

CASE
STUDY

Robert Young Center Cuts Costs for Severely Mentally Ill by \$8M With Care Coordination

Robert Young Center for Community Mental Health (RYC) in Rock Island, IL, part of UnityPoint Health—Trinity, features an ED available 24/7, inpatient services, PHPs and other outpatient therapies, and a community support program for those with severe, persistent mental illness. Working with the Illinois Office of Mental Health and a local FQHC, RYC conducted a three-year care coordination initiative with 388 severely mentally ill patients—a population accustomed to using the ED for all their care.

- RYC behavioral health specialists (mostly LCSWs) were placed in the FQHC. The FQHC reciprocated by placing a PCP in Robert Young Center.
- Each patient underwent a physical exam (a first for some) and received an integrated plan of care. A crisis plan was also developed to encourage patients to call their PCP before heading to the ED. Patients were educated on their conditions, including actions to take to prevent a relapse.
- The program resulted in impressive savings and won a 2013 Best Practice Award from URAC.

RESULTS

In 2.5 years, integration in the RYC care coordination initiative achieved:

49%
reduction in
ED visits

65%
reduction in
ED costs

54%
reduction in
psychiatric admissions

88%
reduction in
inpatient costs

137%
improvement in
quality of life score

Approximately
\$8 million
in savings

FQHC = federally qualified health center; LCSW = licensed clinical social worker;
PCP = primary care provider; PHP = partial hospitalization program.
Source: Sg2 Interview With UnityPoint Health, December 2013.