Ensuring Consistent Services for Consumers in a Transitional Care Coordination Program

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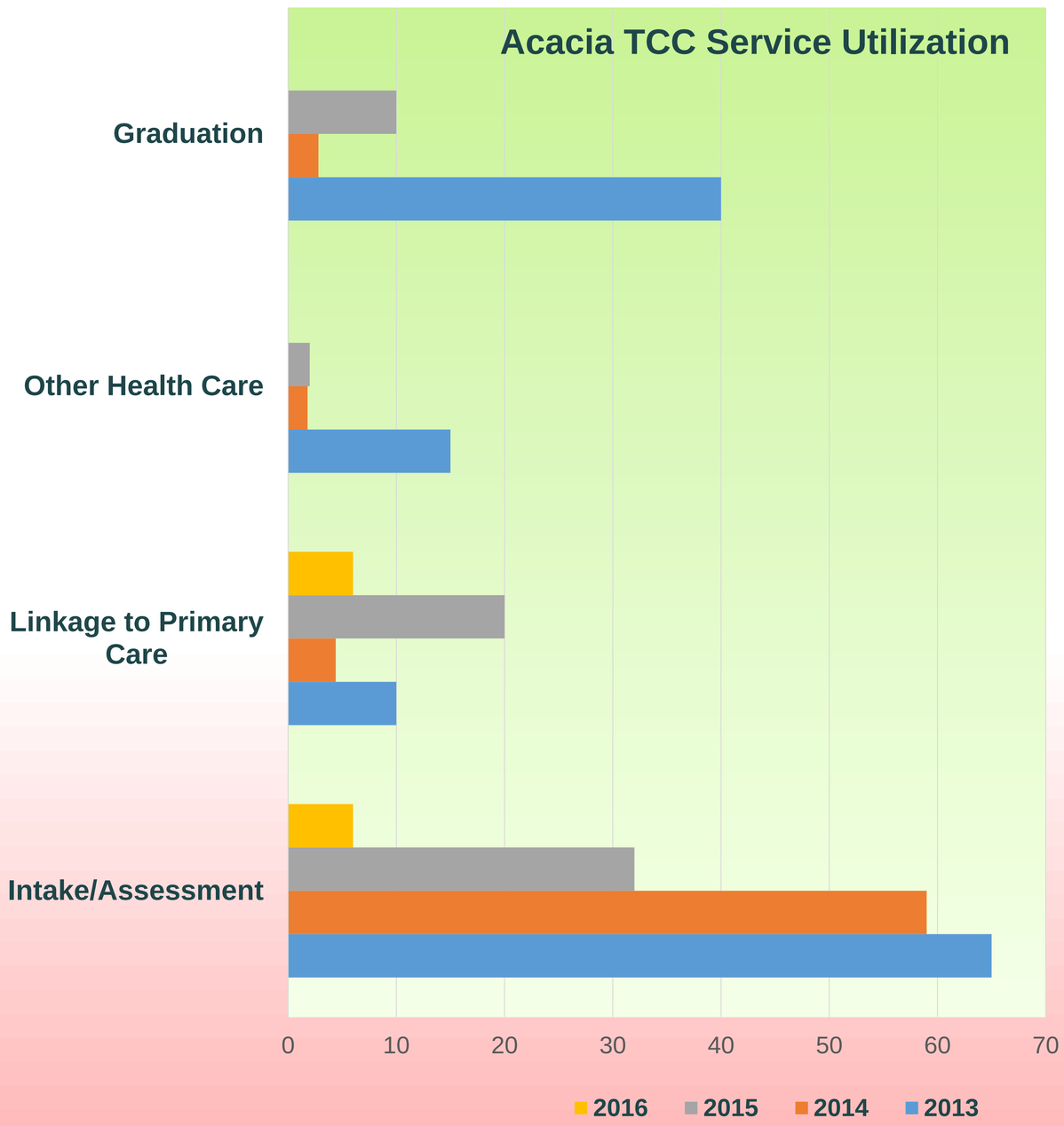
Background

RW Transitional Care Coordination programs (TCC) are intended to address the immediate, short term needs of those patients whose life situations need to be stabilized in order for them to succeed in managing their care and treatment. TCC program staff work closely with patients to assess them for medical and behavioral health needs, identify housing placement, and graduate them to a case management program for ongoing support. As is evident in the services graph below, the Acacia TCC team that worked with patients in 2013 provided a robust set of services for 65 clients enrolled in the program.

However, the program experienced difficulty maintaining a full case load and meeting expectations when Health Home services began to be integrated into the program, causing fewer patients to be eligible to meet TCC program criteria.

