

Coordinated Systems of Care Community
Access Program of New Mexico
(CSC-CAPNM)

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Engaging Community Partnerships for Better Health and
Economic Outcomes

Setting the Stage: New Mexico

■ Population

- 2.5 Million - 35th in US

■ Geographic Area

- 121,665 sq. mi - 5th in US



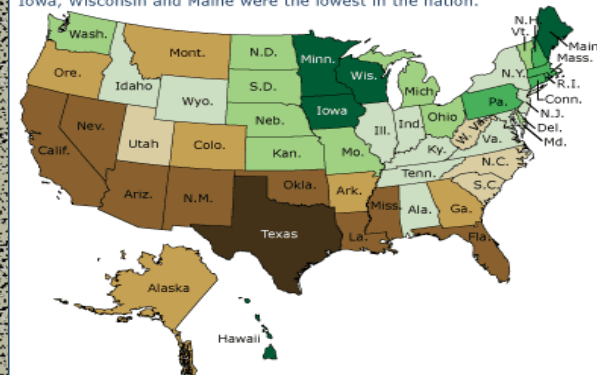
Healthcare: New Mexico

- 46.6 Million Americans went without health insurance in 2006
- New Mexico has the 2nd Highest uninsured rate in the country (21%)

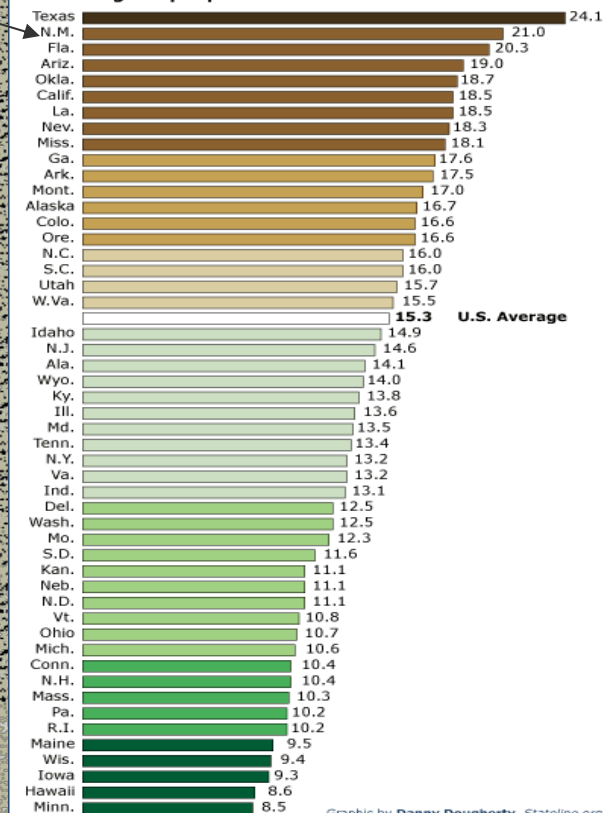
Stateline.org

South and West lag in health insurance

States in the South and West have the highest percentages of uninsured residents in the country. Based on three-year averages from 2004 through 2006, the problem is most severe in Texas, where, the U.S. Census estimates 24 percent of residents lack coverage. The Midwest and Northeast had some of the lowest uninsured rates. Minnesota, Hawaii, Iowa, Wisconsin and Maine were the lowest in the nation.



Percentage of people without health insurance



Source: U.S. Census Bureau, Current Population Survey, 2005 to 2007

Graphic by Danny Dougherty, Stateline.org



Coordinated Systems of Care Community Access Program of New Mexico-(CSC CAP-NM)

Founding Partners

- NM Department of Health
- First Choice Community Healthcare
- Albuquerque Indian Health Service Unit
- First Nations Community HealthSource
- Albuquerque Healthcare for the Homeless
- Outcomes Inc.
- Samaritan Counseling Services
- Sandoval County Health Alliance
- PB & J Family Services
- UNM Health Sciences Center

