

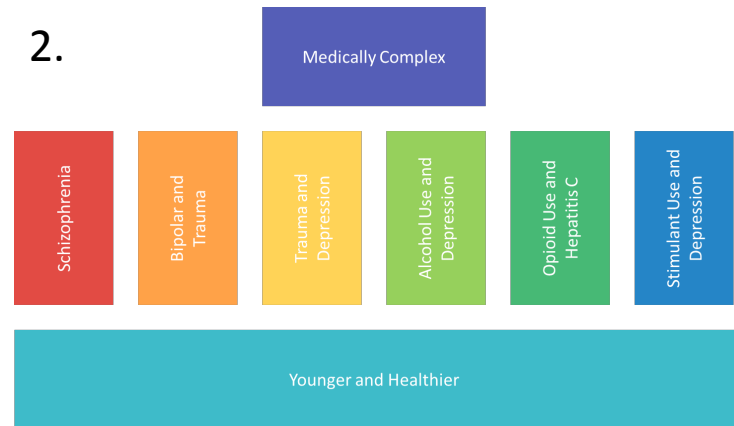
# Tailoring Care: A Population Segmentation Framework

1.



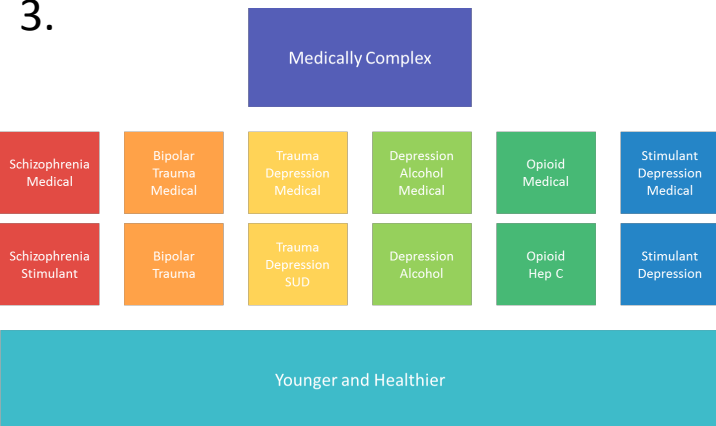
Common pathways to complexity

2.



Aging and emergence of chronic disease

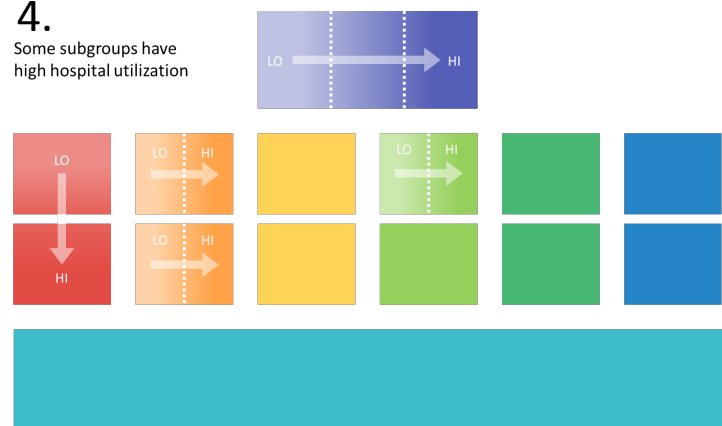
3.

