

# CareStar, Inc.

**Est. 1988**

**Cincinnati, Ohio**

**February 7, 2022**

# CareStar's Shared Purpose

## ➤ Mission

- Improving Communities by Improving Lives.

## ➤ Vision Statement

- CareStar is a nationally recognized healthcare leader in home and community-based services, population health management, provider oversight, continuous quality improvement, software development, security and data analytics services, impacting communities and individual's lives through ethical business practices, strong leadership and tailored programs.

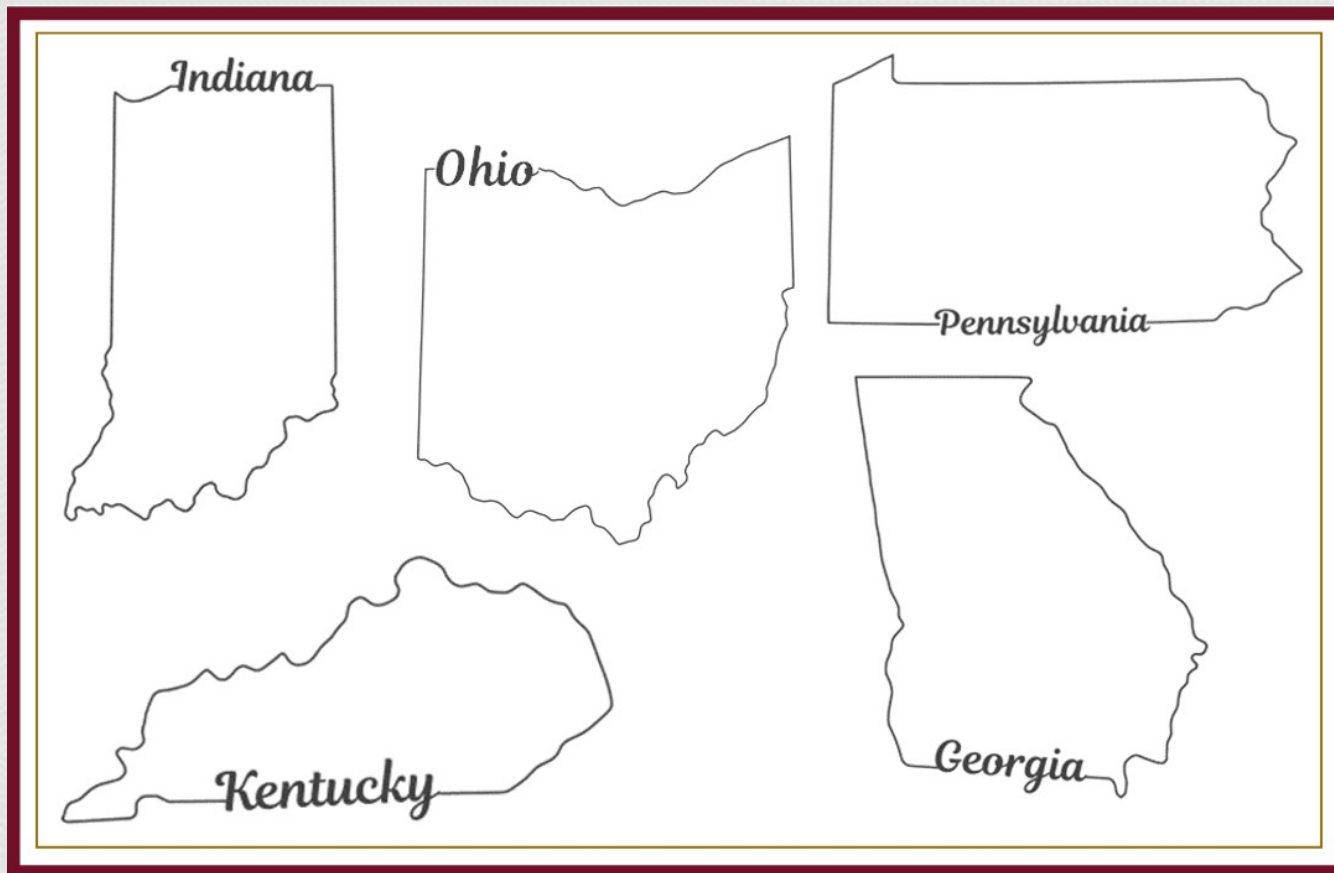
## ➤ Core Values:





# Geography

- Statewide in Ohio, Indiana, Pennsylvania.
- Selected Regions in Kentucky and Georgia.