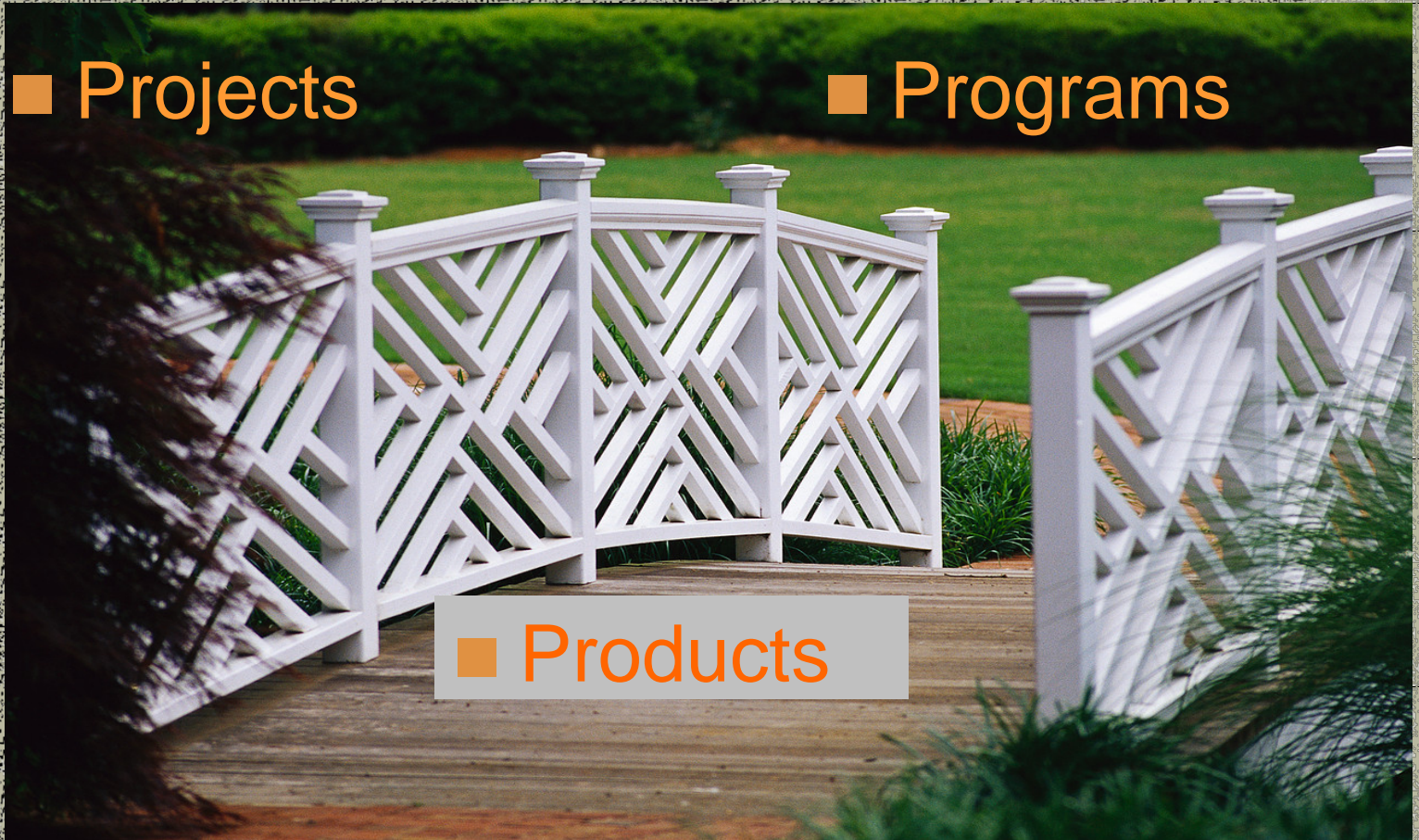
CSC-CAPNM

Patterns of Success & Sustainability

■ Projects

■ Programs

■ Products

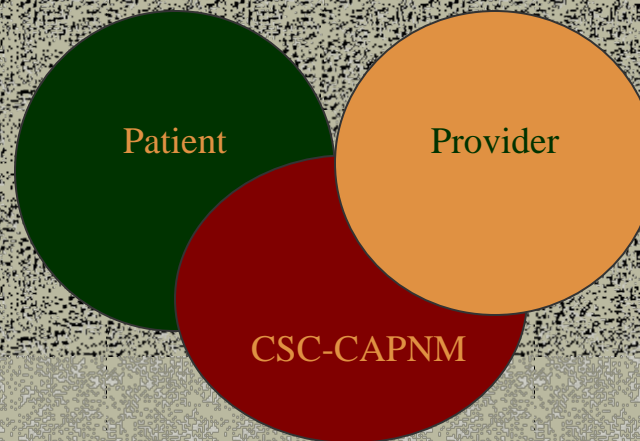




CSC-CAPNM Products

Creating a Seamless System of Care

- Primary Care DispatchSM
 - Web-based scheduling system
 - Patient Inquiry Tool
 - Limited shared medical record
- Field Case Management Program
- NurseAdviceSM New Mexico





