

# Patient Care Intervention Center

## JOIN US IN CHANGING HEALTH CARE

### MISSION

The mission of Patient Care Intervention Center (PCIC) is to improve quality of life and reduce costs for the vulnerable in our community through data integration and care coordination.



## TACKLING PATIENTS' SOCIAL PROBLEMS CAN CUT HEALTH COSTS

*PBS NewsHour* recently featured a segment following our intervention team on “superuser” client visits. The segment acknowledges that health care superusers make up just 5% of the U.S. population, but they account for 50% of overall healthcare spending. As healthcare costs continue to rise, providers are trying to understand how to find these patients, and get to the root cause of their problems. However, the looming repeal of the Affordable Care Act may disrupt these efforts. Check out the segment on our media page at <http://www.pcictx.org/about-pcic/media>

## HUMANS OF HEALTHCARE

Timmy is a single father from Houston. He's HIV positive and lives with amputated legs. In the years before his health spiraled, he only received health care through the ER. He lived near the world's largest medical center, but he couldn't access care for his serious, chronic health conditions. He was on the outside of the health system looking in, and it almost cost him his life. "You know if they (PCIC) hadn't stepped in, I don't know what would have happened," Timmy notes.

### BEFORE PCIC

PCIC identified Timmy as a superuser. We found him close to death, right at his front door, sitting in his old wheelchair, cellphone in hand, confused and breathing with difficulty. We immediately called 911.

### AFTER PCIC

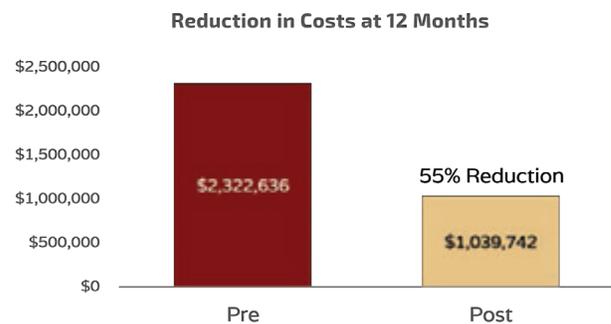
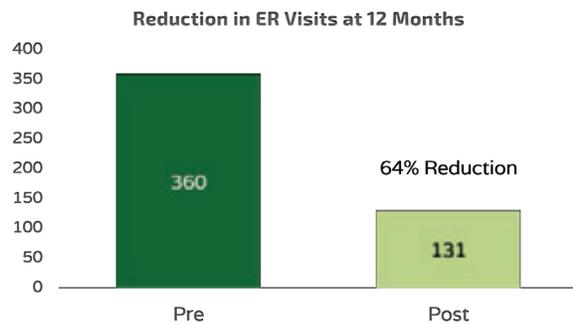
A PCIC team followed Timmy to the hospital and monitored his daily progress. After he was released, we made visits to his apartment to coordinate all aspects of his health care. We connected him with a primary care physician, helped him access needed medications, secured home health providers, and accompanied him on his doctor's appointments.

Timmy is now part of a new health system providing intensive, preventive care. This new system through PCIC addresses underlying causes of health problems to make a lasting change.



## CARE COORDINATION WORKS

In Phase 3, PCIC coordinated care for 39 superusers, reducing their aggregate pre-post intervention emergency room visits (utilization) by 64%, (from 360 to 131 visits), and reducing costs by 55%, (from \$2,322,636 to \$1,039,742), a net cost avoidance of \$1,282,894 pre-post intervention.



## INTEGRATED DATA - A POWERFUL TOOL FOR HELPING PEOPLE

At PCIC we work with the most vulnerable and marginalized patients, but also the costliest to the system. One of our clients – Client J – offers a striking example. Mr. J is a 59-year-old male who started drinking when he was 18, and hasn't stopped for 41 years. In a little over a year, Mr. J had been transported by the EMS system 65 times, was admitted to the public hospital system 95 times, and visited the Houston Recovery Center 44 times. Further complicating his health situation, he was arrested 76 times and was incarcerated 6 times. See an overlapped view for Client J here <http://pcictx.org/multiplier-effect>

## WE RELY ON OUR FUNDERS

Without generous support from our funders, PCIC could not have achieved its life-changing impact on the community's superuser population. We are sincerely grateful for their continued support of our work.

- Cullen Trust for Healthcare
- Edith & Robert Zinn Foundation
- Episcopal Health Foundation
- Houston Endowment Inc.
- The Meadows Foundation
- Rockwell Fund

## PARTNER WITH PCIC

We offer care coordination and data analytic contracts. Visit <http://pcictx.org/contact> to contact us for more information. We look forward to hearing from you!

## NEWSLETTER

To sign up or to share our newsletter, visit <http://bit.ly/pcic-subscribe>, or on our home page.

## NEW WEBSITE LAUNCHED

PCIC launched its new website on February 1st. Check it out at [www.pcictx.org](http://www.pcictx.org) and please share!

**Patient Care  
Intervention Center**

