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