Critical Issues Facing Community Health Centers

Improving Patient Access to High Quality Care

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About Heart City Health Center

- Heart City Health Center is a federally qualified health center serving the City of Elkhart, Indiana (population 51,152). US Census Bureau 2012

- In 2013, Heart City served 10,048 unduplicated patients (20% of City’s population) through 31,284 face to face encounters

- Heart City provides access to Medical, Dental, Behavioral Health and Pharmacy services onsite.

- Heart City was awarded a New Access Point grant in November 2013 (under ACA) and will open a 2nd health center in inner City Elkhart on June 3, 2014.

- Currently, 47% of low income families in City of Elkhart do not have access to a primary care provider.
Coverage and Access Concerns for the Future

Indiana Medicaid Expansion

- Through a 1115 Medicaid Waiver, Indiana is using the Healthy Indiana Plan as vehicle to provide Medicaid services for individuals up to 100% of federal poverty level (was only 24% for adults). Waiver expires Dec. 31, 2014.

- The Healthy Indiana Plan requires monthly premium from participants – so it is not traditional Medicaid. Patients can still lose coverage based on ability to pay.
Using Technology to Improve Delivery of Care

- The Electronic Medical Record (EMR) is not a panacea.
- Adding an Electronic Medical Record is just the first of many steps/purchases.
- Ability to effectively use the EMR is not entirely within the control of the health center.
- Interfaces are necessary and costly
- Not all local providers have implemented EMR, making it difficult to truly have a comprehensive, searchable record
- Meaningful Use of the Electronic Medical Record ALONE does not equate to better health outcomes
Meaningful Use Incentives

- Medicare & Medicaid offer financial Incentives for “meaningful use” of certified EHR technology to improve patient care
- 22 Objectives set by CMS (18 Required; 5 choose from Menu of Choices)
- 3 stages with increasing requirements
- Must attest EVERY year to receive the incentive AND avoid Medicare payment adjustments
  - In 2015, Medicare Adjustment starts at 1% increases yearly up to 5%
- Must also report Clinical Quality Measures in addition to meeting Core/Menu Objectives
Connecting to Community Providers is not as easy as this...
Some of the IT challenges for Health Centers

• Though personnel costs tend to represent the highest percentage of health center budgets (60%+), most staffing is focused on clinical care.

• Health Centers don’t have IT experts

• Heart City Health Center belongs to Alliance of Chicago, a Health Center Controlled Network. Changes require time – and monthly support costs.

• Still requires intense amount of pre-work by health center administrative staff

• Maintenance and support costs for Electronic Medical Records is ongoing (ePrescribing, ICD-10, etc.)
Delivery System Improvements

- **Customized Care Plans for chronic disease patients**
  - Meet patients where they are
  - Small goals first
  - Importance of continued education
  - Addressing cultural perceptions

- **Increasing Accessibility**
  - Health record accessible online
  - Recommended plans specific to patient and age
  - Birthday reminders
  - Health Information Exchange Interfaces (CHIRP, etc)

- **Diabetics**
  - Compliance
  - Goal Setting
  - Pre-visit Check-ins
  - Morning Huddles
  - Personal Responsibility
  - Tactile Taste Tests – coming soon...
Adapting the Kaiser Triangle to Heart City Health Center

- **Lower Risk Patient Population**
  - 70% of patients
  - 33% of costs

- **1 Chronic Condition**
  - 22% of patients
  - 35% of costs

- **Multiple Chronic Conditions**
  - 8% of patients
  - 32% of costs

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- **Lower Risk Patient Population**
  - 69% of patients
  - 32% of costs

- **1 Chronic Condition**
  - 12% of patients
  - 28% of costs

- **Multiple Chronic Conditions**
  - 19% patients
  - 40% of costs

**Heart City**
Patient Centered Medical Home:

1. Enhance Access and Continuity of Care
2. Identify and manage patient populations
3. Plan and manage care
4. Provide self-care and community support
5. Track and coordinate care
6. Measure and improve performance
7. Template of the future

Our PERCEPTION
Patient Centered Medical Home:

Our REALITY
One who has health has hope. One who has hope has everything.

THANK YOU!