# **What is Hamilton County Senior Patient Navigation?**



# Senior Patient Navigation

Helps aging individuals in Hamilton County navigate the complex medical care system while addressing social and economic needs that also have a significant impact on health and well-being.

Navigators assess risks and barriers posed by the Social Determinants of Health and develop goals to address these with participants.

# **What are the Social Determinants of Health?**



# Social Determinants of Health

“Conditions in the environment where people are born, live, learn, work, play, worship, and age that affect a wide range of health functioning, and quality-of-life outcomes and risks.”



# Social Determinants of Health

Does Place Matter? Health Equity in Hamilton County

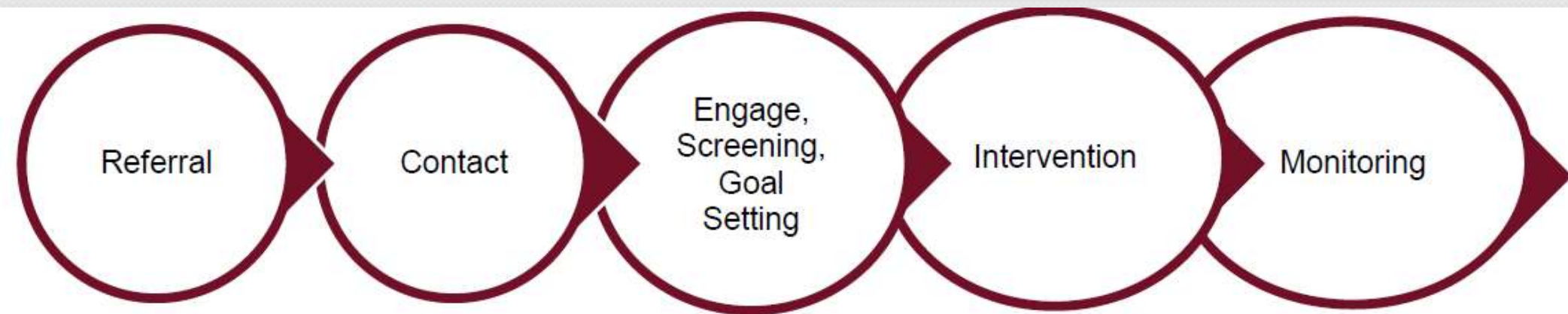
Factors reviewed:

- Poverty
- Educational Attainment
- Employment Status
- Health Insurance
- Race
- Food Access

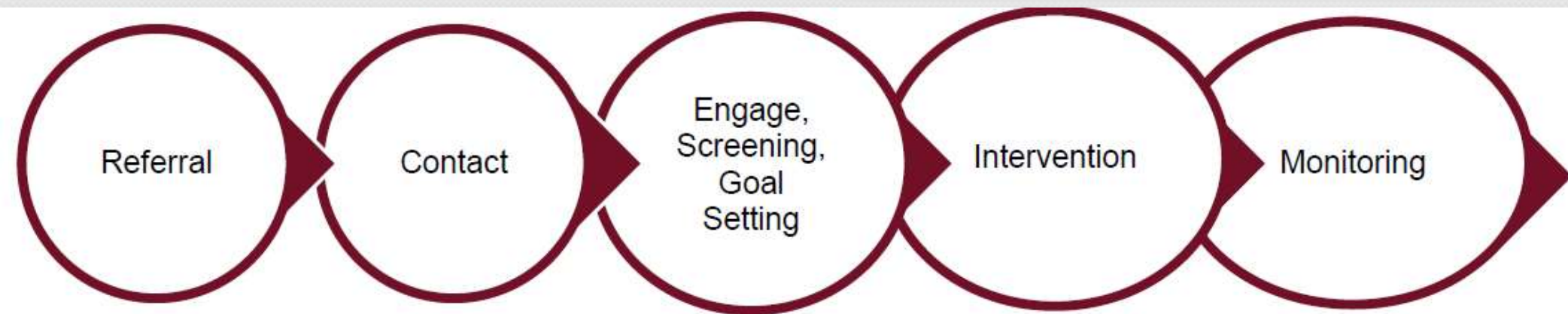
“These determinants form an inter-related circle of factors contributing to the health, well-being and longevity of County residents.”