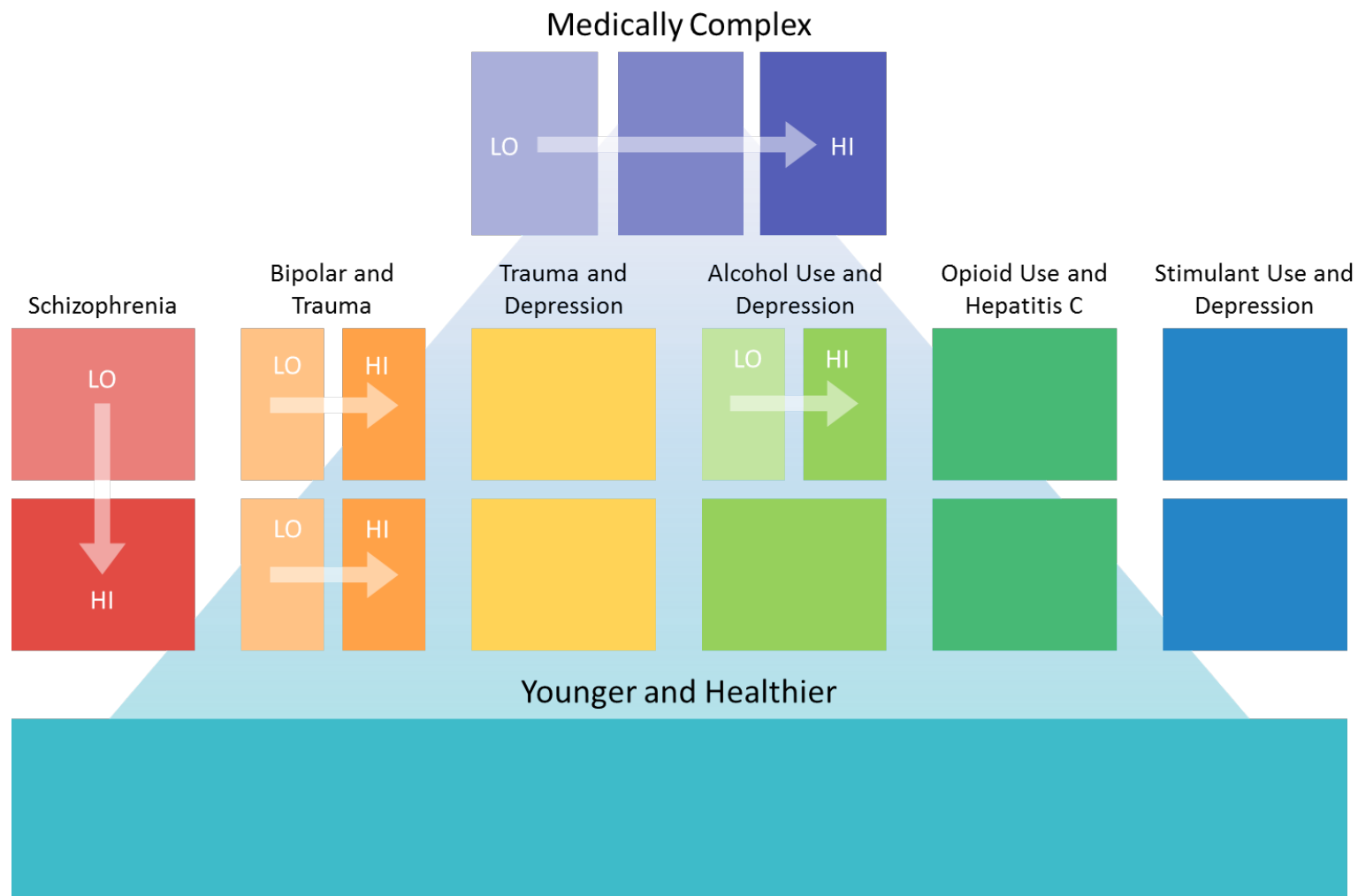


Variations in hospital utilization

4.

Some subgroups have high hospital utilization





## Framework Overview

- Low complexity patients progress to higher stages of complexity
- Six common pathways to higher complexity
  - Three mental health pathways
  - Three substance use pathways
- Three subgroups of high complexity patients
  - Low to high hospital utilization
  - Variable prevalence of behavioral health conditions

## Framework Development

- Co-led by operational leader and analyst
- Intensive design and analysis process with clinical staff
- “Sorting Game” an essential component (learn more in our Learning Lab!)
- On-going validation