

Case Study of 15-year-old Patient with ADHD and Alcohol Abuse

Care Management is a resource to support your management of complex patients. Following is the outcome of a recent case supported by AMITA Health Care Management involving a 15-year-old patient with history of ADHD and alcohol abuse.

Case: Blue Advantage HMO Member identified from the Admission Discharge Report and opened to Complex Case Management services

History: A 15-year-old male and his parents left the ED against medical advice (AMA). The member has a previous diagnosis of ADHD.

The parents had concerns about his behavior and grades dropping. They discussed this with the member's PCP and a referral to pediatric psychology was initiated. However, the parents were alerted by the school that the member was found on campus with a water bottle filled with alcohol and juice. He was suspended for 10 days, which could be shortened if he returns with documentation of a clinical assessment. The member's parents took him to the ED to obtain the clinical assessment.

Barriers:

- The ED response to the treatment process prompted the parents to leave and seek clinical evaluation at a later time.
- The mother contacted her insurance plan, which provided three facilities for evaluation, but when they arrived at one of these facilities they were informed that they had to go to an in-network facility, in this case, an AMITA Health facility.
- The mother was unsure of what to do to obtain an assessment and was frustrated and worried about her child.

Interventions:

- The Case Manager (CM) social worker contacted the member's mother for the transition of care post-ED visit.
- The CM social worker provided support to the mother by allowing her to express her frustrations and share her perspectives.
- The CM informed the mother that her son can go to AMITA Health Behavioral Health Addiction Services in Palos Heights, which offers a range of services. The CM instructed the mother to discuss a referral with the member's PCP.

Outcome: An appointment was made at AMITA Health Behavioral Health Addiction Services Palos Heights the next day for an evaluation. The CM social worker received a voicemail from the mother stating, "My child received the evaluation, and the Palos Heights location was full of wonderful people. I would not have found them without you. Everyone should know about this Behavioral Health program. You were a lifesaver. Thank you again."

For more information, and to refer a patient to Care Management, please contact Phyllis Smith, R.N., supervisor, AMITA Health Care Management, at 847-493-4663 or phyllis.smith@amitahealth.org.

