

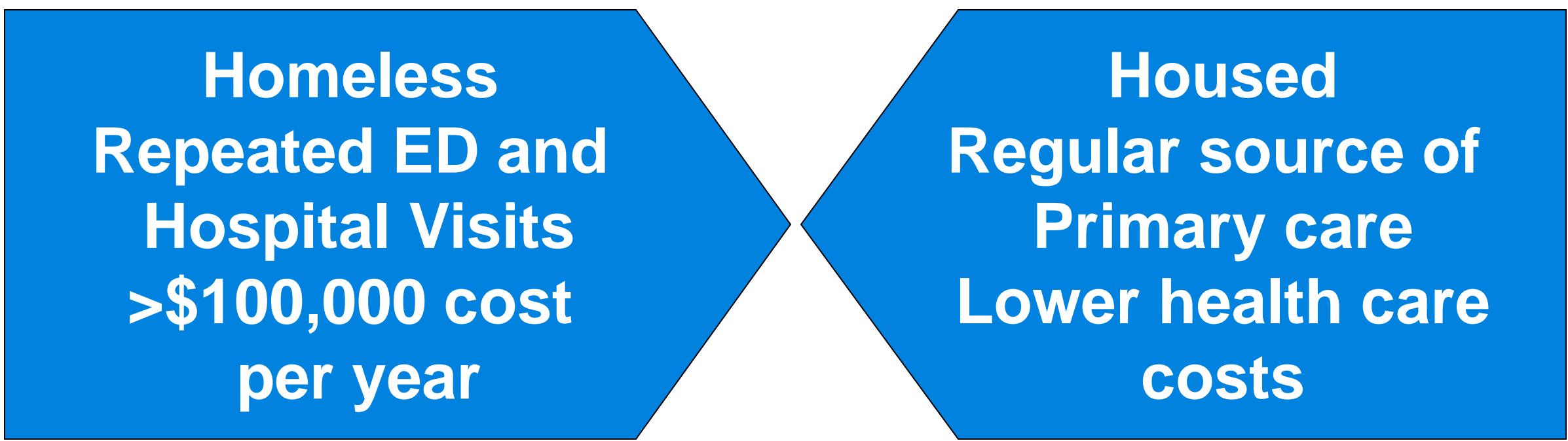
California Health Improvement Project (CHIP)

Collaborating with Health Plans to Improve Care for Homeless High Utilizers

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Problem Statement and Underlying Causes

There is a group of people who are homeless and extremely high users of emergency medical care. Most often these people have complex combination of medical, psychiatric and substance abuse problems. In addition to being homeless, these individuals lack regular primary care and are poorly served by existing healthcare and community services



Project Description

Working with Medical Managed Care plans, identify 20 homeless high utilizers who will be housed and enrolled in an individualized and coordinated program of intensive case management, and primary and behavioral health care for one year.

St. Vincent de Paul Village is the lead service provider for this program, working in community partnership with The San Diego Housing Commission, The Corporation for Supportive Housing, Molina Health Care, Community Health Group, Care First, the County of San Diego and the San Diego Emergency Response System.

Goal and Objectives

Goal: To enroll, house, and track healthcare costs for 20 people who are homeless and high utilizers of emergency healthcare.

Output-oriented Objective 1: Obtain stable funding to expand Project 25 by 20 more participants

Output-oriented Objective 2: Enroll and house 20 more participants

Outcome-oriented Objective: Demonstrate an average net healthcare cost savings of 50% in the 12-month follow up period, compared to the 12 months prior to the intervention for the people enrolled in the intervention.

