

# Hudson River Health Care & Chambers of Commerce

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VP of Operations Suffolk County  
HRHCare Community Health

March 12, 2018



# HRHCARE MISSION STATEMENT



To increase access to comprehensive primary and preventive health care and to improve the health status of our community, especially for the underserved and vulnerable.

# History: *Our Enduring Legacy*



In the early 1970's a group of local residents and religious leaders addressed the lack of appropriate health services in their community. In particular, a group of four women, fondly referred to as our founding mothers, spearheaded the efforts and have remained committed to the organization since its inception. Our CEO completes this picture having served in her position since 1977.



# FQHC Model

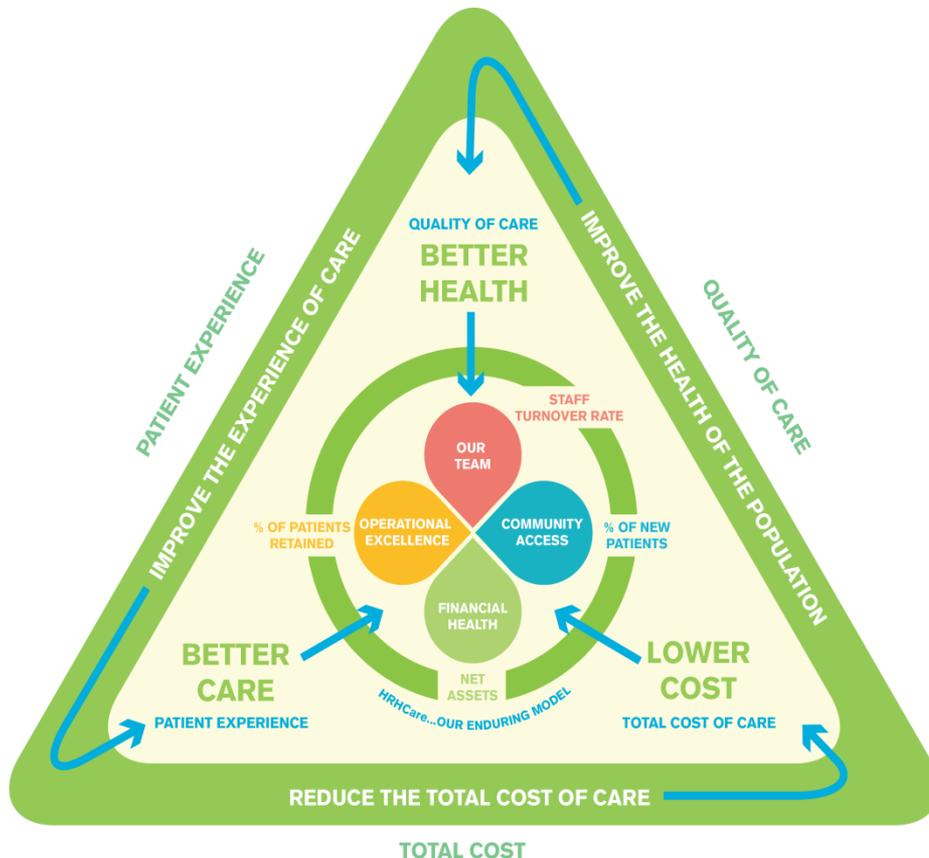


## What makes Federally Qualified Community Health Centers Unique?

- + Not-for-profit organization
- + Governed by a Board of Directors controlled by patients of the center
- + Serve a Medically Underserved Area or Population
- + Provide comprehensive preventive and primary care
- + Assure that care is accessible
- + Provide care regardless of ability to pay
  - *Services offered on sliding fee scale for those without insurance*



