

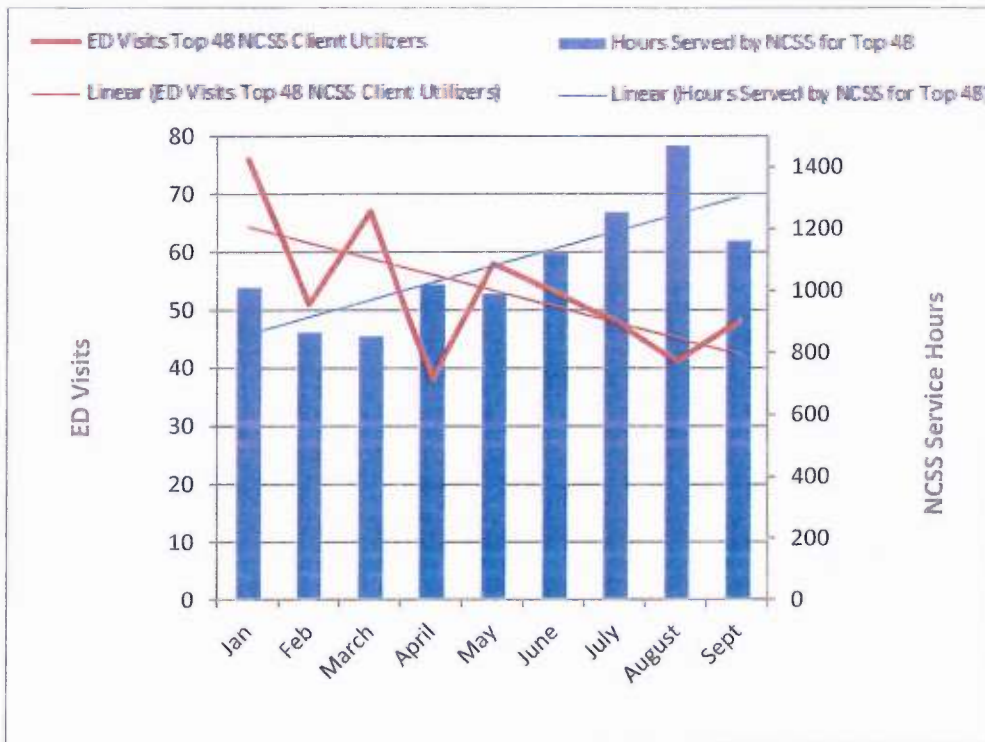
## NCSS High ED Utilizer Summary

### How Clients are Identified as High ED

- NMC tracks High ED Utilization monthly and provides NCSS a quarterly report from which NCSS clients are identified
- An individual is identified as an Active NCSS Client if they are engaged in any service beyond a Crisis only service
- From January 2017 through Sept 2017, 48 clients who are engaged in services at NCSS have been identified as High ED Utilizers \*

### What Has Contributed to the Reduction of ED Visits:

- Monthly meeting with NMC focusing on identifying High Utilizers and developing a collaborative approach
- Hired FTE Embedded ED Crisis Clinician – funded by NCSS
- All divisions at NCSS provide care management resources for personal and family adjustments, finances, employment, food, clothing, housing and symptoms of mental illness
- Utilize Bay View crisis bed program- Proven effective at reducing symptoms of anxiety, depression and somatic symptoms
- Initiate and track community referrals
  - *Between Jan – Sept of 2017 the NCSS ED Embedded Clinician has connected 35 patients to a PCP who previously did not have one identified*