Primary Care DispatchSM

Case Study

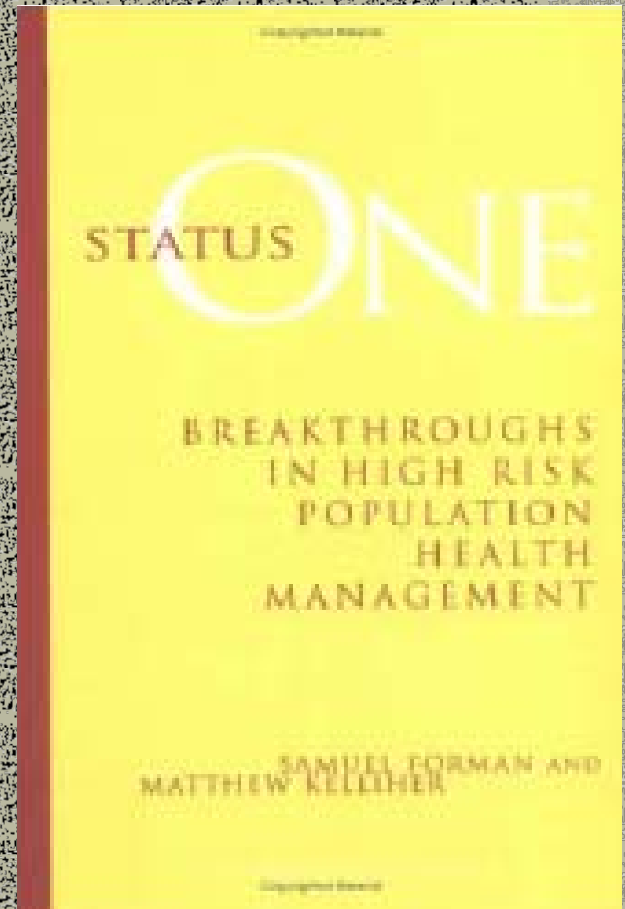
- First 17 months, 756 adult "Self-Pay" patients were referred to clinics within the CSC-CAPNM consortium (April 2002 to Sept. 2003)
- Patients referred via the CSC-CAPNM Website to a family medicine home were less likely to return to the ED.

Results

31 % reduction in **Unnecessary** Emergency Room use and a 51% show rate to follow-up appointments

Field Case Management Program

- **Target Population**
 - High Utilizers of ER
 - Those who will become the high utilizers- "Status One"
- **Personnel Needed**
 - "Field Case Managers" or CHW's
- **Results**
 - 64% decrease in healthcare costs from year prior
 - Improved Health Status





*“Do you know the feeling
when it’s 3 in the morning,
he’s sick, and there’s
nowhere to call?”*



Some Current Participants

- ☞ NM Department of Health
- ☞ NM State Legislature
- ☞ Presbyterian Health Plan (MCO)
- ☞ Lovelace Health Plan (MCO)
- ☞ UNM Health Sciences Center
- ☞ UNM Hospitals (MCO and Public Institution)
- ☞ Gila Regional Medical Center
- ☞ Hidalgo Medical Group
- ☞ Indian Health Service
- ☞ Isleta Pueblo
- ☞ First Nations Community Health Source
- ☞ Bernalillo County
- ☞ Sierra Vista Hospital



Public/Private Statewide Initiative, First in the Nation!

