Patient name and minor story details have been changed to protect patient confidentiality.

THE MAINHEALTH ACO PRESENTS

HANDS-ON HEROES
Adventures In Care Management

TWO DAYS BEFORE CHRISTMAS

STACEY POWER, MAINHEALTH ACO CARE MANAGER, LEARNS THAT HER KIDNEY DISEASE PATIENT, JIM, HAS A CLOTTED AV GRAFT. HE NEEDS URGENT HOME STEROID TREATMENT BEFORE A FISTULOGRAM AND DIALYSIS THE NEXT DAY.

THE STEROID PRESCRIPTION IS AT THE LOCAL PHARMACY. BUT JIM HAS NO TRANSPORTATION, NO FRIENDS OR FAMILY NEARBY. HE CAN'T PICK IT UP AND THE PHARMACY DOESN'T DELIVER.

THE TYPICAL SOLUTION? TRANSPORT JIM TO THE ED AND ADMIT HIM FOR INPATIENT STEROID THERAPY, A FISTULOGRAM AND DIALYSIS. BUT THAT WOULD MEAN A FIVE-DAY HOSPITAL STAY OVER THE HOLIDAY WEEKEND.

WE NEED TO GET HIM THE PREDNISONE.

WELL, MRS. VEILLEUX LIVES RIGHT DOWN THE ROAD.

STACEY CALLS HER SOCIAL WORKER PARTNER, TRISH MACOMBER.

THERE'S GOTTA BE A BETTER WAY...

STACEY follows up with a home visit to make sure JIM received the medication and understands how to take it.

TRISH TAPS HER COMMUNITY CONNECTIONS AND HAS A HELPFUL NEIGHBOR DELIVER THE PRESCRIPTION.

SO, ONE PILL AFTER DINNER...

AN $8,000 HOSPITAL STAY IS AVOIDED. AND, MOST IMPORTANT, JIM WILL SPEND CHRISTMAS WHERE HE WANTS TO BE. AT HOME.