

BRIDGING GAPS

IN THE CONTINUUM OF CARE
THROUGH LOCAL PARTNERSHIPS

ntsp holding company, llc

1701 RIVER RUN, SUITE 902
FORT WORTH, TX 76107
866-308-5888

NTSP.COM

THE STORY BEGINS WITH A CHRONICALLY-ILL PATIENT BEING DISCHARGED AFTER MULTIPLE HOSPITALIZATIONS

PCP SAYS: "WHAT WE NEED IS A CARE DELIVERY TEAM THAT CAN HELP MANAGE SYMPTOMS OF CHRONICALLY-ILL PATIENTS ACROSS THE CONTINUUM OF CARE. I AM REFERRING YOU TO NTSP'S PALLIATIVE CARE PROGRAM."

NTSP
PCP

THE PATIENT DIAGNOSED WITH CHF ENTERS THE CLINIC - BASED PALLIATIVE CARE PROGRAM AND IS MET BY A **PHARMACIST** WHO COMPLETES MEDICATION RECONCILIATION ...

... **SOCIAL WORKER** DISCUSSES GOALS OF CARE, COMPLETES ADVANCE CARE PLANNING, HELPS COORDINATE CARE AND PROVIDES DISEASE EDUCATION.

MEANWHILE, THE PATIENT'S SYMPTOMS ARE WORSENING AND REQUIRE FREQUENT MEDICATION ADJUSTMENTS; NEW DIAGNOSES OF COPD AND CKD ARE MADE. THE PATIENT IS SEEING THE PCP FREQUENTLY AND IT'S BECOMING MORE DIFFICULT FOR THE PATIENT TO COME TO THE CLINIC TO SEE THE PHYSICIAN.



SOCIAL WORKER SAYS: "I KNOW YOU WANT TO FEEL BETTER AND I KNOW YOUR WIFE NEEDS HELP. SHE THINKS YOU WOULD BENEFIT FROM A WALKER. I THINK THE HOME-BASED PROGRAM IS WHAT YOU NEED."

BACK AT THE HOME-BASED PROGRAM, THE NURSE PROVIDES PRIMARY SYMPTOM MANAGEMENT, VISITS ARE MADE BY A CHAPLAIN, SOCIAL WORKER, NURSE PRACTITIONER AND PHYSICIAN. THE 24/7 URGENT ISSUES **HOTLINE IS ACTIVATED.**

24 HR
HOTLINE

...THE CARE DELIVERY TEAM CONTINUES TO VISIT THE PATIENT AND AFTER 1 MONTH OF STEADY DECLINE IT IS DETERMINED THAT AN INCREASE IN PAIN CONTROL MEDICATION IS NEEDED. THE TEAM ALSO EVALUATES THE PATIENT'S GOALS OF CARE, AND POSSIBLE NEED FOR HOSPICE, AND AGREE TO DISCUSS THIS REGULARLY.

ON THE OTHER SIDE OF TOWN, THE **COMMUNITY PARAMEDICINE TEAM** RECEIVES A CALL FROM THE PATIENT AND RUSHES TO HIS HOME TO PROVIDE IV LASIX FOR ER AVOIDANCE.

TO THE
RESCUE

FOR THE FORESEEABLE FUTURE, THE PATIENT CONTINUES TO RECEIVE VISITS FROM THE **CARE DELIVERY TEAM AND THE PHARMACY** IS CONTACTED TO PROVIDE IM LASIX AND STEROIDS TO HELP PREVENT HOSPITALIZATIONS.

AFTER IMPLEMENTATION, 63% OF PATIENTS ENROLLED IN THE PROGRAM FOR MORE THAN ONE MONTH RESULTED IN A 27% PMPM DECREASE IN PART A AND B MEDICAL EXPENSES.



THERESA BROWN, DO
ROBERT LINK
STEPHANIE BROUSSARD, LMSW
ANGELA TREADWAY, PHARM.D, BCPS
KRISTAL EDWARDS, PHARM.D, FCCP, BCACP
KIM QUIGLEY, LMSW
LISA LOCK

THE STORY CONTINUES...

