



CHW's Access to Tools and Resources is Key to Better Quality of Life for Patient

Brookings Health System's Community Health Worker (CHW) Program Helps Fill the Gap Between Emergency Care and Improved Health

Brookings Health System's CHW Program focuses on providing CHW services to frequent utilizers of the Emergency Room as well as patients with repeat hospital stays. The goals of the program are to decrease hospital readmissions, decrease unnecessary ER visits, and increase visits to primary care services.

PATIENT BACKGROUND

A patient came into the Brookings Health System's clinic extremely hypoxic, not getting enough oxygen. It was suggested that the patient go to the hospital's emergency department. Upon arrival at the emergency department, the patient was treated and then admitted into inpatient care.

The patient had a high risk of mortality with respiratory failure. Because of losing employment due to COVID-19/illness, the patient experienced a loss of income affecting their housing stability. The patient also had complex issues with medications including being non-compliant, having a lack of understanding, and being unable to afford them. The patient was also informed about a recall of a crucial home medical device that resulted in the patient discontinuing its use.

The provider stated that the patient had a high risk of mortality upon discharge if changes were not made. The patient was also a smoker and wished to quit to improve their health.



THE PATIENT NOW HAS A MORE STABLE LIVING SITUATION AND IS HEALTHY ENOUGH TO HAVE STARTED WORKING AGAIN.

SERVICES PROVIDED

Brookings Health System's CHW addressed the patient's financial situation by connecting the patient with resources to help with rent and utilities. The CHW also assisted the patient with applying for medical bill financial assistance as well as sliding-fee clinic rates.

The CHW helped the patient implement an action plan to become compliant with medications as well as assisted the patient in getting medication questions answered by PCP. The CHW also assisted the patient with home medical equipment concerns and addressed the recalled device. With this help, the patient became compliant with medications and the use of home medical devices. The CHW also provided education as well as support resources including referring the patient to a program that provides free nicotine patches to aid in smoking cessation.

PATIENT SUCCESS

The patient now has a more stable living situation and is healthy enough to have started working again. The patient's financial situation and access to healthcare

services have improved and the patient is equipped with the necessary knowledge and resources to take steps to cease smoking.

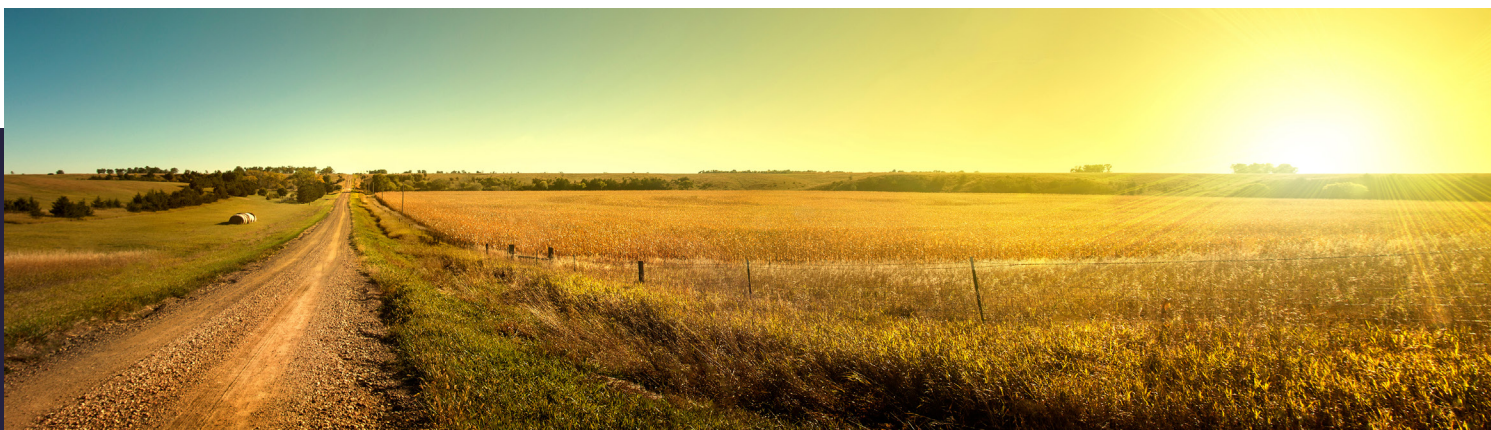
ADDITIONAL INFORMATION

The total amount of time the CHW spent on this case was approximately 4.5-5 hours, not including time spent behind the scenes on the patient's behalf. Three visits were to the home and one visit was over the phone.

Brookings Health System serves the needs of Brookings and the surrounding communities. The health system includes the 49-bed Brookings Hospital, a 79-bed skilled nursing home, The Neighborhoods at Brookview, congregate living apartments for seniors, Brookhaven Estates, Arlington Medical Center, White Medical Clinic, Volga Medical Clinic and Yorkshire Eye clinic.

Brookings Health System is a non-profit, city-owned health system that offers the community a full range of inpatient, outpatient, surgery, home health, and extended care services.

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