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*
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**