

Florida Hospital Case Study

Type: People- and place-based

Location: Orlando, Florida

Problem	<ul style="list-style-type: none">• High utilizers driving Uncompensated Care (UC) spending• Housing instability is a big issue for high utilizers• High utilizers are cycling through system and not receiving needed care
Solution	<ul style="list-style-type: none">• Fund the creation of better case management systems to bridge between social services and healthcare to contain costs for high utilizers<ul style="list-style-type: none">• Treasurer contributed \$6M in Community Benefit dollars to the problem• Hospital joined local homelessness coalition to determine how to spend the \$6M effectively – adopted Housing FIRST model• Hospital used its civic leadership role in Orlando to get other corporate partners to donate to the effort – Walt Disney and JP Morgan Chase• Pooled money together and had the local community foundation manage all the funding• Jacksonville housing managed housing portion of program
Outcomes	<ul style="list-style-type: none">• Conducted a pilot to house the top 100 utilizers to help create and test an appropriate triage care management system across the social service agencies in the hospital• Helped recruit a new homeless/housing provider from Jacksonville Florida to Orlando who specialized in Housing First strategies to manage the housing units for their patients. Before, there were no experts in the Housing First model in the Orlando area. The hospital leased the housing unit to the Jacksonville housing agency for \$1 a year.

Baptist Hospital Case Study

Type: People-based

Location: Homestead & Miami, Florida

Problem	<ul style="list-style-type: none">• Financial instability amongst Baptist Hospital clients
Solution	<ul style="list-style-type: none">• Offered public benefits services and financial coaching to hospital clients• Partnered with Catalyst Miami , a financial coaching organization in the community, to provide culturally sensitive public benefits, financial, and healthcare coaching services to Baptist Hospital clients<ul style="list-style-type: none">• Funded by the hospital's community benefits office<ul style="list-style-type: none">• In-kind space• Grants• Healthcare coaching training• Baptist Hospital trained Catalyst team to do healthcare coaching since they were already great at doing financial coaching with their clients. This was not only a positive resource for Baptist clients but for the entire community.
Outcomes	<ul style="list-style-type: none">• Reduced readmission rates from 22% to 6% for targeted populations• Strengthened social support system by working through a community organization like catalyst and not training only the staff at Baptist hospital