



Case Study: Derrick's Story

Addressing Unmet Needs to Improve Quality of Life

Derrick, 36, is a chronic care client in the Pittsburgh cohort who had been receiving care from Help at Home for three years when he joined the Care Coordination program. Derrick is a vibrant, artistic member of the community who enjoys staying active at church and working for a cultural trust and theater company part-time. However, his stage 5 kidney disease and dialysis schedule, along with managing heart disease, high blood pressure, atrial fibrillation, the ongoing effects of a stroke and the mental health challenges of anxiety and depression have impacted his quality of life and ability to remain active over the years. That is, until Derrick began working with his Care Coordination nurse and community health worker. Following his initial assessment with the care team, Derrick was able to keep up with his primary care and specialty care visit schedule and **has received help with unmet needs in the home environment.**

"It's been helpful. It's made life a little easier, dealing with stuff easier. My aid worker has helped me a lot in a lot of avenues, from still being able to do things at the church I would not have been able to do, to things around my house I can't do. With the new services and extra help, it gives me new resources to tap into and it's helped dramatically in different ways.

DERRICK
Help at Home Care Coordination Client

Results

- ✓ Health, well-being and quality of life have improved
- ✓ Depression score (PHQ9) lowered by 6 points
- ✓ Anxiety score lowered by 7 points
- ✓ Access to food and transportation resources

*"Prior to joining the program, Derrick was not able to access the food he needed, and it was driving him to utilize the ER and other resources in the community that were not appropriate for what his needs were. Now that he is involved with us and we've built trust and rapport with him, he is able to feel more empowered to manage his needs and knows how to competently utilize the food pantry and can access transportation services – **therefore, his overall quality of life is improved because those needs are being met for him.**"*

ROSE TREVINO
Care Coordination Director of Operations

Scan for more of Derrick's story