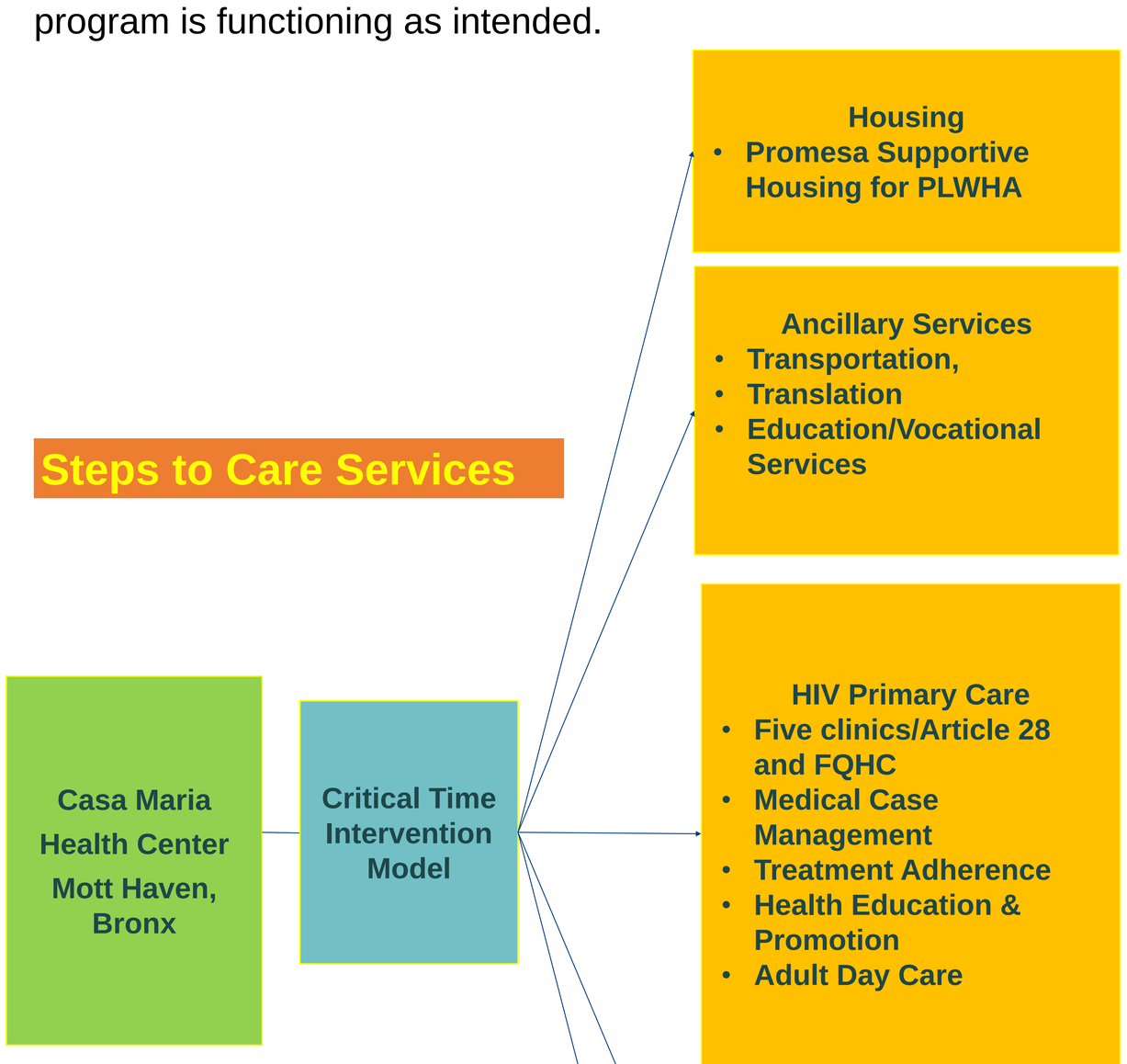
Change Goal

To address the decreasing caseload, the Acacia Network quality team worked with TCC staff to identify a new site where the short term TCC services could be utilized. In May 2016 the program was relocated to a community health center, Casa Maria Health Center, located in Mott Haven, an area with a high burden of HIV incidence and prevalence. Being located in a clinical setting has enabled the TCC program to enroll newly diagnosed clients and immediately link them to a primary care provider as well as connect them to mental health services and substance abuse counselors. Moving to this site has allowed the TCC program coordinator to easily communicate with a client's care team to assist with stabilization and retention in care and to collaborate with other staff members in the clinic to improve services.



Results/Rebuilding Caseload

The TCC team inherited a caseload of 12 clients in June 2016 at Casa Maria, and via internal/external outreach has identified (as of 10/1/16) 28 new clients who are currently being linked to services. Clients can now easily access all their services in a single facility which better meets the needs of the consumers; and the TCC program is functioning as intended.



Lessons Learned-Making it Work

Acacia administrators have realized the importance of providing low threshold, accessible TCC services to patients at the Casa Maria Health Center in the Bronx, a setting in which the short term needs of patients with an array of challenges can be addressed. The Casa Maria site also provides additional supportive service programs that complement the TCC model.

By being located in a medical clinic, TCC staff are now able to work more closely with medical providers to help clients achieve viral load suppression, in addition to meeting their stabilization needs in entitlements/benefits, behavioral health and housing. In this case, a change that was disruptive in one setting, led to an improved TCC program in another.