# Senior Patient Navigation Model



# Senior Patient Navigation Model



		2019		2020		2021		Total 2019 - 2021	
Initial Visit									
Total number of initial telephonic meetings completed due to Coronavirus safety precautions.	N	0	0%	134	68%	280	62%	414	63%
	D	0		197		455		652	



# Senior Patient Navigation Common Needs for Services

Most Common Needs for Services		Average Q1		Average Q2		Average Q3		Average Q4		2021 Average	
Caregiver/Family Support	N	0	0%	1	1%	2	1%	2	1%	1.3	0.8%
	D	190		160		131		156		159.2	
Substance Use (Including Tobacco)	N	4	2%	4	3%	6	4%	4	3%	4.6	2.9%
	D	190		160		131		156		159.2	
Medical Equipment, Devices, Supplies	N	4	2%	16	10%	14	11%	12	8%	11.5	7.2%
	D	190		160		131		156		159.2	
Financial Needs	N	5	3%	14	9%	13	10%	14	9%	11.6	7.3%
	D	190		160		131		156		159.2	
Transportation	N	25	13%	20	12%	17	13%	31	20%	23.3	14.6%
	D	190		160		131		156		159.2	
Health Insurance	N	17	9%	33	20%	25	19%	23	15%	24.6	15.4%
	D	190		160		131		156		159.2	
Community Resources	N	49	26%	39	24%	13	10%	9	6%	27.5	17.3%
	D	190		160		131		156		159.2	
Healthcare Providers	N	16	9%	32	20%	26	20%	38	24%	27.9	17.5%
	D	190		160		131		156		159.2	
Utilities	N	28	15%	35	22%	27	21%	34	22%	30.9	19.4%
	D	190		160		131		156		159.2	
Physical Health	N	9	5%	35	22%	43	33%	43	28%	32.3	20.3%
	D	190		160		131		156		159.2	
Housing/Home Environment	N	15	8%	58	36%	56	43%	51	32%	44.9	28.2%
	D	190		160		131		156		159.2	
Food and Nutrition	N	39	21%	55	35%	45	34%	47	30%	46.7	29.3%
	D	190		160		131		156		159.2	
Maintaining Independence	N	32	17%	56	35%	50	39%	56	36%	48.7	30.6%
	D	190		160		131		156		159.2	
Medications	N	61	32%	70	44%	65	50%	79	51%	68.8	43.2%
	D	190		160		131		156		159.2	
Mental/Behavioral Health	N	62	33%	74	46%	69	53%	69	44%	68.8	43.2%
	D	190		160		131		156		159.2	

# Senior Patient Navigation Common Needs for Services

Most Common Needs for Services		2021 Average	
Housing/Home Environment	N	44.9	28.2%
	D	159.2	
Food and Nutrition	N	46.7	29.3%
	D	159.2	
Maintaining Independence	N	48.7	30.6%
	D	159.2	
Medications	N	68.8	43.2%
	D	159.2	
Mental/Behavioral Health	N	68.8	43.2%
	D	159.2	



# Common Needs for Services Housing and Home Environment

- Unstable housing, eviction or homelessness.
- Rent is not affordable.
- Does not feel safe in the home environment.
- Home modifications or repairs needed.
- Desire to consider Assisted Living options.

# **Interventions**

## **Housing and Home Environment**

- Referrals to affordable and accessible housing programs.
- Fair housing education and resources.
- Emergency rental assistance.
- Foreclosure prevention/mortgage assistance.
- Property Tax Exemptions.
- Home repair assistance.



