

**University of Michigan**

**Complex Care Management  
Program**

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**Medical Director**

**Michigan Summit on ER Hyperutilizers**

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# CCMP Mission

**“Provide continuous care management in collaboration with Patient Centered Medical Homes for patients with complex medical, mental health, and social support needs”**





# CN=MiPCT Care Navigator



PCP  
CN



Hospital,  
Emerg Rm



PCP  
CN

CCMP



CN

PCP



Home  
Care



CN  
PCP

CMH

Shelter

# CCMP patients

- **Homeless person with SA disorder is discharged from UM hospital for DVT, newly on coumadin.**
- **Chronic pain patient seen recurrently in ER, multiple missed appointments with PCP, discharged from several UM practices.**

# J L

- **Bipolar disorder, alcohol abuse (pulmonary emboli, GI bleeds)**
- **Homeless**
- **Recent death of mother, sister was paying for hotel stay**
- **“Uncooperative” – Personality disorder**

# Health system

- **UM Primary care provider**
- **Admitted 10 times / year for suicidality**
- **Declined alcohol treatment**
- **Exited from Shelter for drinking**
  
- **Over time established relationship with complex care manager**

# Care Management

- **Frequent contact (calls from the Arb).**
- **Housing voucher from AA when Tent City shut down.**
- **Many months of work - Medicaid, SSI**
- **Work seminars, part time employment**



# Care Management (cont' d)

- **Stable team of caregivers – community psychiatry, PCP, Care Manager**
- **PCP visits twice monthly**
- **No suicidality (ER or hospital care) for six months.**

# Complex Patients (cont' d)

- **Significant challenges in 3+ of:**
  - **Psychiatric illness**
  - **Behavioral problems / Substance Abuse**
  - **Medical conditions**
  - **Social support**
  - **Resources (insurance, housing, food)**
  - **Functional impairment**

**AND**

**High utilization  
(ER and hospital care)**

**Why does CCMP select  
patients by clinical  
complexity AND utilization?**

# Medicaid Managed Care

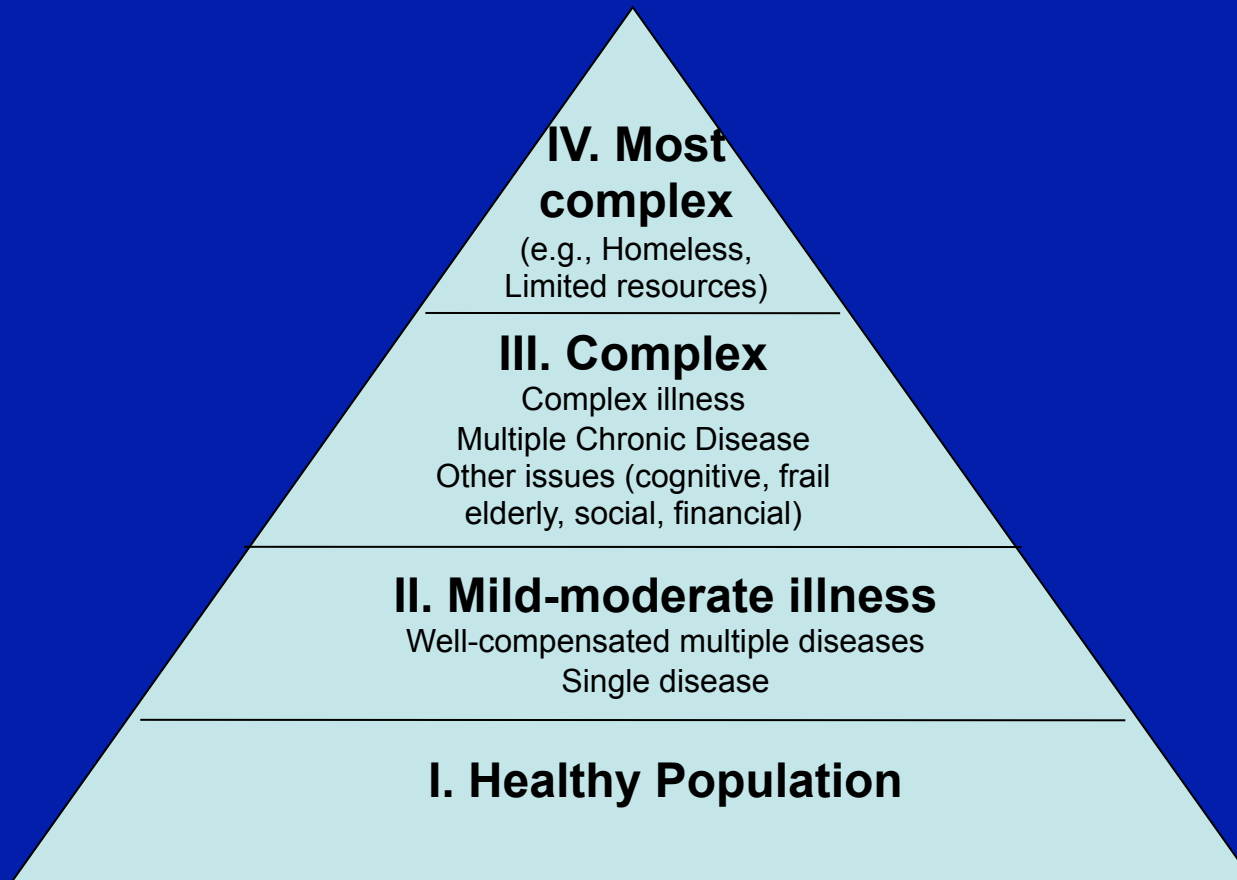
- **All 48 patients with >\$50,000 expenses**
  - 0.2% of pt-months (\$4 million)
  - 10% charges (\$40 million total)
- **The most expensive patient:**
  - 3 admissions, 2 ER visits
- **The most ER visits (41)**
  - Among the least expensive patients



# Clinical picture and costs

- **34% - severe medical illness and expected clinical course and treatment**
- **52% - severe medical illness and unexpected clinical course and treatment**
- **15% - avoidable health care utilization from complicated behavior / mental health / substance abuse conditions.**

# Managing Populations: Stratified Approach to Patient Care



**THANK YOU**



PCP

CN

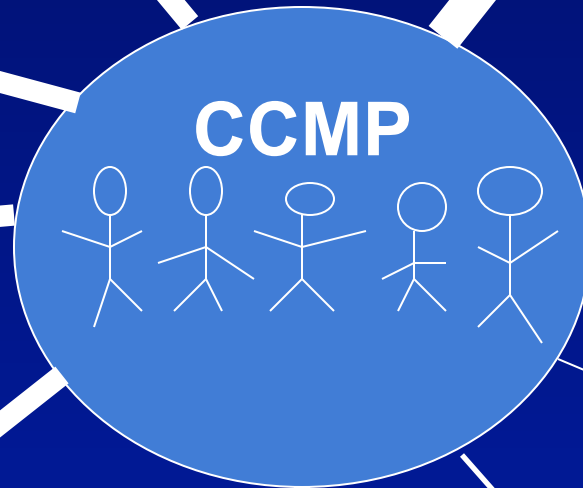


Hospital,  
Emerg Rm



PCP

CN



Washtenaw  
Health Initiative



PCP

CN

Home  
Care



CN

PCP

CMH

Shelter

# Washtenaw Health Initiative

UMHS /  
CCMP

SJMHS

WCHO /  
CSTS

PCPs

WHI

Safety Net  
Providers

VA

WHP

BCBSM



# Washtenaw Health Initiative

