



# A Patient Journey

“Michael” is admitted to the hospital in a behavioral health crisis, receiving care to stabilize symptoms. Hospital stays are usually 48 hours to 10 days.

Here is where Michael's story can take two very different paths.

## Path 1: Michael *IS* enrolled in Collaborative Bridges care coordination

While still in the hospital, a plan is developed.

A CB care team meets Michael before discharge and builds trust. Michael's **needs are assessed** and a post-discharge **follow-up plan is developed**.



### Hospital Discharge



## Path 2: Michael is *NOT* enrolled in Collaborative Bridges care coordination

While still in hospital, no plan is developed.



Michael is given referrals to outpatient care, but **without** a dedicated care coordinator in the hospital or the community, follow-through **depends on him**.

Now at home, Michael has coordinated support



The team **helps coordinate** Michael's out-patient services. If barriers arise, such as unstable housing, no phone, or missed appointments, the team **helps keep him connected**.

Now at home, Michael must navigate follow-up on his own

Michael **must** manage **his own care**. Waitlists, communication barriers, and lack of provider connections can **delay** care.



Michael's needs are addressed holistically

Collaborative Bridges **addresses** the drivers behind Michael's hospitalization, **connecting** him to behavioral health care and essential supports like primary care, housing, food, transportation, and benefits.



Urgent needs can overshadow recovery



Critical life needs like housing, food and transportation take priority. **Without help** addressing those barriers, recovery is **harder**.

Michael is better positioned for recovery

Collaborative Bridges **addresses** the root causes of Michael's behavioral health needs, helping him **stay focused** on recovery and reducing reliance on repeated crisis care over time.



Michael faces a higher risk of relapse

**Without** sustained support, Michael is **more likely** to experience setbacks or **return** to the hospital.



## Collaborative Bridges Partners



For more information call 877-235-7777 or email: [info@thecollaborativebridges.org](mailto:info@thecollaborativebridges.org)