

# MONTHLY UPDATE

## REPORTING CORPORATE PROGRESS



### Trusted’s Approach to Case Management is Showing Positive Results

Dr. Marguerita Jackson, Trusted’s Chief Medical Officer has been involved in providing needed medical services to DC residents for the past 40 years. She came to Trusted with a vision to proactively address disparities in health care, including cancer, hypertension, diabetes, prenatal care and HIV/Aids prevention and management. What she found is that socio economic factors, including poverty, substance abuse, inadequate housing, illiteracy and immigration status all contribute to “boomerang” illnesses, over-utilization of the emergency room and unnecessary re-admissions into health care facilities.

To address the needs of Trusted’s members, Dr. Jackson has created a team approach to case management which includes a nurse case manager, a care coordinator and our Social Worker. The care coordinator and social worker make sure that we include all of the community resources available in the District to help each member. Every case manager has a specialty, like Angela Wright who provides case management to our members with Diabetes, Tarita Basante who focuses on members that are pregnant, Gregory Wilson who specializes in Cancers and HIV/Aids, Yvonne Basante who manages our members with and Asthma diagnosis, and Kathleen Barnes, who focuses on our children with special needs. Additionally, Sarita Henderson works



### *Holiday Season Tips!*

1) Acknowledge your feelings. If the holiday season is a time that reminds you of a loved one who died or it's a time you can't be with loved ones, take time to acknowledge your feelings. It is okay to feel sad or angry. Do not force yourself to feel happy for the holidays. It is okay to feel your feelings.

2) Be realistic and learn to say no. If you are stressed with the routine of cooking and hosting for family or guests, try something new. Ask a family member or someone else to host.

3) Do not try to fix family issues. If there is a lot of family conflict and stress, do not worry about having the perfect family and perfect holiday. Try to accept people for who they are and set aside differences until there is an appropriate time to talk about it. Be understanding that the holiday time can add stress. Focus on your wellbeing and not on difficult family issues during the busy holiday.

4) Get organized. Make a list and start shopping early. Focus on one thing at a time to avoid becoming overwhelmed by the list of things to do.

5) Stick to your shopping budget. What can you afford to spend? Decide on how much money you can spend on food and gifts. If you do not have the money, be creative. Spend time with a loved one.

6) Take a break. Take time for yourself. Listen to music, exercise, take a walk or read a book. Do what is going to give you peace. Even if you do not have much time, take at least 15 minutes alone to clear your mind and relax.

7) Reach Out. The holiday can bring feelings of loneliness and isolation. Get involved in the community or religious activity or volunteer somewhere helping others. Have a positive outlook.

8) Get help. Depression, anxiety, and other feelings can be overwhelming. If your feelings are too much to handle, try professional help

with all of our members who go to the emergency room with a LANE (low acuity, non emergent) condition. All of Trusted case managers see members face to face, either at the Health and Wellness Outreach Center, or at the member's home.

The number of members that are actively in Case Management has soared under Dr. Jackson's tutelage. She credits her management team, Judith Hinton and Ernestine Johnson, and the dedicated care management staff for this success. We now have over 1,000 members in active case management, and Trusted is seeing the results in reduced readmissions to the hospital, as well as reducing LANE visits.

Trusted is continually seeking innovative approaches to improving the health status of our members



In good health,

*Tommy Duncan*