Department of Social Work
Guest Assistance Program

Stephanie Rakes, LMSW
Overview

• Social work collaboration-right work, right people!

• Centralization of assistance with non-medical needs that impact healthcare
  – “Barriers to Care”
  – Allow patients/families to focus on care
  – Improve access/timeliness of care

• Cost savings/Cost avoidance
  – Prevention of delays in discharge, admission/readmission avoidance, appointment cancellation, etc.
Resource Allocation: FY14

- Services provided through:
  - Maximization of resources
  - Care coordination
  - Donated funding

FY14 Patient Assistance by Type

- Personal & Unanticipated, $65,175
- Medical/Dental/DME, $67,059
- Prescriptions, $169,006
- Gift/Gas Cards/Bus Tokens, $118,100
- Transportation, $113,639
- Lodging, $99,301

*Pers./Unantic.=meals, rent, utilities, etc.*
Addressing Patient Needs

- 16 bachelor’s-level social workers
- Providing services to all inpatient units, outpatient clinics, diagnostic areas and emergency rooms
- Over $600,000 in donated assistance provided in FY14
- Over 20,000 patients & families
Making the Difference...
Discharge Medication

• A 3 year old male involved in a two car accident. The child’s mother died in the accident; father was at an outside hospital in critical condition. Grandparents took over care for the child at discharge, but insurance information was still being located due to the accident. Multiple and costly discharge medications were needed and grandparents were unable to afford them all. Funds were utilized to purchase the needed discharge medications so that the child could go home with grandparents.
Lodging

• Adult patient from Virginia for whom it was necessary to travel to UMHS for a set of very serious eye surgeries. This patient had to complete consultations first and then pre-surgery preparation in order to complete 4 major surgeries. She was very anxious that the surgeries could not be completed due to her financial restraints and inability to travel to Michigan. After thorough assessment, it was determined SW funding would be provided for lodging in conjunction with partial patient payment. Alleviating some lodging expenses allowed the patient to travel to UMHS to complete the surgeries. The patient updated the GAP recently that she has completed 3 of 4 surgeries currently and is hoping to be cleared to drive soon which will enable her to get a job and “will change the life of my son and I.”
Transportation

- Adult patient with Hepatocellular Carcinoma. Patient is experiencing financial hardship and needs to travel from Traverse City to UMHS due to severity of diagnosis. Angel Flight was arranged to provide a free flight to Ann Arbor. The family was assisted with lodging during the consultation period that includes shuttle service to UMHS. GAP will continue to assist with coordination following patient’s likely surgery and through possible chemotherapy and/or radiation treatment.
Community Resources

- 13 year old male patient with Cerebral Palsy. Patient’s mother is the caretaker for patient and an additional child with severe disability. Unforeseen circumstances created financial difficulty, during which the furnace in the home broke. The family of three was living in one room of the house using two floor electric space heaters to try to keep warm. After extensive research, funding through a community grant was located that was able to cover the cost of furnace repair, restoring the family’s heat and safety.
Contact us!

Guest Assistance Program
Room 2B203 University Hospital
Hours:  9:00am-5:00pm M-F
8:30-5:00pm Sat., Sun.  (Public office closed)
(734)764-6893 or (800)888-9825
Email:  SocWk-Gapstaff@med.umich.edu

www.uofmhealth.org/guest-assistance-program