

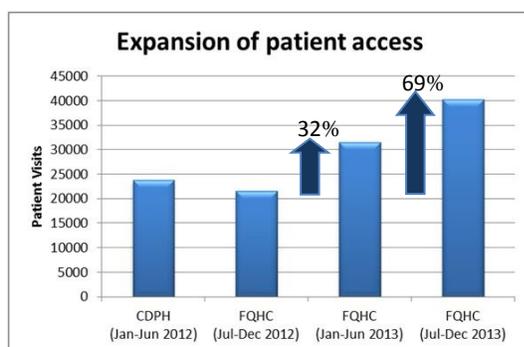
# Primary Care Services 2014 Report



## REFORMS WORKING: MORE PEOPLE SERVED, NEW SERVICE OPTIONS INCLUDING MENTAL HEALTH, IMPROVED QUALITY & MONEY SAVED

With input from residents, health care providers and community leaders, the Chicago Department of Public Health (CDPH) developed a comprehensive improvement plan to provide enhanced primary care services to more residents by transitioning our seven clinics to community-based Federally Qualified Health Center (FQHC) partners, beginning in July 2012.

As this report shows, the transition to FQHC partners has resulted in **expanded access to care, new service options** and an **improved patient experience** across the City, with more improvements still to come.



### Expanding Access to Quality Health Care

Access to care continues to expand in all seven communities. Following the transition period in 2012, our FQHC partners saw **an increase of 32% in patient visits in the first half of 2013, and a 69% increase in the second half 2013**, when compared to the first six months of 2012.

### Increasing Service Options

Recognizing that innovation is required to best serve residents, many FQHC partners have expanded services onsite, with a special focus on preventative services. Through a new partnership between Aunt Martha's clinic and Roseland Community Hospital, women are efficiently **connected to both primary care and breast cancer screening in the convenience of their own neighborhood**. Additionally, the various FQHC partners now provide oral health services, urgent care clinics, occupational therapy, weight management/exercise classes, diabetes education, podiatry services and more.

**Six out of seven FQHC partners now provide mental health services onsite**, which were not previously available at the clinics when operated by CDPH. In April 2014, the Illinois Children's Healthcare Foundation announced a new program at Mile Square Health Center and Erie Family Health Center **providing the first-ever integrated primary and mental health services to children and youth** on the City's South and West Sides. Heartland Health Center partnered with GE Foundation to **expand behavioral health and case management services in Uptown** as well as train staff in data-driven, quality improvement processes commonly used in the private sector.

### Saving Taxpayer Dollars

As designed, the improvement plan was expected to provide better services to Chicagoans while also saving taxpayers money. While the City projected \$10 million in savings the first year, **the actual savings totaled nearly \$12 million**. The reforms brought needed improvements to quality and access to care, all while increasing the number of services provided and saving nearly \$12 million in taxpayer money.

## Improving Quality of Health Care Services

Since the transition to our FQHC partners, quality of care has improved across all seven clinic sites. Four out of five measures of health care quality, as defined by the federal government, have significantly improved:



### More pregnant women receiving early prenatal care

Regular prenatal care is essential for expectant mothers and improves infant health outcomes. All seven FQHCs have improved on this measure through quality improvement efforts. At Erie Family Health Center, **87% of pregnant women now enter care in their first trimester**, compared to 50.8% before the transition to the FQHCs.

Furthermore, every pregnant woman meets with a Care Coordinator for their first prenatal visit in order to orient them and connect them to resources.



### More children receiving vaccinations

Immunization rates have increased for every FQHC, with rates more than doubling for several clinics. Chicago Family Health Center has established a Pediatric Taskforce to address issues such as how to increase vaccination rates. As a result, the Taskforce implemented a thorough outreach system for re-engaging families when immunization

appointments are repeatedly cancelled. Through this systemic approach, **77.7% of youth clients are now appropriately immunized**, compared to 42.0% before the transition to the FQHCs.



### Higher rates of cervical cancer screening

Minority women, particularly Latinas, suffer from cervical cancer at a higher rate compared to Caucasian women, across the country. Every FQHC partner has increased screening rates. Esperanza Health Center, which serves a primarily Latino population, has implemented a robust outreach and tracking system to ensure timely screening of

all female patients and appropriate follow up for all abnormal screenings. This has resulted in an **87% screening rate**, significantly higher than both the statewide average of 61.2% and the former CDPH screening rate of 55%.



### Improved chronic disease control

All seven FQHC partners improved control of hypertension. CDPH clinics had relatively high rates of diabetes control (82%), with most FQHC partners near meeting or exceeding that benchmark. Mercy Family Health Center now has a **hypertension control rate of 91.4%**, compared to 59.0% at former CDPH clinics, following the implementation

of wellness programs including *Take Control of Your Health*, smoking cessation classes and cooking classes to prevent diabetes. Mile Square Health Center has **increased diabetes control rates to 87.1%** through specialty care for their diabetic patients with kidney failure by partnering with the University of Illinois Health and Hospital System's kidney transplant team to see patients onsite.

## Building for the Future

Working together with our partners, CDPH continues to ensure quality care for Chicago residents. Today, our partner FQHCs are better positioned to expand services, increase access and ensure the highest quality of care available. Moving forward, **these partnerships ensure the City is prepared** for ongoing changes within health care, including further expansion of access through the Affordable Care Act. Working together, we will continue to solidify Chicago's place as a primary health care leader and ensure every resident has access to affordable, quality care.

CDPH's FQHC Partners And Corresponding Neighborhood	
University of Illinois Mile Square Health Center	Englewood
Mercy Family Health Center	Lower West
Aunt Martha's Youth Service Center	Roseland
Chicago Family Health Center	South Chicago
Esperanza Health Center	South Lawndale
Heartland International Health Center	Uptown
Erie Family Health Center	West Town