# Common Needs for Services

## Food and Nutrition

- Inadequate diet.
- Financial barriers to obtaining adequate food.
- Lack of education about healthy food choices.
- Difficulty obtaining or preparing food.

# Interventions

## Food and Nutrition

- Complete linkage for SNAP Benefits.
- Connection to food banks and pantries.
- Home delivered meals.
- List questions to discuss with health care provider about nutritious meals.



# Common Needs for Services

## Maintaining Independence

- Home health services needed.
- Homemaking and/or chore services needed.
- Operational telephone.
- Computer literacy.

# Interventions

## Maintaining Independence

- Connection to the Elderly Services Program through Council on Aging.
- Referral to PASSPORT Waiver
- Referral to Assisted Living Waiver.
- Consider private pay home care options.
- Obtaining an Emergency Response System.



# Common Needs for Services Medications

- Greater than or equal to eight (8) prescriptions.
- Not taking medications as prescribed.
- Lack of education about prescribed medications.
- Unable to pick up medications.

# Interventions

## Medications

- List questions to discuss with health care provider.
- Develop list of medications with the assistance of physician.
- Connection to Home health for medication setup and/or administration.
- Pharmacy linkage for pre-sorted medications by day and time of administration.
- Pharmacy linkage for delivery.



# Common Needs for Services Mental & Behavioral Health

- Little interest or pleasure doing things.
- Reports feeling down, depressed or hopeless.
- Exacerbation of a mental illness.
- In need of mental/behavioral health services.

# **Interventions**

## **Mental & Behavioral Health**

- Connection to Mental Health Case Management.
- Referral to psychologist or psychiatrist.
- Linkage to peer support services.
- Connection to senior centers.
- Increased community involvement.



Needs for Services	Problems	Interventions
<b>Housing/Home Environment</b>	Unstable housing, eviction or homelessness. Rent is not affordable. Does not feel safe in the home environment. Home modifications or repairs needed. Desire to consider Assisted Living options.	Emergency rental assistance. Foreclosure prevention/mortgage assistance. Referrals to affordable and accessible housing programs. Fair housing education and resources. Property Tax Exemptions. Home repair assistance.
<b>Food and Nutrition</b>	Inadequate diet. Financial barriers to obtaining adequate food. Lack of education about healthy food choices. Difficulty obtaining or preparing food.	Complete linkage for SNAP Benefits. Connection to food banks and pantries. Home delivered meals. List questions to discuss with health care provider about nutritious meals.
<b>Maintaining Independence</b>	Home health services needed. Homemaking and/or chore services needed. Operational telephone. Computer literacy.	Connection to the Elderly Services Program through COA. Referral to PASSPORT Waiver. Referral to Assisted Living Waiver. Consider private pay home care options. Obtaining an Emergency Response System.
<b>Medications</b>	Greater than or equal to eight (8) prescriptions. Not taking medications as prescribed. Lack of education about prescribed medications. Unable to pick up medications.	List questions to discuss with health care provider. Develop list of medications with the assistance of physician. Connection to home health for medication setup and/or administration. Pharmacy linkage for delivery or pre-sorted medications by day and time of administration.
<b>Mental &amp; Behavioral Health</b>	Little interest of pleasure doing things. Reports feeling down, depressed or hopeless. Exacerbation of a mental illness. In need of mental/behavioral health provider.	Connection to mental health case management. Referral to psychologist or psychiatrist. Linkage to peer support services. Connection to senior centers. Increased community involvement.

