

The Camden Core Model – Patient selection and triage methodology

Program description: The Camden Coalition operates several care management initiatives throughout Camden and Southern New Jersey. The longest running and most well-known initiative is our Camden Core Model, which identifies patients with complex health and social needs who also have frequent emergency department visits and hospitalizations. The program emphasizes connecting patients to existing community resources and building patients' ability to access services independently at the program's end. Our intervention is short-term, typically lasting 90-120 days.

Patient selection methodology: Twice a day the Camden Coalition receives hospital encounter notifications from the Camden Coalition Health Information Exchange and reviews all admissions that occurred in the city of Camden. The criteria outlined below are applied to each admission, and patients are reviewed each time they appear in our data feed. Our goal is to identify patients with a pattern of high hospital use who also demonstrate considerable social and medical complexity. We seek to rule in patients whose hospital use may be mitigatable through care management.

Utilization pattern: 2-4 inpatient admissions within the past 6 months

Age: 18-79

Insurance coverage: any patient with Medicaid (includes dual-eligible patients)

Geographic target area: City of Camden and surrounding zip codes

Exclusion criteria are *any* of the following:

- living in a nursing home or assisted living facility (because these patients receive all of their care at their facility)
- experiencing cognitive impairment, dementia, or Alzheimer's (because patients with these conditions do not have
 - the capacity to care for themselves,
 - consent,
 - or participate fully in the intervention)
- receiving intensive care management services from another agency
- primary reason for the current admission is:
 - cancer diagnosis (because the cancer diagnosis will drive most of the patient's hospital visits)
 - planned surgical procedure (e.g. bariatric surgery)
 - acute conditions without other complicating factors (e.g. appendicitis)
 - due to the complications of a progressive disease that has limited treatment (e.g. multiple sclerosis or ALS, because the progressive chronic disease will drive most of the patient's hospital visits)
 - for mental health only with no co-morbid conditions (e.g. schizophrenia, suicidal ideation)

Inclusion criteria:

- 2 or more chronic conditions *and*
- 2 or more barriers which may include, but are not limited to:
 - polypharmacy (defined as 5 or more medications)
 - lack of social support at home or in the community
 - housing instability¹
 - active drug use
 - physical disabilities (e.g. hearing or vision impairment)
 - difficulty accessing services (e.g. language barrier, limited mobility, history of incarceration)
 - significant mental health conditions (e.g. schizophrenia, bipolar disorder)

¹ After enrollment into the Camden Coalition's care management services, patients with chronic homelessness are screened for eligibility in our Housing First program, which entails access to a Section 8 housing voucher and wrap-around supportive services.