

Case Study 1

Noelle



This is Noelle's first baby

- 24 year old new Medicaid member
- Has been in the Emergency Room (ED) 5 times from for constipation and issues related to her high risk pregnancy.
- She comes alone
- She has no primary care provider in the system and has “no showed” at many OB appointments

Case Study 2

The O'Briens



- The O'Brien's have been married for over 50 years
- Mr O'Brien is an 83 year old with advanced dementia who was brought in to see his care team by his wife and primary care giver who "couldn't handle behaviors anymore".
- Behavioral issues including hitting and spitting

Case Study 3

George



George is 24 years old who was last seen in the Emergency Room(ED) for a sore throat.

High ED Utilizer (6+ ED visits in 6 months)

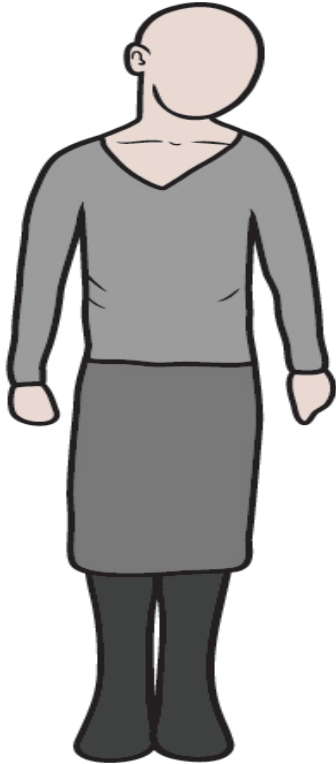
He was seen ~30 days ago in the Emergency Room for a toothache.

In 2014, he was treated in the 14 times, or, one ED visit every month for a year.

His primary reason for visiting is for sore throat, benign injuries to arm, head and knee and refill of Flexeril medication because “he was having trouble establishing care”

Case Study 4

“Mona”



Ramona went by “Mona”

- 82 year old woman who lived alone in her trailer
- She last received medical care in 2013 when she was hospitalized for a fall

Two Years Later, she returned to the hospital

- Her son, who was mentally handicap found her in her trailer.
- She had a collapsed lung, her toe nails were inches of her feet, she had end sage COPD, no advanced care directives, significant weight loss, needed breathing treatment and was septic
- She died in the hospital