# Senior Patient Navigation Number of Referrals

	2019	2020	2021	Total 2019 - 2021
Number of referrals received.	23	278	461	762
Total number of seniors receiving Patient Navigation (or current census) at period's end.	22	134	122	122
Number of referrals closed.	1	163	467	631



# Senior Patient Navigation Referral Sources

Referral Source		2019 YTD		2020 YTD		2021 YTD		Total 2019 - 2021	
St Vincent De Paul	N	22	96%	248	89.2%	295	64.0%	565	74%
	D	23		278		461		762	
CareStar Customer Service	N	1	4%	1	0.4%	9	2.0%	11	1%
	D	23		278		461		762	
Friend	N	0	0%	2	0.7%	14	3.0%	16	2%
	D	23		278		461		762	
Self	N	0	0%	24	8.6%	132	28.6%	156	20%
	D	23		278		461		762	
Other Referral Source	N	0	0%	4	1.4%	11	2.4%	15	2%
	D	23		278		461		762	

# Senior Patient Navigation Council on Aging

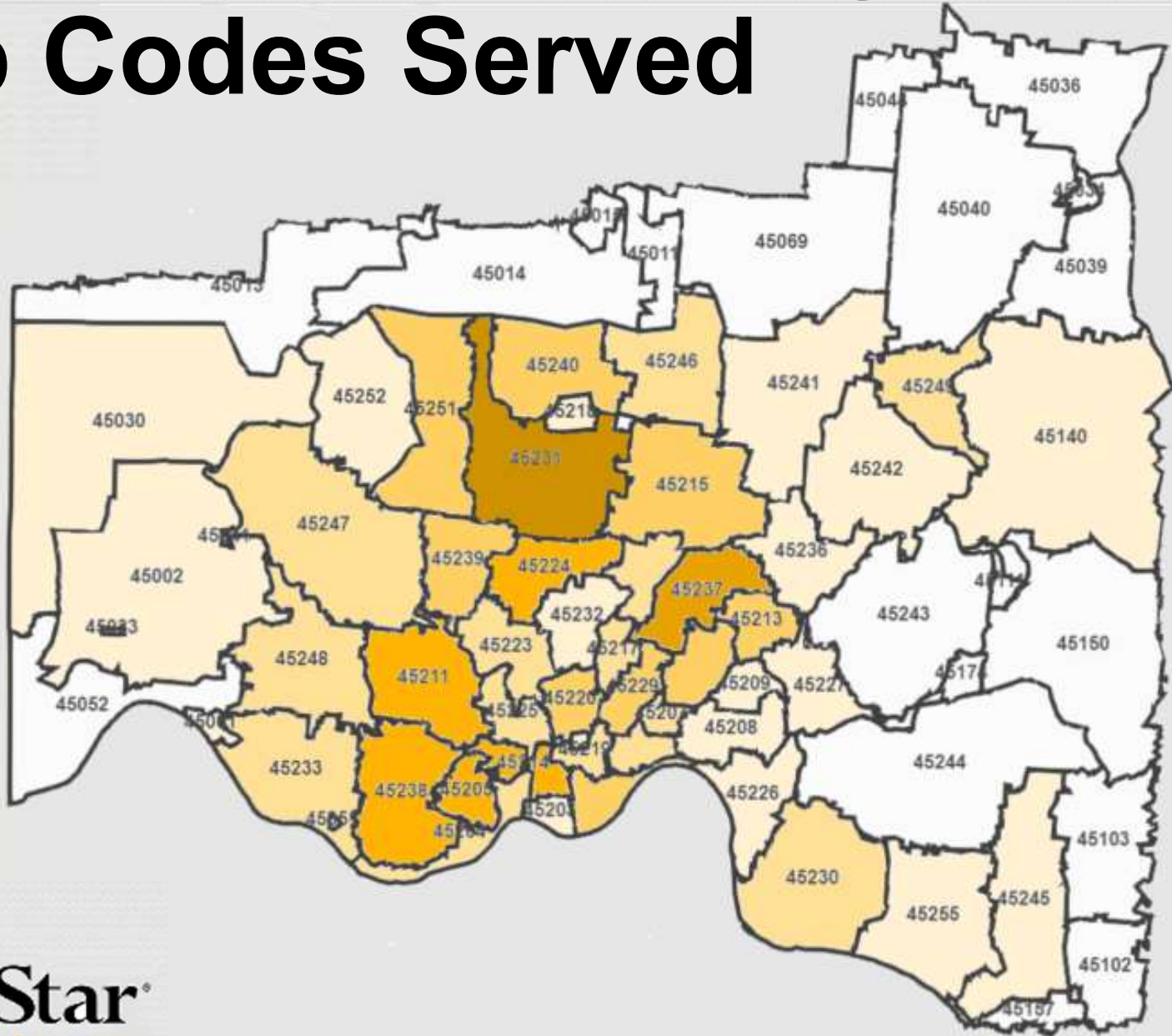
			2019 YTD		2020 YTD		2021 YTD		Total 2019 - 2021	
Number of individuals receiving services from Council on Aging	No	N	3	13%	193	69%	254	55%	450	59%
		D	23		278		460		761	
	Yes	N	1	4%	15	5%	130	28%	146	19%
		D	23		278		460		761	
	Unknown	N	19	83%	71	26%	44	10%	134	18%
		D	23		278		460		761	



