Introduction

• The US healthcare system spends over $3.5 trillion a year and is projected to continue to increase 5.5% each year reaching $5.7 trillion by 2026.1,2
• 5% of the total population is responsible for nearly 50% of the healthcare expenditure;3 these individuals are known as patients who “super-utilize.”
• Patients who super-utilize not only face demanding chronic medical conditions but complex social barriers as well, challenging their ability to receive the quality care needed to manage their health
• The purpose of the Student Hotspotting initiative is to identify these individuals, understand their barriers and intervene by:
  – Connecting them with community resources
  – Improving coordination and communication between both providers and the patient
  – Empowering these individuals to better manage their health
• Our patient (DW) lives in a close-knit, 4-generation household that just welcomed their newest member: a black-and-white kitten
• DW is a 61 year-old female who recently received orthotopic heart transplant. Her comorbidities include sleep apnea, GERD, OA, chronic pain syndrome, COPD and a history of a CVA
• We identified 3 main barriers to address with DW
  – Transportation difficulties
  – Management of her complex medication regimen
  – Maintaining a heart healthy lifestyle through diet and exercise

Patient Intervention

Polypharmacy: In response to the medication burden faced by DW, we proposed a formal medication schedule including the possibility of home delivery with automatic refills and implementation of medication adherence packaging to assist with the patient’s complex medication regimen.

Diet: We had hoped to connect DW with a nutritionist and/or accompany DW grocery shopping to aid her in making choices that will promote health.

Physical Therapy: We had hoped to attend a physical therapy session with DW and produce a detailed guide of the exercises recommended for her so she could continue to improve between sessions and limit her need to travel to appointments.

Transportation: We had hoped to connect our patient with additional resources to help her with her transportation challenges. Specifically, DW would likely qualify for Logistical transportation; this can be arranged by case management and forwarded to her PCP for signature.

Community Partnership

One community partnership resource that we identified, specifically for her needs for transportation, was medical transportation services such as the Thomas Jefferson University Hospital shuttle service which provides free rides to various stops around the Center City Campus and Hospital from Jefferson Station.

Potential partnerships in our Hotspotting efforts could have included DW’s providers. With more communication between our teams, we would create a more comprehensive plan of care. This partnership would benefit our efforts to:

- Identify more resources for healthy living
- Promote medication self-maintenance through conversations with DW’s pharmacy
- Decrease the number of missed out-patient appointments
- Limit in-patient hospital stays

Patient’s Perspective

Overall DW reported feeling more confident in her ability to manage her own health throughout the program. We saw this confidence implemented in multiple ways...

- In our latest encounter she was able to recall all of her medications, the dosage, and appropriate time to take them.
- She reported feeling more confident in her ability to communicate with her transplant team.
- DW reported feeling more active and believed she was eating healthier.

Although we were not able to perform a physical therapy observation or home visit, our patient did seem receptive to the possibility to one in the future. DW expressed a willingness to participate in the program next year to continue working towards her goals of living a healthier life.

Acknowledgements and References

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References