**37 % Reduction in ED  
Visits by NCSS Active  
Clients  
Jan to Sep 2017**

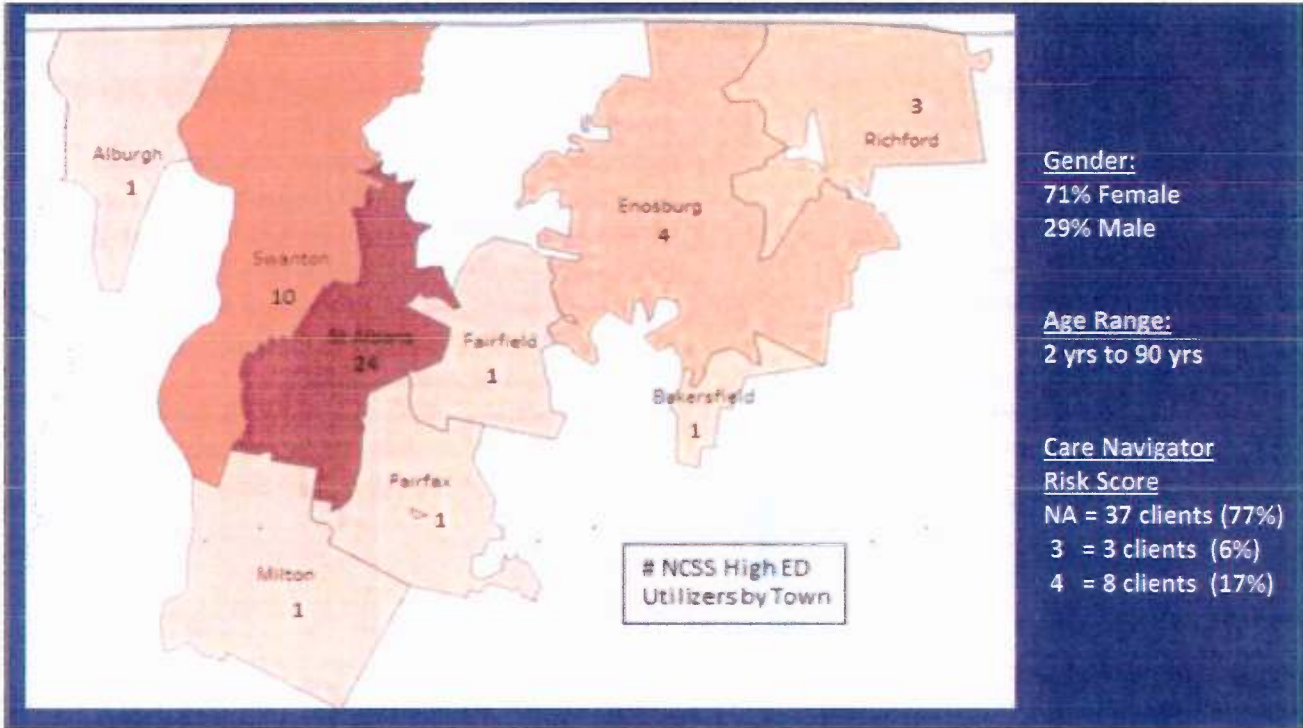


NCSS High ED Summary 11/22/17 \*ED visit data provided by NMC October 16, 2017, based on High ED Utilizer definition of three or more visits in three months