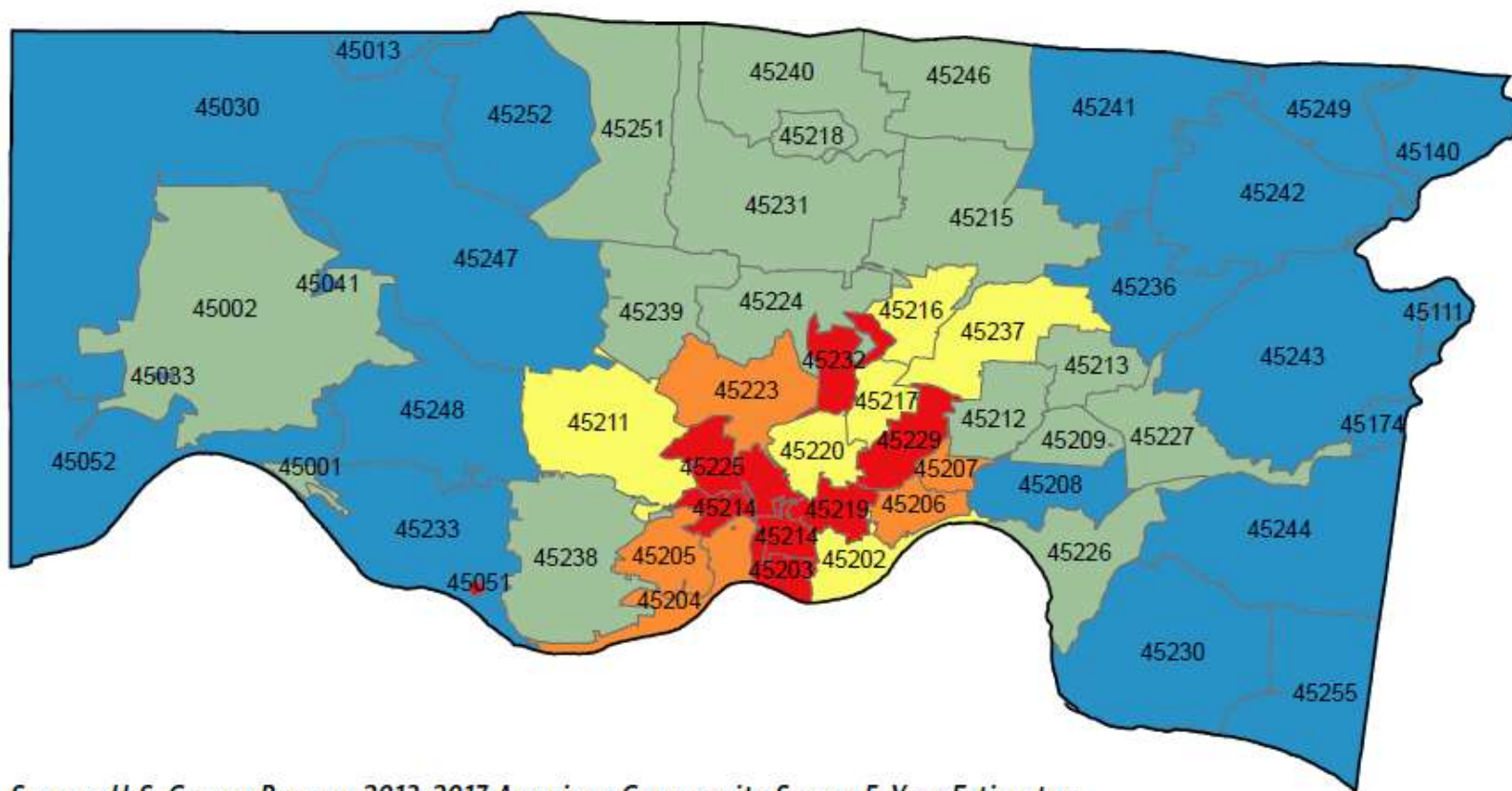
# Senior Patient Navigation Age Demographics

