Student Hotspotting: Lessons from interprofessional management of high utilization patients in the community

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BACKGROUND

Super-utilizers or “high-need, high-cost patients” are individuals who often have a combination of physical and/or behavioral health conditions, as well as significant socioeconomic needs, that account for a disproportionate share of health care spending. “Healthcare hotspotting is the strategic use of data to reallocate resources to a small subset of high-needs, high-cost patients.”

In DC and nationwide, there has been a push in “improving public health, enhancing the quality of healthcare services, and reducing unnecessary costs.”

PROGRAM OVERVIEW

“In Camden, NJ, the Camden Coalition of Healthcare Providers came together initially through hospital and health care access points to understand those that were frequent system utilizers. Theirs has become a national model built on information sharing and collaboration across many sectors, and reaching specifically into criminal justice in recent years to further their impact on service provision and coordination.”

Under their guidance, student hotspotting team formed at GWU and various other schools to participate in creating similar structured programs with the goal of having students work with super utilizers in recognizing goals and avoiding unnecessary medical expenditure by pairing them up with the correct social and medical services.

Students and faculty from GWU participated in the 2017-2018 cohort running from September - March. The GWU team was assigned to the student hotspotting task force at Thomas Jefferson University (TU) for both the kick off and wrap up meetings.

CONFIRMING FOLLOW UP ASSESSMENTS AFTER INITIAL INTEREST

- Incorrect contact information or not updated demographics in the medical records database
- Linking resources for patients who decline to join program
- Lack of understanding of resources available to patients who are interested in social services but not our program.

RECOMMENDATIONS

- Develop more organized communication system and schedule to discuss ideas and evaluate program.
- Create a more robust team of healthcare and allied health professionals (students, faculty, and practitioners) to have a more organized intervention.
- Recruit more healthcare and allied health professionals (students, faculty, and practitioners) to have a more robust team.
- Develop guidelines for recruiting patients that may benefit from our intervention.

REFERENCES


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