

# 2007 Medical Home Summit

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**Sixteenth Street**  
COMMUNITY HEALTH CENTER



# “37 Years of Quality Health Care”

## Mission

To improve the health and well-being of Milwaukee’s south side residents by providing quality, family based health care, health education and social services, free from linguistic, cultural and economic barriers

## 2005 Demographics

- Urban health center
- 17,000 patients
- 85% Latino
- 55% incomes below poverty level
- 25% uninsured
- 60%Medicaid-Medicare



# Community Health Center Model

- “One-stop” shopping
- Responsive to the needs of the Community
- Consumers make up at least 50% of the Board of Directors

# 16<sup>th</sup> Street as Medical Home

- Primary Medical Care for all ages
- Behavioral Health Services
- Case Management (Pediatric, Perinatal, HIV)
- WIC Clinic
- Health Education (Diabetes, Asthma, Perinatal, Parenting, Healthy Lifestyles)
- Social Services
- Environmental Health

# Classroom and Office Settings



# 16<sup>th</sup> Street as Medical Home

- Registry Use for Diabetes and Asthma
- Developmental Screening as Protocol for Well-Child Checks
- Self Management Education and Support Groups
- Cultural Competency

# Milwaukee Health Care Partnership

## Purpose

Create Public /Private Consortium to address the issue of uninsured and underinsured people in Milwaukee County.

# Milwaukee Health Care Partnership

- Establish a shared policy agenda
- Develop a coordinated community wide plan
- Influence, secure and redirect public/private funding
- Monitor progress
- Hold stakeholders accountable
- Get everyone on same page



# Milwaukee Health Care Partnership

## Members:

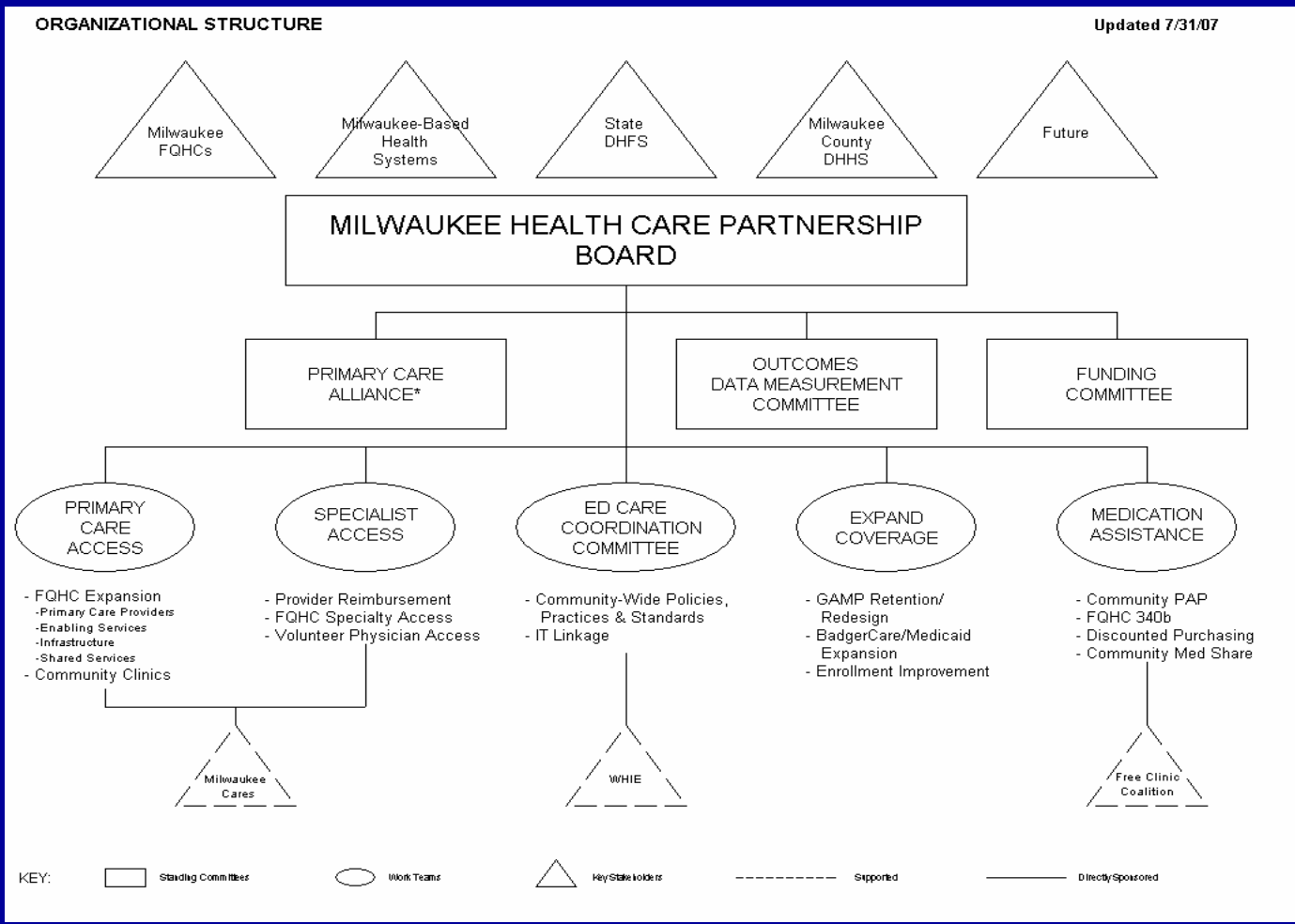
- 5 Milwaukee Health systems
- 4 Milwaukee Community Health Centers
- Milwaukee County DHHS, State DHFS

# Milwaukee Health Care Partnership

## 2007/2008 Priorities

- Expand Community Health Center Capacity
- Improve access to specialty care
- ED Care Coordination
- Retain GAMP and expand to Badger Care / Medicaid
- Medication Assistance

# Milwaukee Health Care Partnership





# Milwaukee Health Care Partnership Medical Home

## Access

ED Care Coordination Group working to assist each patient in finding a Medical Home.

- Case Managers/Care Coordinators in the ER
- Linkage to CHC Home through:
  - Appointment Scheduling Systems
  - Communication of Patient Information



# Milwaukee Health Care Partnership Medical Home

## Communication

- Development of standard information communicated to medical home by each ER in the city.



# Milwaukee Health Care Partnership Medical Home

## Technology

- IT Solutions
  - ED Linkage Project
  - My Health Direct



# Milwaukee Health Care Partnership Medical Home

## Challenges

- Financial support of care coordination
- Systemic incentives to direct patient behavior
- Large no-show rates



# Milwaukee Health Care Partnership Medical Home

## Gains

- All of the hospital networks working together in a competitive marketplace.
- Complex IT tool coming to fruition