			2019 YTD		2020 YTD		2021 YTD		Total 2019 - 2021	
Age Demographic Served  Unknown (DOB is confirmed at the initial face-to-face assessment. The age demographic is unknown for some participants who have been unresponsive to attempted contacts.)	60 - 69	N	7	30%	157	56%	247	54%	411	54%
		D	23		278		460		761	
	70 - 79	N	6	26%	87	31%	157	34%	250	33%
		D	23		278		460		761	
	80 - 89	N	2	9%	21	8%	43	9%	66	9%
		D	23		278		460		761	
	90 - 99	N	0	0%	3	1%	8	2%	11	1%
		D	23		278		460		761	
	>100	N	0	0%	0	0%	0	0%	0	0%
		D	23		278		460		761	
	Unknown or <60	N	8	35%	11	4%	6	1%	25	3%
		D	23		278		460		761	

# Senior Patient Navigation Zip Codes Served



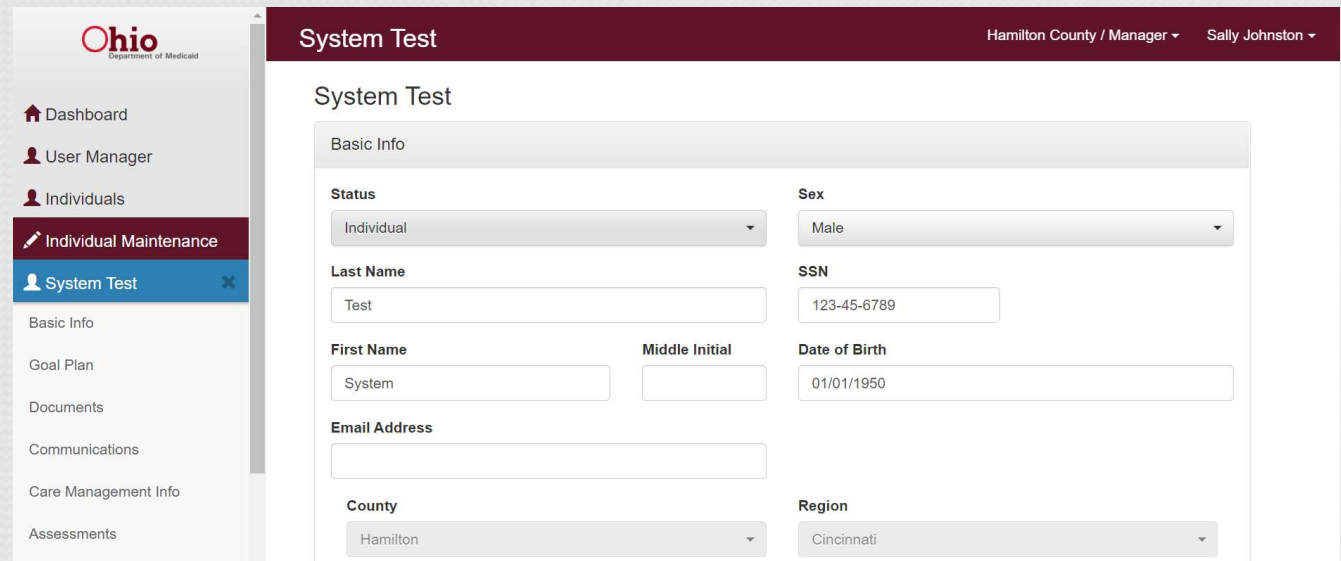




Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates.