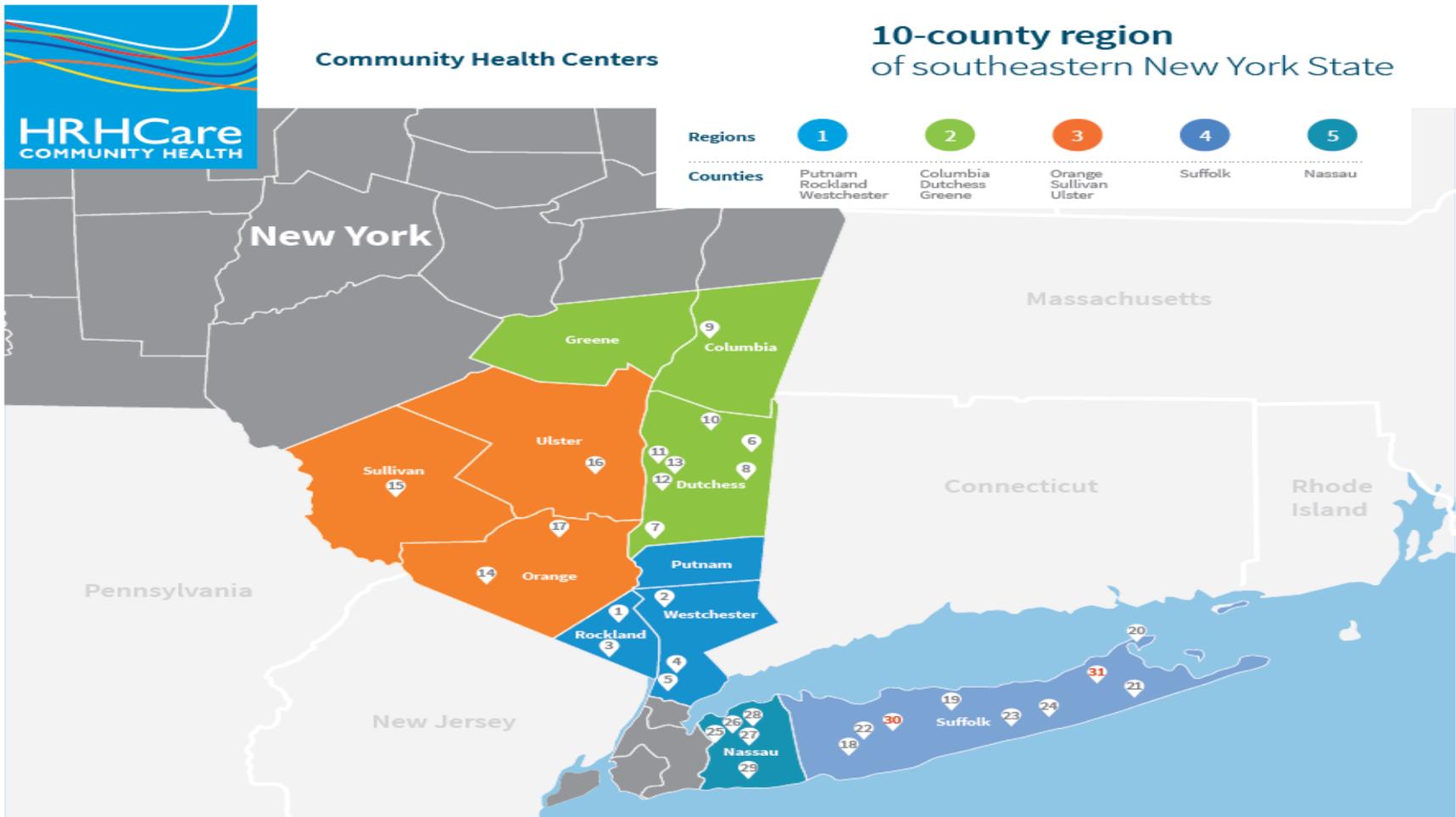
# FQHC Model



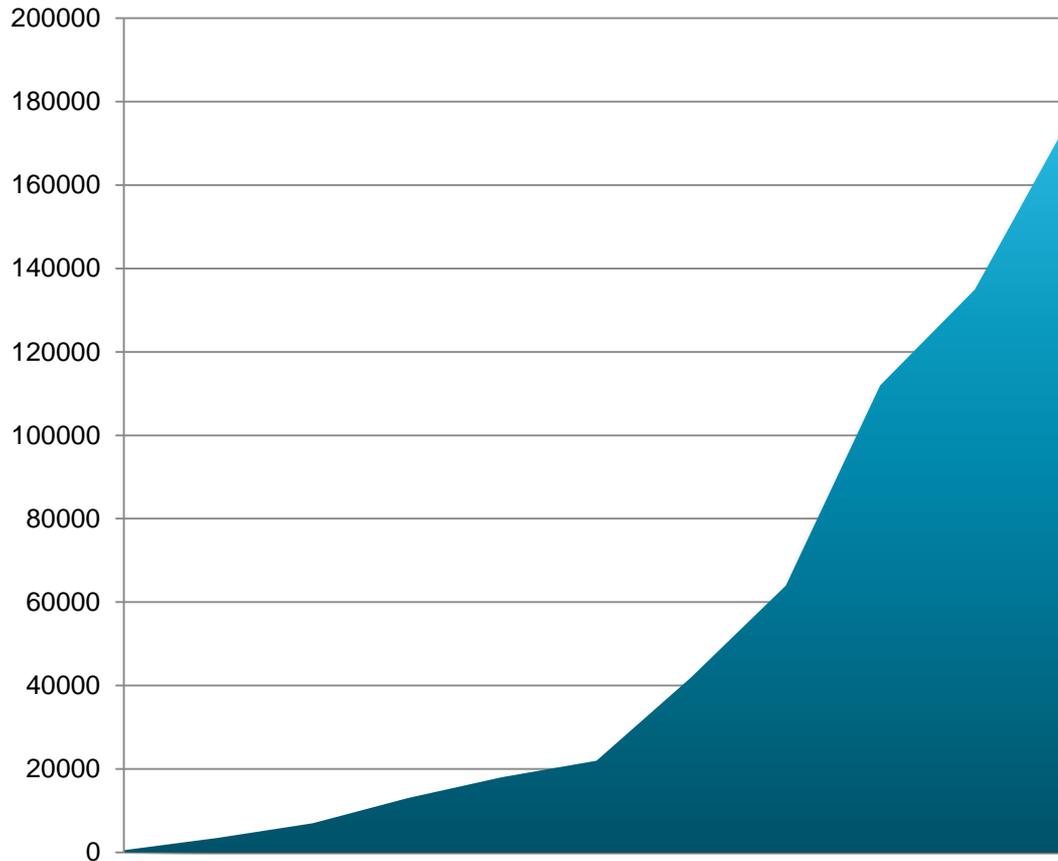
STRATEGIC AIM	MEASURE
<b>BETTER CARE</b> PATIENT EXPERIENCE	CAHPS PATIENT EXPERIENCE COMPOSITE
<b>BETTER HEALTH</b> CLINICAL QUALITY	% OF QUALITY METRICS GREATER THAN OR EQUAL TO NATIONAL BENCHMARKS
<b>LOWER COST</b> TOTAL COST OF CARE	HRHCare PATIENTS AVERAGE TOTAL COST OF CARE
COMMUNITY ACCESS	% OF NEW PATIENTS
FINANCIAL HEALTH	NET ASSETS
OUR TEAM	STAFF TURNOVER RATE
OPERATIONAL EXCELLENCE	% OF PATIENTS RETAINED



