

The Problem: Psychosocial Factors

The Symptom: Readmissions

The Solution: Community Health Workers

Sometimes it's the simple things – missed medication, poor nutrition choices or lack of transportation – that can lead to big healthcare costs. Maxim's Transition Assist program uses Community Health Workers to help patients navigate barriers to care, engage in their recovery and reduce healthcare costs.



The Real Problem

Many patients face serious obstacles on their path to recovery. Psychological, social and environmental factors often reduce engagement and adherence to medical directives and limit access to care – accelerating the costly readmissions cycle.

Psychological Factors

- Depression
- Dementia
- Addiction



Social Factors

- Lack of family support system
- Social isolation
- Unemployed

Environmental Factors

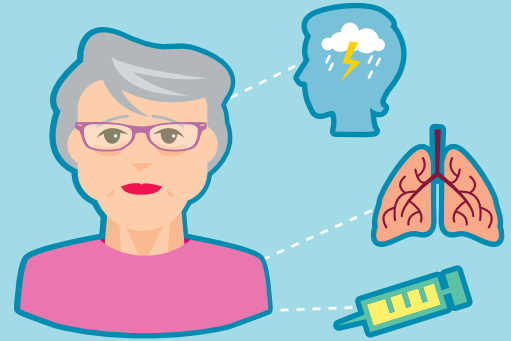
- Lack of housing
- Lack of transportation
- Poor nutrition



The Solution

Meet Judy

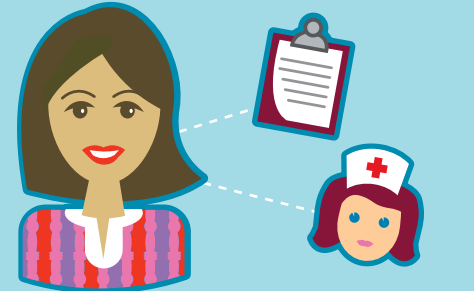
- Age 72, recently widowed
- Hospitalized with pneumonia
- Suffers from diabetes, COPD & depression
- Lives alone in an apartment with no air conditioning



After discharge, a nurse visits Judy at home to develop a plan of care and assign a Community Health Worker to monitor her symptoms and solve problems that may prevent her from stabilizing or maintaining her level of health.

Meet Nancy

- Part of a Community Health Worker Team
- Works under the supervision of a registered nurse
- Visits Judy regularly and:



Makes sure she takes her medications and goes to her follow-up appointments



Arranges for Judy to see a grief counselor



Takes Judy grocery shopping to help her choose healthy foods



Helps secure a window AC unit to prevent COPD flare-ups in the summer



Educates Judy's daughter on red flags she should look for

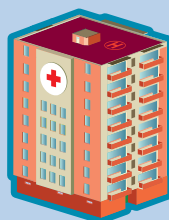
Hospital Readmissions: A Costly Symptom

20% of Medicare patients are readmitted within 30 days.

50% of heart failure patients are readmitted within 6 months.

Readmissions account for **\$26 billion** in Medicare spending.

An estimated **\$17 billion** is avoidable.



Maxim Transition Assist Program Impact



60%+ reduction in readmissions over 18 months

*Feb. 2015 to July 2016 Maxim data.

To watch a video on this program, visit <http://bit.ly/maximtransitionassist>.

For more information, visit www.maximhealthcare.com

