

MSIP

Marketplace Solutions
and Incentives Project

MSIP Community and Health Plan Member Violence Reduction Program



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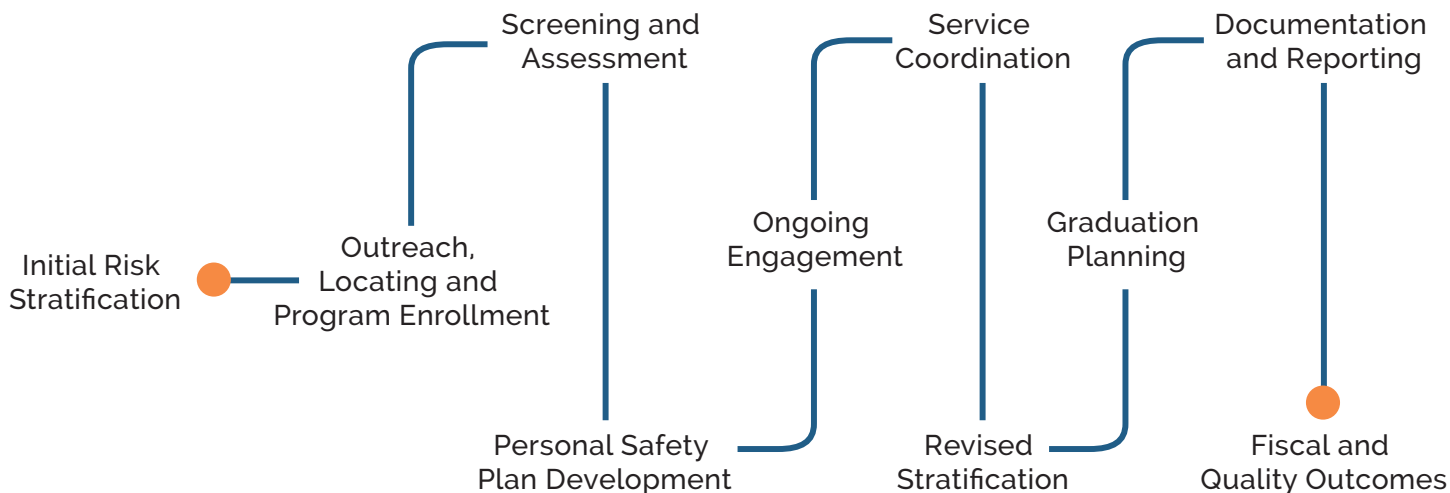
Challenge

The human and economic costs of interpersonal and self-violence are significant and have become an increasing concern for health plans and their members. Yet, until now there have been no specific health plan-focused approaches to mitigating them. This is despite the fact that, for some types of violence, inpatient, ER and emergency outpatient care episodes recur repeatedly for the same individuals. While there are programs designed to address diverse psychosocial challenges that impact health costs for plans, often for these same members or in their same neighborhoods, violence-related events have been overlooked from the perspectives of prevention, targeted intervention, and the role of behavioral factors.

Response

MSIP offers a **Violence Reduction Program (VRP)** that provides coordinated mentoring services to health plan members who have experienced acts of interpersonal violence and/or self-violence. While we place a particular focus on gun violence, our program extends to all forms of violence that impact claims costs. This program, led by MSIP, incorporates services provided through strategic partners including **Youth Advocate Program (YAP)** – for Safety Engagement Coordinators (SECs) and **Healthcare Intelligence Partners (HCIP)** – for data analytics). The program utilizes best practices in violence reduction and behavioral and life assessments, Wraparound Services, Person-Centered Planning, individualized Safety Plans, and Asset-Based Development.

The VRP is implemented in two stages: (1) data analytics for hot-spotting, stratification, staffing and pricing - the planning stage; and (2) operational deployment, based on the results of the planning phase. No commitment from the health plan is required until and unless the results from the planning phase dictate moving forward. Upon implementation, the program operates on two levels: (1) Community Engagement via local Advisory Councils focus on Asset-Based Development (to build on the skills and knowledge of local residents, align public initiatives, and to garner the supportive functions of local institutions); and (2) Member/Family Engagement, to reduce future damaging and financially costly events for the member-specific component. Program fees are placed at risk to ensure value for our clients.



Program Goals

The primary goals of the Violence Reduction Program include:

- Reduced violence-related injuries to participants and their families
- Reduced acute inpatient hospital, emergency room and urgent care utilization
- Increased access to mental health, substance abuse, and primary care treatment
- Increased access to community-based services.

The heart of the program is a highly personalized violence reduction intervention for program participants. SECs work with these members face-to-face as well as through other communications (texting, phone, video chat to ensure ongoing and constant contact). The record system is a modification of HIPAA-compliant myEvolv from Netsmart.

After members are safety risk-stratified and consent to participate, we conduct an assessment process that guides development of our strengths-based personal safety planning. This includes interventions and goals designed to develop skills and strategies to avoid or reduce violent situations. SECs who conduct this work, leading to graduation, are hired from the same neighborhoods in which they work. They work with participants to ensure access to other needed services, from community supports to services through the health plan's provider network.

To learn more, please visit us at www.msiproject.org
or call us at 202-599-8447, ext. 5