# HRHCare Service Area – Access is the Answer



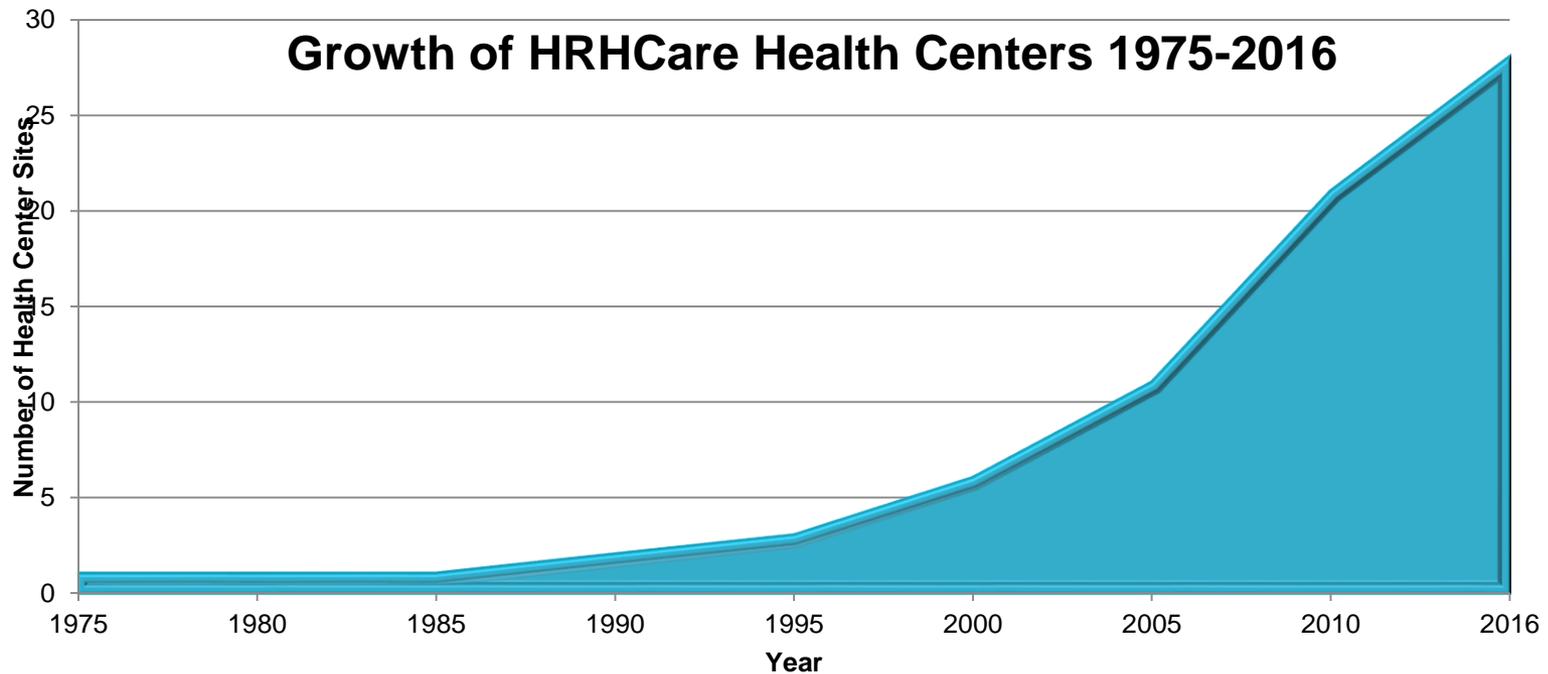
# Patients Served



As reported in the 2016 UDS

<b>1975</b>	500
<b>1980</b>	3,500
<b>1985</b>	7,000
<b>1990</b>	13,000
<b>1995</b>	18,000
<b>2000</b>	22,000
<b>2005</b>	42,000
<b>2010</b>	64,000
<b>2014</b>	112,000
<b>2015</b>	135,000
<b>2016</b>	176,000

# Sites



2016 Changes: Addition of Middletown & Consolidation into 75 Washington

# Nationally Recognized



Accredited since 1998 by the Joint Commission on Accreditation of HealthCare Organizations (JCAHO), Hudson River HealthCare has garnered numerous awards recognizing its bold approach to primary care delivery.



Recognized by the National Committee on Quality Assurance (NCQA) as a Level 3 Patient Centered Medical Home (PCMH)



Awarded the HIMSS Nicholas E. Davies Award of Excellence for outstanding achievement in the implementation of health information technology (EHR)



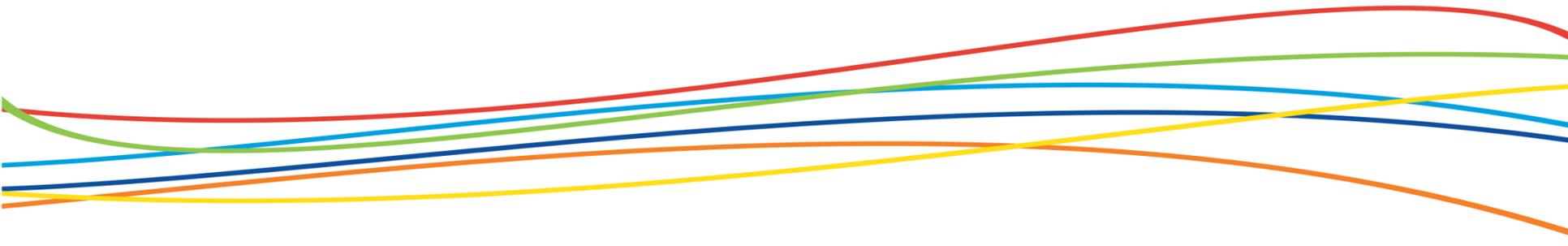
Planetree Designation represents the highest level of achievement in patient-centered care based on evidence and standards. HRHCare earned the Planetree Designation in 1996 and continues to honor Planetree evidence based standards. HRHCare remains the only Federally Qualified Health Center to achieve the Planetree Designation.

