

Profiles of service recipients who can benefit from the Maricopa Integrated Health Home

Jeanine



Jeanine is a 55-year-old woman who has been diagnosed with bipolar disorder. She's challenged with health conditions that include diabetes and obesity. Complicating Jeanine's life is the fact that she has few friends or family members who can help her navigate the health care system. Following a treatment plan is difficult for her because of her lack of supports and the symptoms associated with her mental illness.

Jeanine rarely seeks physical health care through a primary care provider because she is uncomfortable with providers other than her usual mental health provider team. She makes frequent calls to emergency medical service, often for non-emergency situations. She repeatedly visits the emergency room and has had an inpatient stay that lasted more than a year.

Tom

Tom is a 44-year-old man who has a diagnosis of post-traumatic stress disorder and major depression. He smokes and has substance abuse issues that initially started as a form of self-medication. He lives with a family member who also has mental health issues. He has few friends.

Tom's health issues include hypertension and high cholesterol. He also walks with a cane as the result of an accident. Tom doesn't live near his primary care physician, doesn't have a car and lives several blocks away from the nearest public transportation. With no one to help him remember, Tom frequently forgets to take his medication.



Crissie



Crissie is a 24-year-old woman with a diagnosis of schizophrenia. She has avoided primary health care in the past because of fear and the stigma that results from the difficulty she has in communicating due to her symptoms. Her medication has changed several times and, as a result, she has experienced varying levels of symptoms and side effects such as weight gain. Crissie has a heart condition.

Crissie was kicked out of her home due to substance abuse and frequently lives on the street. As a result, she often suffers from dehydration and is malnourished.

**These vignettes are not about, and the photos are not of, actual patients. They incorporate characteristics of actual patients and are meant to educate about the challenges these patients face, and how the IHH will help them by improving their quality of care and quality of life.*