The Seven

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Complex Care Subtypes

- The "Pre"Complex Patient
- The Complex ED Patient
- The Ambulatory Complex Medical Patient
- The Home Bound Complex Medical Patient
- The Long Term Care Patient
- The Complex Rare Disease Patient
- The Primary Care Sensitive Visit Group

The "Pre" Complex

- The baby in the belly of a mother with poorly controlled **Addiction** or **Behavioral Health** concerns

Characteristics

- Generally do not seek **Prenatal Care**
- **Scared** about losing their baby
- **Poor screening for addiction or BH** in the OB office
- **Higher risk** of prematurity
- Prolonged stays in the **NICU** ($3-7K/day)

The Complex ED Patient

Any patient in the ED 10 or greater times per year.

- 10-19 times per year (**sick**)
- 20-29 times per year (**addiction**)
- 30 or greater per year (**psych**)

Characteristics

- Significant percentage of early life **trauma** (> 90%)
- 84% with a Substance Use Disorder (**SUD**)
- 95% with a BH diagnosis (**anxiety** leads the pack)
- 88% with a complaint of **chronic pain** (most can't ID source)
- High levels of **conflict** and **anger** towards treatment staff
- Significant **distrust** of "the system"
- Many with a **felony**

Ambulatory Complex Patient

The patient who **may not go to the ED** often, but when they do they are **admitted** to an inpatient unit for an extended time frame

Characteristics

- Patients have 2 or more chronic medical conditions
- Need for transportation
- Need for medication management
- Poor social structure
- Untreated Behavioral Health complexity
- Poor care coordination

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The Others

- Non Ambulatory Complex Medical
- Long Term Care
- Rare Disease
- PCS ED visits

Commonalities

- Lack of Stable **Housing**
- Lack of **social** support
- Lack of **transportation**
- Early Life **Trauma**
- Untreated **Behavioral Health** complexity
- Higher than usual **Addiction**

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