HRHCare was recently awarded the 2015 HRSA Health Center Quality Improvement grant award, which recognizes health center quality improvement achievements and investment in ongoing quality improvement activities. Awards are presented to proven leaders in areas such as chronic disease management, preventive care and the use of Electronic Health Records (EHRs) to report quality data.





# Model of Care – FQHC



# Who are the FQHC patients??



 In 2013, Health Centers served over 23 million patients.

By the end of 2015, they are projected to serve nearly 28 million patients. 



have family incomes below 200% of the FPL (\$47,100 for a family of four)



are under age 18



are covered by Medicaid



are uninsured



are covered by Medicare

# FQHC patient demographics



# What do we know about FQHC



## Deliver high-quality care .....

Health Center patient outcomes meet or exceed those of other primary care providers, despite serving more patients with chronic illness and complex health needs. Health Centers' high-quality and accessible care delivers results for their high risk patients and improves health while narrowing disparities.



98% of Health Center patients report high satisfaction with care received.



Health Centers lower mortality rates up to 13% among patients age 50+.



80% of Health Centers exceed a high performance benchmark for diabetes control.



Rates of low birth weight are lower among Health Center patients – 7.5% vs. 8.2% among all U.S. low income.

# Community Health Centers Today: Deliver Cost Effective Care

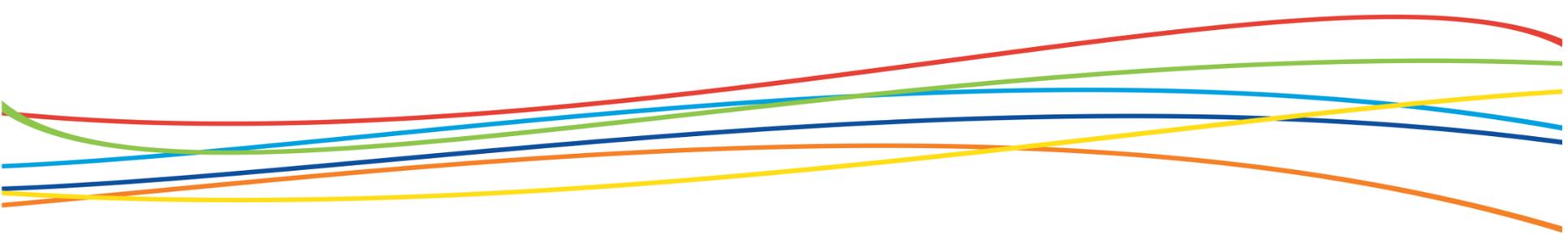


Health Centers  
**save \$24 billion**  
for the healthcare system  
through effective patient  
care management.



Health Centers bring an influx of  
**\$26.5 billion in economic activity**  
to the communities they serve.

