and administrators from across the city and across Camden institutions. The project is intended to reach the most frequent of ER visitors, who often have complex health and social needs and are more likely to have psychiatric diagnosis in addition to their medical diagnosis. Case management intervention may include outreach by community health workers, social work case manager, nurse case manager, and referrals for housing, medical assistance, or other needs.

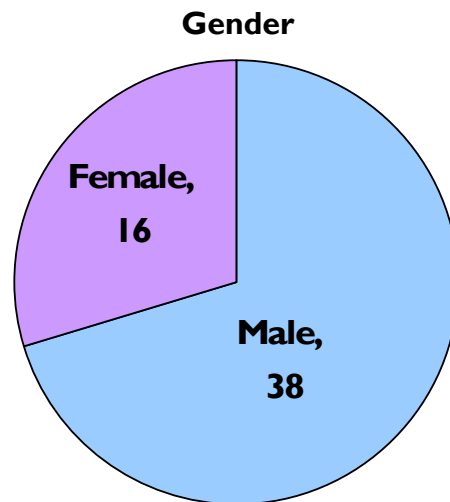
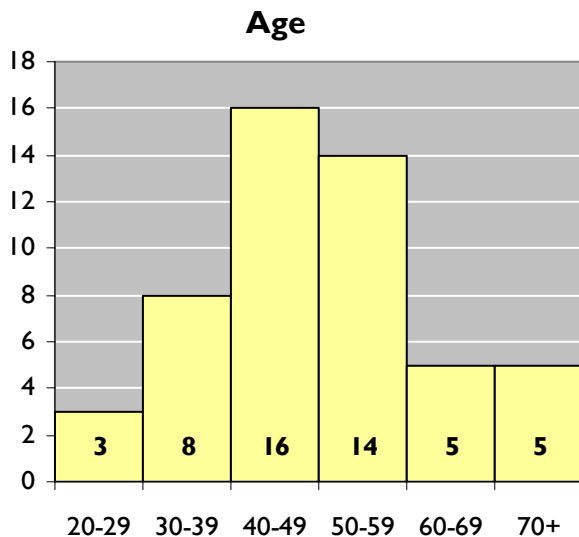
Key points:

- * Fifty-four (54) patients have had at least one contact by a member of the care management team
- * Intensive outreach began **September 2007**

Patient Challenges	Percent
Housing	73%
Transport / Mobility	58%
Mental Illness	30%
Alcohol / Drug Abuse	58%

Accomplishments	Percent
Long-Term Housing	68%
Transitional Housing	45%
Link w/ Medical Services	58%
Medication / Equipment	66%
Link w/Public Assistance	47%

Participants in Care Management Project



Camden Care Management Project (June 2008)

The care management project is a data-driven initiative with measurable outcomes. The key data behind this project is a database that includes **every visit** to a Camden hospital between 2002 and mid-2007. This database includes:

- ☐ Billing and insurance information, including charges and receipts
- ☐ Visit information, including dates of admission and diagnosis codes
- ☐ Patient demographics, including name, age, and address

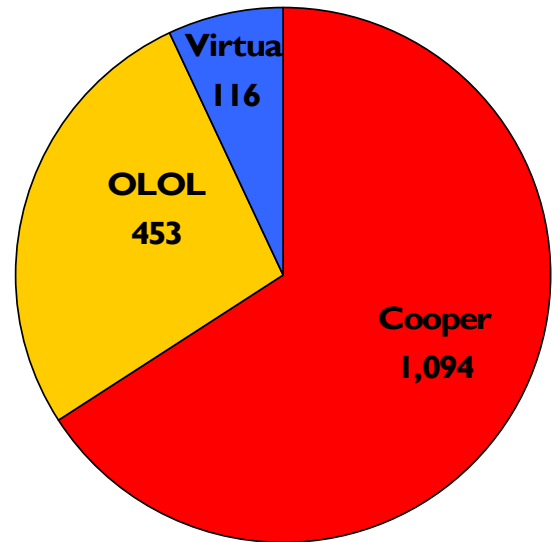
	Visits	Patients	Visits / Patient
Care Mgmt	1,663	43	38.67
Overall	386,794	97,555	3.96

Forty-three (43) of the 55 patients in the care management project were matched with the database. Collectively, these 43 patients accounted for 1,663 emergency department and inpatient visits between 2002 and mid-2007. The number of visits by each patient ranged from 1 to 324. The median number of visits was 16. The most expensive patient generated \$4,973,811 in charges and \$661,155 in receipts. The average receipts per patient were \$69,653.

	E.D. Visits	Inpatient Visits	% Inpatient
Care Mgmt	1,056	607	37%
Overall	320,253	66,541	17%

	Charges	Receipts	Collection Rate
Care Mgmt	\$26,598,615	\$2,995,080	11.3%
Overall	\$3,426,979,721	\$461,388,406	13.5%

Care Management Visits by Hospital



The 43 patients generated \$26.6 million in charges and \$3.0 million in receipts during a five-year period.

Of the 43 patients matched in the database, 12 did not have any payments to hospitals. An ongoing task of the care management project is to match these patients with appropriate assistance.

Methods: Billing data was obtained separately from the three hospitals in Camden -- Cooper, Our Lady of Lourdes, and Virtua -- for the period from January 1, 2002 through July 31, 2007. Patient records were probabilistically linked using LinkageWiz software. Visits from a patient participating in the care management project were identified. The information in the Camden Health Database is treated with strict security, and individual patient-level information is not released.