



# CareMore Health

THE TOGETHERNESS PROGRAM  
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CareMore  
HEALTH



A different approach to health care—an approach born from a concern for the human experience.

STATUS QUO

Hospital as the hub

Reactive instead of  
proactive

Treating the disease

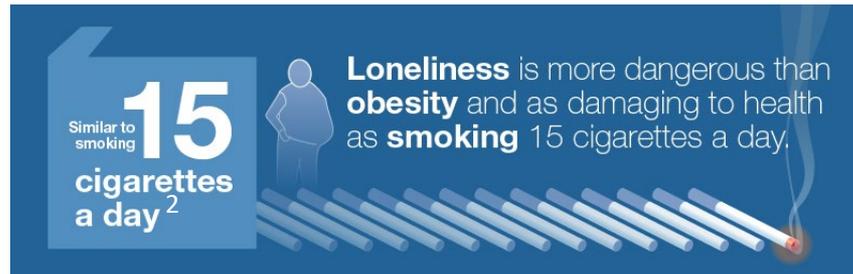
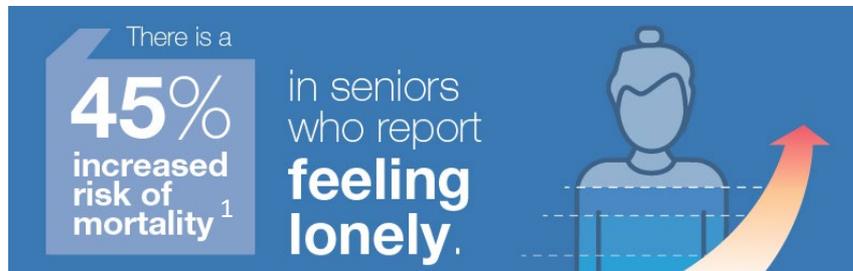
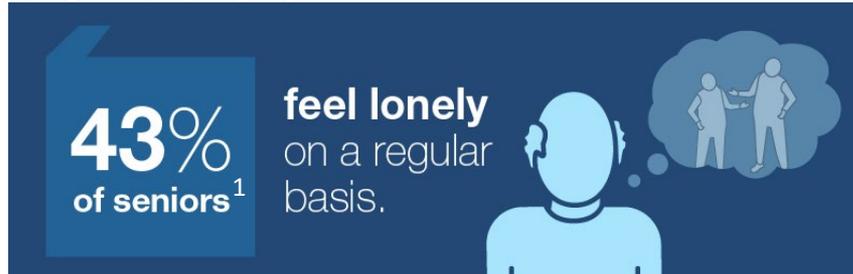
OUR VISION

▶ Patient as the hub

▶ Shift from treatment to  
prevention

▶ Caring for the whole  
person

# Loneliness has significant health consequences



<sup>1</sup>Perissinotto C, Cenzerl, CovinskyK. Loneliness in Older Persons A Predictor of Functional Decline and Death. Arch Intern Med. 2012; 172 (14): 1078-1084. <sup>2</sup>Holt-Lunstad J,Smith TB, Layton JB(2010) Social Relationships and Mortality Risk: A Meta-analytic Review. PLoS Med 7(7): e1000316.

# PROGRAM GOALS



Re-engage in  
Healthcare



Connect to  
Community-  
Based  
Organizations



Increase  
Physical  
Activity

Togetherness is building connections, increasing socialization and re-engaging members with their healthcare to reduce loneliness and social isolation

### Member Eligibility

Lives alone

Lives with others, but majority of their day is in isolation

No social support (i.e. long distance caregiver, no caregiver)

Self reports loneliness or isolation

Members that are caregivers with little support

Newly widowed with little social support



### Goals

1 **We build connections**

2 **We increase socialization**

3 **We re-engage members with their healthcare**

### Actions

- Friendly weekly call from Phone Pal
  - Actively listen
  - Provide no judgment
  - Share personal experiences
- Screen for social isolation, loneliness and depression scores
- Stratify members into high, medium, low risk

- Evaluate social support and social activities
- Identify barriers impacting member's well-being such as home safety, nutritional, and transportation needs
- Provide community resources to assist with eliminating barriers
- Connect to community based organizations for socialization

- Identify medical care needs
- Assist with medical care coordination
- Increase physical activity
  - Encourage Nifty After Fifty/Silver Sneakers participation

108,000 + Calls and visits

6,000 + referrals to resources & programs

57% ↑ participation in exercise programs

21% ↓ Hospital admissions

= Lives Changed

\*Preliminary results based on internal and preliminary reporting, on 12 months of utilization, and subject to change as additional data is received. Participation in exercise programs increased by 56.6% for the program's participants compared to those not involved in the program. Hospital admissions per thousand members among program participants are 20.8% lower than admissions among the intent to treat population.



# CareMore Togetherness

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