



**CASE EXAMPLE:** Ms. X becomes lonely and bored during the weekend, which is a trigger for CRC visits. She has a partner who is also enrolled in services.

**PLAN:**

- The outpatient provider will do welfare checks on nights and weekends to help plan for boredom and other triggers that historically result in CRC visits.
- The team will explore working with her partner's team (if they consent) in order to assist both in recovery together.
- The CRC will call her case manager and Peer Support Specialist immediately upon arrival to reinforce the relationship with her outpatient team and help connect her more quickly with outpatient support.

**RESULT:** Ms. X is no longer a high utilizer. She had only 1 CRC visit in the first quarter of 2017 compared to 14 during the same time frame in 2016.

**Decrease in High Utilizers of CRC Services.** A high utilizer is defined as 4 or more visits in the preceding 4 months. (Two Counts Poisson Distribution Test,  $Z = 2.68$ , 95% CI,  $p < 0.01$ )