



## Vail Care

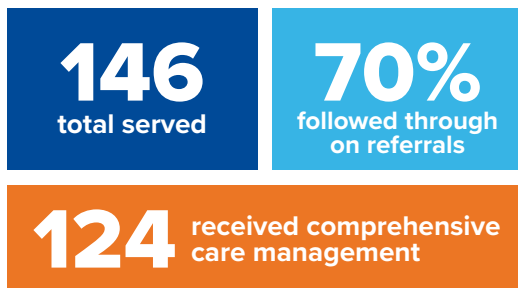
Vail Care is a DHS-certified Behavioral Health Home service. Contrary to the name “Home,” this is a mobile service designed to improve the health of individuals living with mental illness, chronic health conditions and substance use disorders. Vail Care provides a person-centered, innovative approach that combines care coordination along with health and wellness coaching.

Team includes:

- Registered Nurse
- Navigators/Case Managers
- Community Health Workers

### FEEDBACK FROM ENROLLED INDIVIDUALS:

- “You always do what you say you’re going to do. Paying close attention to me. I like the suggestions you make; you help me think about other perspectives.”
- “Staff helped me get housing and assistance for GA and SNAP. Helping me coordinate services, checking in and seeing me face to face.”
- “I get emotional, physical, and very helpful support. Dependable service and trust in staff and the program. I’m grateful. Don’t know where I would be without Vail Care.”
- “I get help supporting me in lowering my A1C (for diabetes). The nurse gives ongoing support as I go through all these medical situations.”



“Vail Care provides an unparalleled opportunity to get case management and care coordination services combined with access to a home care nurse and ongoing health coaching all as part of one package deal.”

— JULIE PLANTE, NURSE MANAGER  
INTEGRATED CARE

### VAIL CARE SUCCESS STORY:

“Mary” had been homeless for several years, was living at a shelter and about to lose her shelter placement when referred to Vail Care.

**Mary’s diagnoses:** Uncontrolled type 2 diabetes, hypertension, anxiety, depression, high cholesterol & chronic foot pain that needed surgery to resolve the pain.

#### Barriers:

- Mary needed A1C < 9 or less for surgery approval;
- Mary was losing her shelter placement and needed housing for post-op and recovery care;

#### Interventions provided by Vail Care team:

- Researched housing options and assisted in locating and in securing a group residential setting with access to a nurse.
- The Vail Care RN supported Mary in diabetic management, diet and exercise regime resulting in her targeted A1C range so she could have the surgery!
- The team coordinated upcoming surgery and transitions of care.
- Assisted Mary in locating her own apartment following her recovery from surgery.
- And now the team continues to help coordinate Mary’s care and help her with ongoing management of her health. Since Mary had not lived independently for years, the support from the Vail Care team is helpful during this transition.



**Eligible individuals must be 18+, have a serious mental illness, and have active Medical Assistance coverage.**

#### Core Team Activities:

- Care coordination and support for management of medical and psychiatric conditions
- Health Coaching and education
- Support and aid during transitions from one setting to another
- Referrals to other providers & services
- Complimentary medication management support as needed

For more information or referrals, contact **Kristina Swanberg** at **612-751-2264**