**+ Reasonable Cost Reimbursement  
for Comprehensive Service**



# Economic Engines

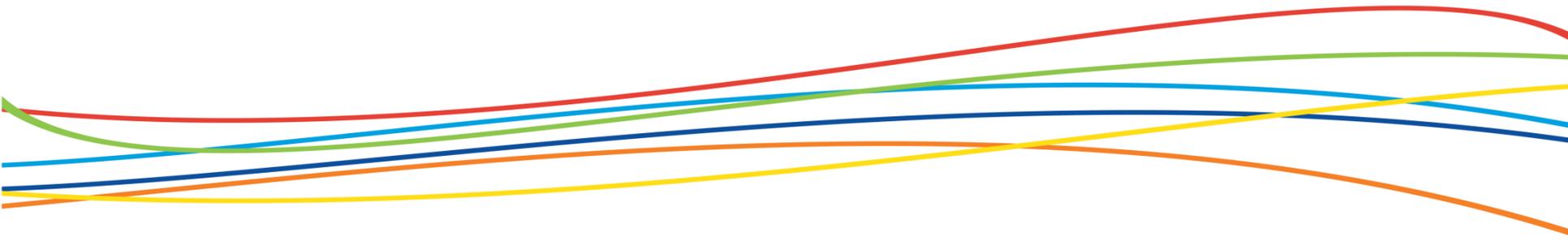


## FQHCs

- Injected \$7.3 billion of operating expenditures directly into their local economies in 2005
- Directly generated 89,922 full-time equivalent jobs
- Produced additional indirect and induced economic activity of \$5.3 billion creates
- An estimated additional 53,152 full-time equivalent jobs.
- Overall economic impact of all health centers was \$12.6 billion & 143,000 jobs in some of the nation's most economically challenged neighborhoods



# Model of Care - FQHC



# Commitment to Comprehensive Services



## **Medicine**

- Family Practice
- Pediatrics
- Internal Medicine
- Gynecology
- Family Planning
- HIV Primary Care
- Prenatal and OB
- Specialty

## **Dentistry**

## **Behavioral Health**

- IMPACT
- Substance Abuse Treatment
- MAT - Expansion

## **Specialty**

- Podiatry
- Optometry

## **Urgent Care**





- **Facilitated enrollment into public benefit programs and through the new Health Exchanges**
- **On site WIC services**
- **Enabling Services**
  - Outreach
  - Transportation
  - Interpretive services
- **Education of patients and the community regarding availability and appropriate use of health services**



- + **The patient-centered medical home (PCMH) is a way of organizing primary care that emphasizes care coordination and communication to transform primary care into "what patients want it to be."**
  - Medical homes can lead to higher quality and lower costs, and can improve patients' and providers' experience of care.

# Health Center Staffing Model & Roles



## Clinician

- Patient Care
- Chronic Care Management
- Preventive Care

## Medical Assistant

- Rooming & Vitals
- Standing Orders
- Telephone Encounters

## Dental Team

- Patient Care
- Screening
- Referral

## Patient Representative

- Registration
- Check Out
- Portal Access
- Scrubbing Visits
- Call Management
- Chronic Care Management

## Patient Care Advisor

- Appointments
- Population Mgmt
- RX Refills



## Specialist

- Patient Care

## Nurse

- Health Education
- Vaccinations
- Medication Administration
- Same Day appointments
- Results
- Red Flag

## Care Manager

- Care planning
- Self Management Support

## Social Worker

- Patient Care
- Screening
- Referral

## Navigator

- Referral Management
- Consult Reports
- Social Determinants of Health

## Outreach

- Patient Engagement

# Top 10 Things You Should Know



1. Hudson River HealthCare (HRHCare) is a federally qualified health center and not for profit health care center licensed under NYS Article 28
2. HRHCare provides care to over 176,000 patients in our system of care, through 28 health centers in 11 counties
3. HRHCare provides care for all who seek it, regardless of ability to pay, and provides care on a sliding fee scale for as low as \$15
4. HRHCare provides comprehensive care in our centers, including behavioral health care, oral health care, preventive screenings, HIV care, substance abuse services, among many others
5. HRHCare has a Consumer Board of Directors, meaning that a majority of the board are patients of the health center, volunteering to make sure that care is responsive to community need

# Top 10 Things You Should Know



6. Health Centers like HRHCare are high quality and cost effective, patients seen in a community health center cost 24% less than those seen in other types of providers
7. Medicaid is an important partner to HRHCare, 43% of our patients are enrolled in Medicaid
8. HRHCare is a critical part of the safety net, 30% of our patients are uninsured
9. HRHCare is an economic engine contributing to local economies through our 1,200 person workforce
10. HRHCare is committed to the needs of the most vulnerable, including care for the homeless, agricultural workers and other special populations by addressing barriers to care and helping patients overcome them

# THANK YOU!

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