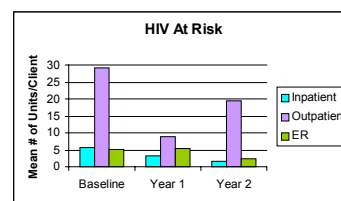
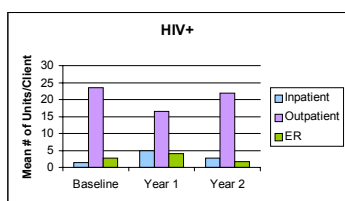
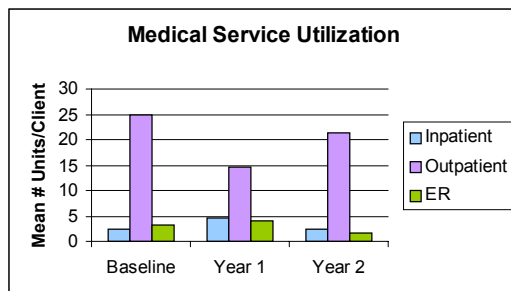


Changing Patterns of Service Use:

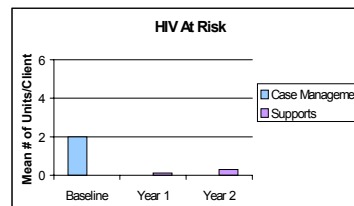
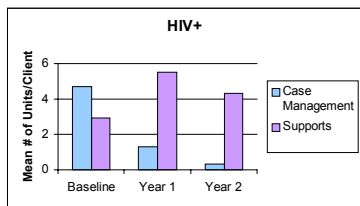
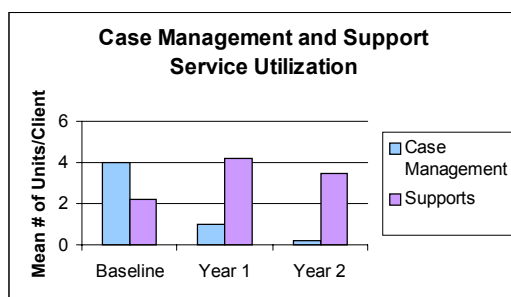
Medical, Case Management, and Support Services

Collaborative Care Management Program, East Boston Neighborhood Health Center

Service utilization data was collected for the year prior to a client's enrollment in the Collaborative Care Management Program ("Baseline"), as well as for each year that s/he was enrolled.



Although there was no increase in outpatient care over time, clients did continue to access this service. Importantly, clients experienced decreases in both inpatient care and emergency room treatment over the life of the program.



Because clients received care management through CCMP, clients used outside case management less often after they enrolled in the program. Care management also gave clients increased access to supports. HIV+ clients received many more support services; however, clients in the at risk group had received no supports in the year prior to enrollment.

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