# Use of Levy Funding for Senior Patient Navigation

- Service Delivery Wages
- Administrative Wages
- Communication and Equipment Expenses
- Database



**Ohio**  
Department of Medicaid

Hamilton County / Manager ▾ Sally Johnston ▾

**System Test**

System Test

Basic Info

Status: Individual ▾ Sex: Male ▾

Last Name: Test SSN: 123-45-6789

First Name: System Middle Initial: Date of Birth: 01/01/1950

Email Address:

County: Hamilton ▾ Region: Cincinnati ▾



# Why CareStar?

# Senior Patient Navigation Initial Outreach

Initial Contact		Q1 Totals		Q2 Totals		Q3 Totals		Q4 Totals		2021 YTD Totals	
Total number of initial contacts with individuals within three (3) business days (Includes successful contacts and unsuccessful attempts to reach the individual or individual's representative).	N	134	100%	100	99%	100	98%	115	97%	449	99%
	D	134		101		102		118		455	
Initial Visit											
Total number of initial meetings compliant with program protocol: Meetings occurring within ten (10) business days of referral date, outside of ten (10) business days due to a justifiable delay, or meetings incomplete at period's end despite appropriate action taken by the Patient Navigator.	N	133	99%	101	100%	100	98%	117	99%	451	99%
	D	134		101		102		118		455	



# Company-Wide Innovation

- **Secure Communication and Texting Implementation**

- ✓ Protecting our client's information and data.

- **Speech-to-Text Implementation**

- ✓ Improving the efficiency of our clinicians company-wide.

- **Automated Appointment Reminders**

- ✓ Providing reminders to clinicians and clients.

- **Patient Satisfaction Surveys**

- ✓ Online and mobile satisfaction surveys.

- **Online Interpreters**

- ✓ Providing online interpretation services to clients for better access to healthcare.

# Certification and Accreditation

- Recipient of the 2020 BBB Torch Award for Marketplace Ethics.
- HITRUST
- CARF
- 2019 and 2017 Finalist Award for Goering Center Family and Private Business for Private Businesses with more than 101 employees.





# Employees

- Highly educated, trained, competent and experienced Staff, Management and Board.
- Talented, skilled and innovative workforce.
- Superior service delivery through compassion, skill and technology.
- Four (4) year average tenure, which considers 3 consecutive years of 20% plus growth adding many more junior staff members.
- 87.1% employee retention.

# How knowledgeable was your CareStar Patient Navigator about community resources?

- Extremely Knowledgeable
- Very Knowledgeable
  - Top two combined: **93%**



"Great program; very satisfied.  
I felt like someone understood  
me and cared about me."

"All Terrific."

"Everything was excellent."

"Very professional and  
consistent with her calls  
and attention to detail."

**"Her Patient Navigator helped her gain  
that confidence that she had lost before."**

"Always very helpful  
and kind."

"Keep doing what you're  
doing, you do a great job!"

"Amazing program."

"Great communication."

**"I think all of you all are wonderful, patient and knowledgeable.  
I appreciate everything you all have done for me. When I started, I  
didn't have any heat, water, or money for medication.  
Now all my needs are met."**

"They helped out a lot  
and seemed like they  
cared deeply."

"No suggestions, just very  
appreciative of the program."

"Great program,  
no suggestions."

"They were very  
informative and helpful."

"His navigator did a great job  
helping him get the benefits and  
resources he was looking for."



# Thank you!





# References

- Healthy People 2030
  - <https://health.gov/healthypeople>
- Does Place Matter? Health Equity in Hamilton County
  - Hamilton County Public Health, Department of Community Health Services.
  - <https://www.hamiltoncountyhealth.org/resources/communityhealthassessment/>
- U.S. Census Bureau, 2020 Decennial Census
  - <https://www.census.gov/programs-surveys/decennial-census/decade.2020.html.html>
  - U.S. Census Bureau, 2013 - 2017 American Community Survey 5-Year Estimate.