# NORTHWESTERN COUNSELING & SUPPORT SERVICES

## Profile of NCSS High ED Utilizer Population

**Residence Map:**



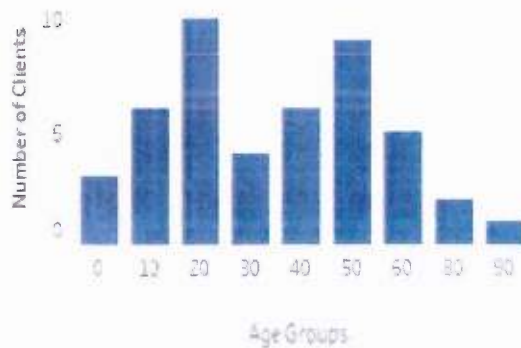
**Gender:**  
71% Female  
29% Male

**Age Range:**  
2 yrs to 90 yrs

**Care Navigator Risk Score**  
NA = 37 clients (77%)  
3 = 3 clients (6%)  
4 = 8 clients (17%)

**Primary Care Affiliation**

**Number of Clients per Age Group:**

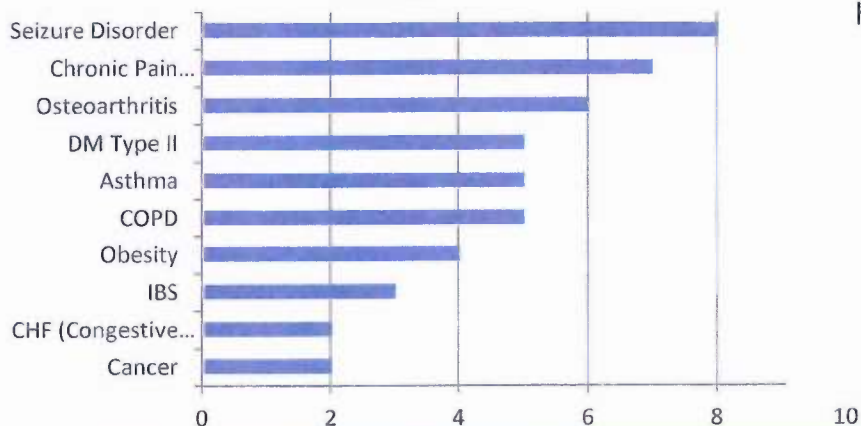


The Notch	33.33%
St Albans	12.50%
Enosburg	4.17%
Fairfield	6.25%
Swanton	6.25%
Alburgh	2.08%
Richford	2.08%
<b>Northwestern Medical Center</b>	<b>31.25%</b>
NW Primary Care	16.67%
NW Pediatrics	12.50%
Georgia NW	2.08%
St Albans Primary Care	25.00%
Milton Family Practice	6.25%

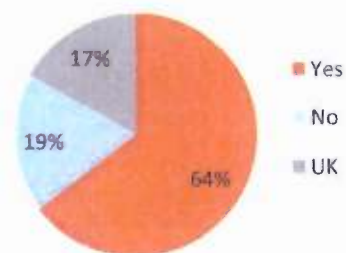
NCSS High ED Summary 11/22/17 \*ED visit data provided by NMC October 16, 2017, based on High ED Utilizer definition of three or more visits in three months

## Medical Profile of NCSS High ED Utilizer Population

Prevalence of Chronic Conditions for NCSS High ED Utilizers

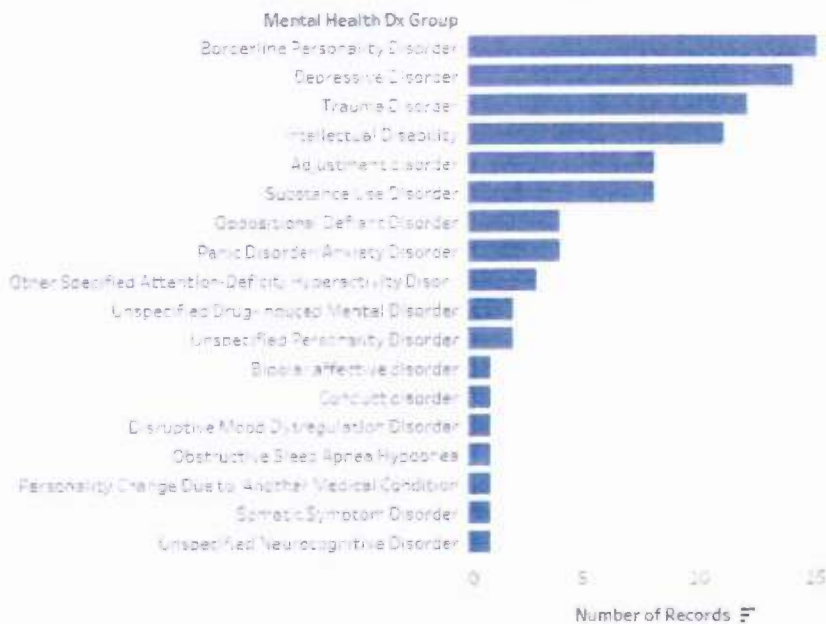


64 % of NCSS High ED Utilizers have a known Chronic Medical Condition



## Mental Health Profile of NCSS High ED Utilizer Population

NCSS High ED Utilizers by Mental Health Dx



The majority of NCSS Active Clients that are high utilizers of the ED are receiving outpatient services only, and do not meet criteria for our more intensive CRT program

NCSS High ED Utilizers by Service Type

