



2015 Social Purpose Corporation Report

As a Social Purpose Corporation, Consistent Care Services is able to focus our efforts on improving the health of the communities we serve by coordinating the care of patients. Our primary goal is to connect our patients to the resources they need with a secondary goal of reducing inappropriate utilization of the emergency department (ED) allowing better treatment for real medical emergencies. By helping our patients access local services outside of the emergency department we can help them manage their health needs in a more sustainable way. In fiscal year 2015 we continued to serve our communities in the following ways:

- Bringing our care coordination services to over 500 patients in Yakima and Snohomish Counties
- Partnering with firefighters and other emergency medical first responders in Yakima to expand our circle of care even further beyond the doors of the emergency department
- Continuing to work closely with local agencies in each of the counties we serve by coordinating health and social resources at monthly community meetings
- Collaborating on a pilot project with Community Health Plan of Washington to assess the effectiveness of our approach. Preliminary data shows as much as a 55% decrease in ED visits for patients enrolled for 6 months
- We spent \$4500 in Yakima and Snohomish Counties on discretionary items to improve the health and social determinants of health for our patients. These funds were used to help our patients...
 - Pay for rent in supportive or independent housing,
 - Purchase bus passes or provide other transportation,
 - Purchase cell phones,
 - And in one case we even paid to have a patient's dog neutered so the client could remain in her housing complex.

Looking forward, we will continue to seek partnerships in new communities. Quality case management cannot occur within a vacuum, and in the changing tides of healthcare it is more important than ever that communities of health focus on collaboration over competition. It is our hope that you will join us in 2016 as we continue to grow.