Structure

- ☎ Staffed 24/7 by RN's
- ☎ Average 20 years experience
- ☎ Call/Training Center located in Albuquerque
- ☎ Remote access

Results

- ☎ Over 15,000 calls handled per month
- ☎ 57% redirection from Emergency Room Use
- ☎ Increased ability to recruit and retain Rural Physicians



CSC CAPNM Product Results

Primary Care Dispatchsm

31% Decrease in
ER Use

Field Case Management

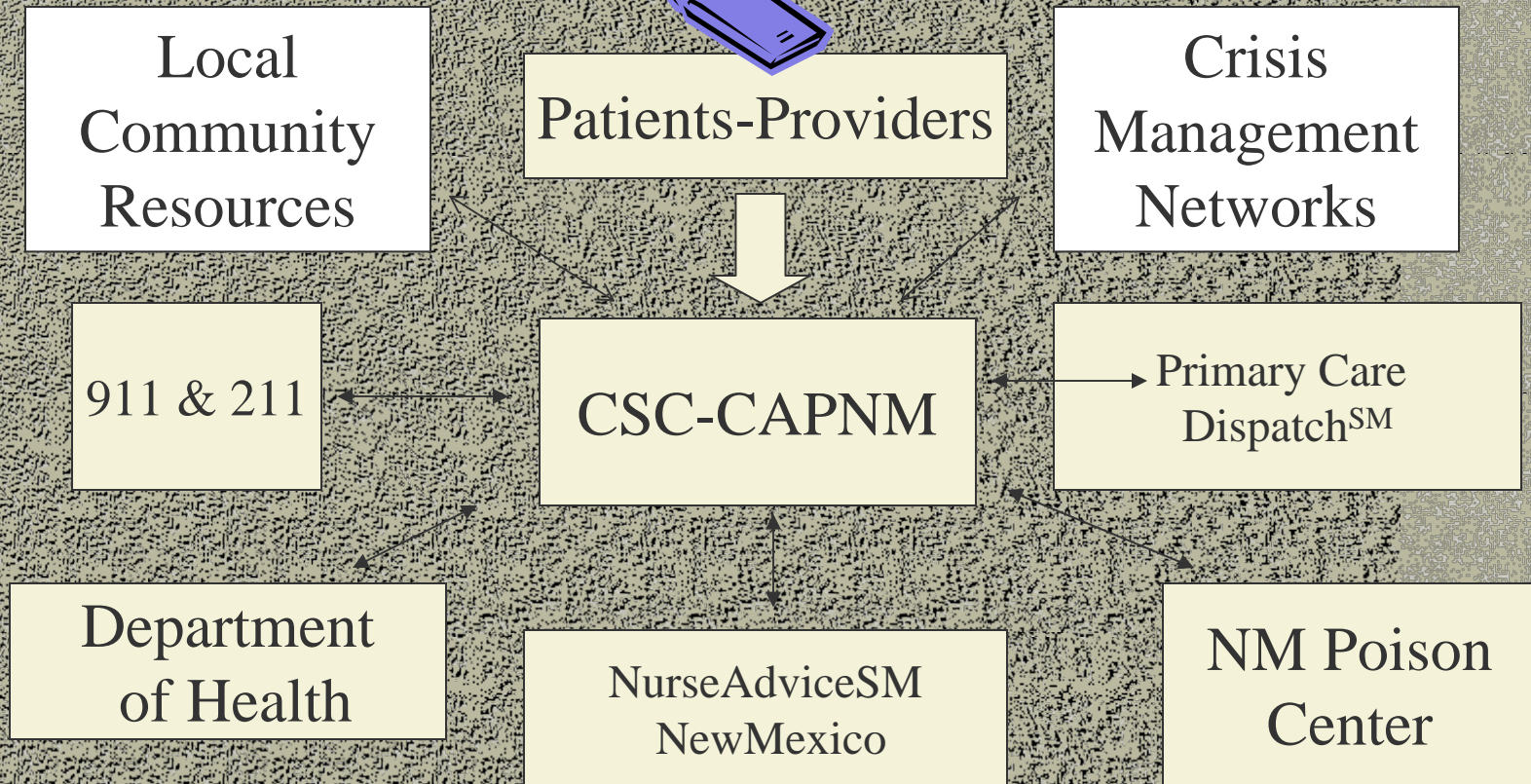
64% Decrease in
MCO costs

NurseAdvicesm NM

Over 15,000 calls
per month
57% redirection
of ER visits



Single Point of Entry Through a Coordinated Network





CSC-CAPNM



For Better Health and Economic Outcomes