Outputs & Outcomes

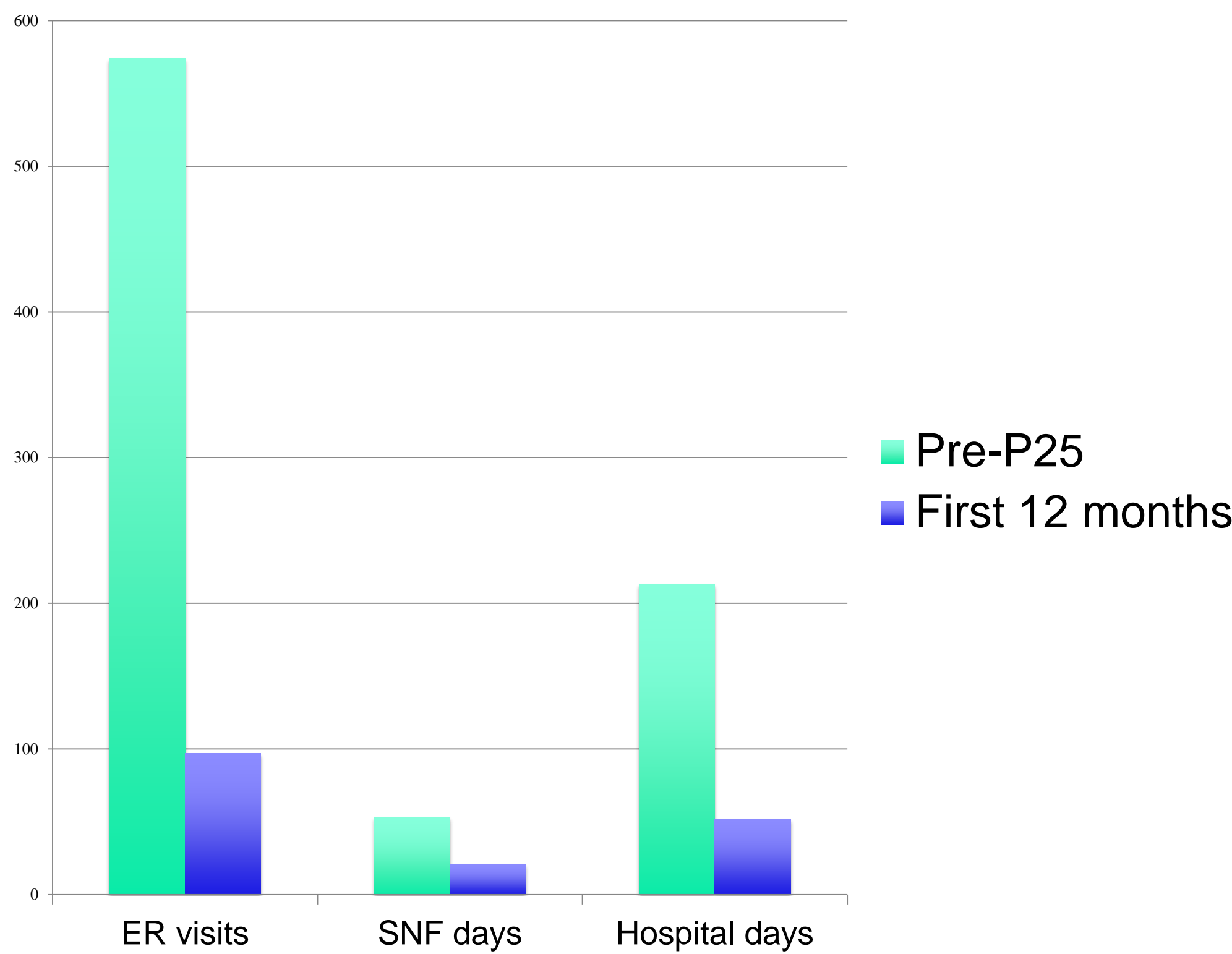
Outputs Achieved

4 MediCal managed care plans participated
Kaiser- 2 patients
Community Health Group- 10 patients
Molina- 5 patients
Care First- 5 patients
VA- 2 patients

