

Shared Learnings

Implementing a Nurse Case Manager Program in Binghamton's Low-Income Public Housing

Program Overview

Public housing was used as the platform for delivering healthcare services to lower-income residents in these communities. The original partnership was with the Ithaca Housing Authority (IHA) and Community Health and Home Care (CHHC) and was expanded to include the Binghamton Housing Authority. The Nurse Case Manager Program (NCMP) achieved simultaneous reduction of patient emergency department visits, readmissions, and preventable admissions. These admissions reduced the overall costs of care for this community. The healthcare services offered emphasized facilitating compliance with healthcare orders, protocols, facilitating navigation and coordination of the local health system and beyond. The program was evaluated at both formative and summative levels.

Start Date: January 2019

End Date: September 2019

Target Population: Community members of the Ithaca Housing Authority and Binghamton Housing Authority

Program Goals



Reduce the number of Emergency Department visits



Reduce the number of readmissions



Reduce the rate of preventable admissions

Learnings



Implementation of a nurse care manager in low-income or vulnerable housing communities can reach communities that would otherwise be left vulnerable.



Providing a Health Literate Medication Summary for every patient will have a profound impact in addressing the barrier of health literacy in medication compliance.



Integrating key drivers of change including understanding of health literacy, motivational interviewing, and the impact of social determinants of health.



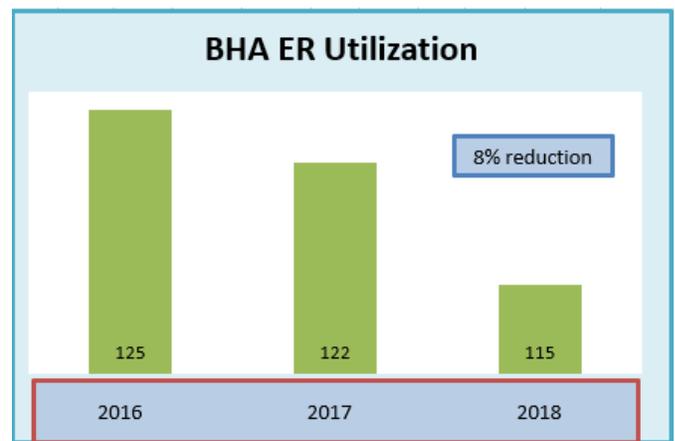
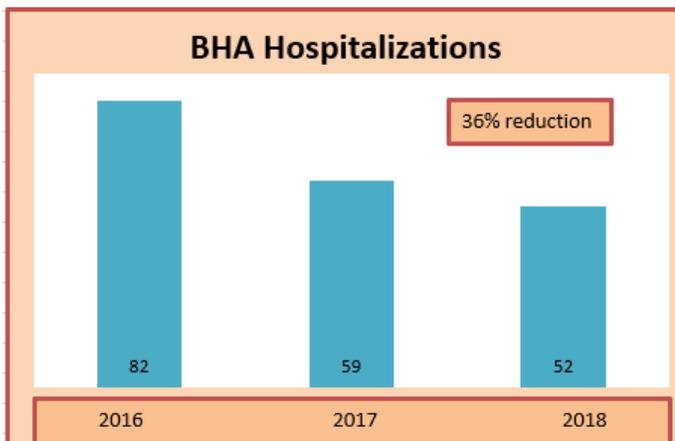
Addressing the multiple needs of our clients through the blending of programs.

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Results

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Organizational Profile

Organization: Visiting Nurse Service of Ithaca

Website: <http://www.vnsithaca.org/>

Counties Served: Broome and Tompkins Counties

Contact Information

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