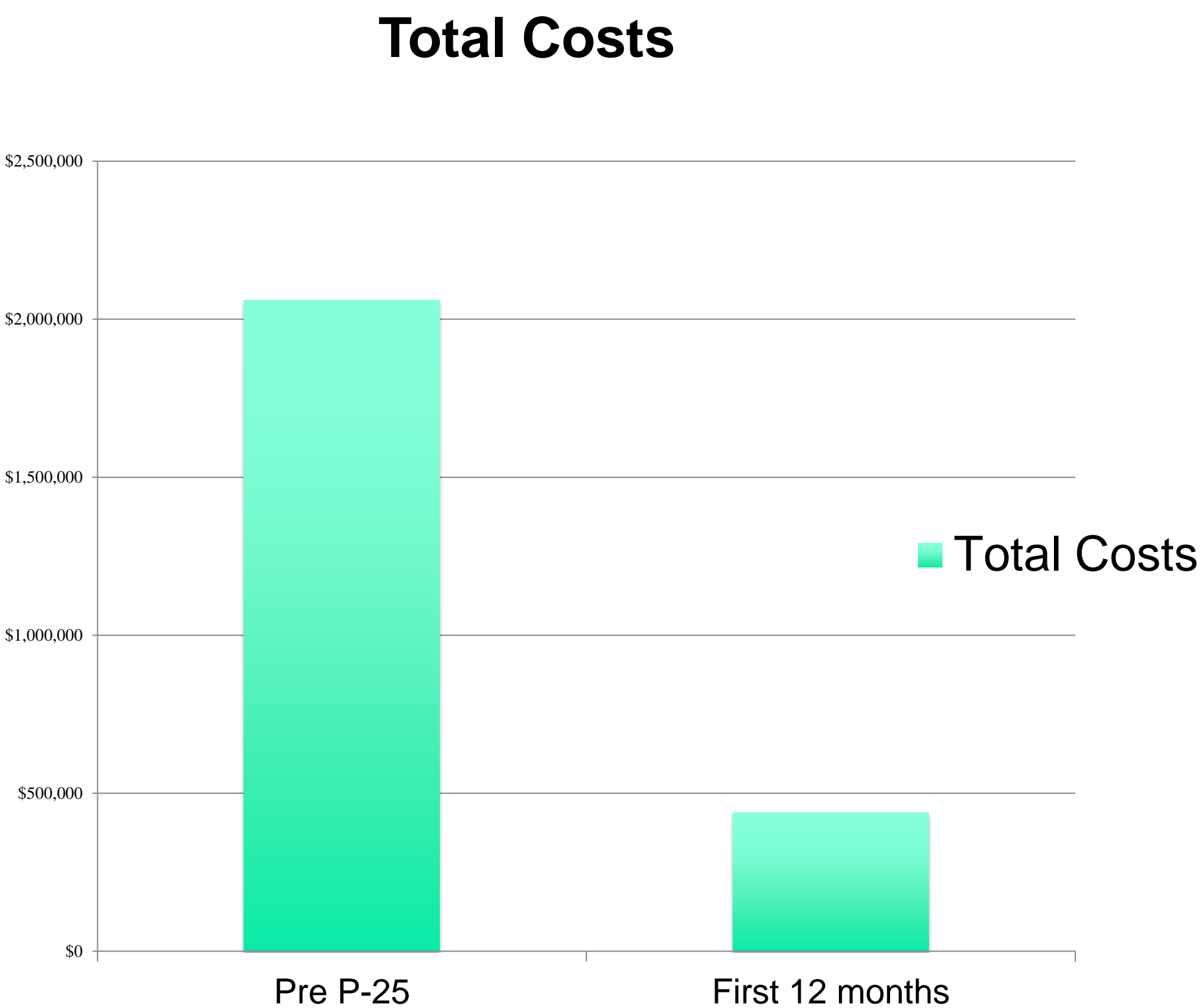
85% of participants housed within 4 months of enrollment; 70% housed in the first 2 months

Outcomes Achieved

70% Reduction in Hospital Service Use



75% reduction of health care costs



Lessons Learned

- Health Plans are willing to fund this type of program.
- Collaboration with payers takes many months (18 months).
- Need to refine pitch for program to audience:
 - Case Managers - help with difficult patients
 - CFO - return on investment
- Future Plans: San Diego-wide Whole Person Care Pilot



About My Organization

St. Vincent de Paul Village is the largest Homeless Services agency in San Diego and will be the lead service provider for this program. The San Diego Housing Commission is the agency that is leading this effort to fund intensive services for homeless high utilizers with Pay for Success Bonds

The Corporation for Supportive Housing is providing technical support as this proposal is being developed

Other partners include: MediCal Managed Care companies: Molina Health Care, Community Health Group, Care First; County of San Diego; San Diego Emergency Response System.

Contact Me

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CHCF HEALTH CARE LEADERSHIP PROGRAM