Improving Connections: Working With Your Local Community Health Centers
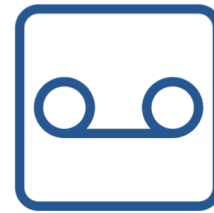
April 10, 2020
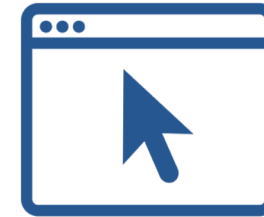
About COHHIO

Webinar Information

All participants lines are muted.

Use the questions feature in the GoToWebinar control panel to submit questions.

This webinar will be recorded and posted to COHHIO's website.

The PowerPoint is available under handouts

Ohio Association of Community Health Centers

- Non-Profit membership organization representing Ohio's Federally Qualified Health Centers (FQHCs) & FQHC Look-Alikes (FQHCLAs) – commonly referred to as **Community Health Centers**

- **Mission:** To ensure access to high-quality affordable health care for all Ohioans through the growth and development of Ohio's Community Health Centers

Proud Member of

OACHC
Ohio Association of Community Health Centers

What is a Community Health Center?

- Community-based and patient-directed organization, delivering comprehensive, culturally competent, high-quality primary health care services

- The **LARGEST primary care network in Ohio** (and the country)!
  - → Comprehensive care to 1 in 14 Ohioans
  - → 800,000 unduplicated patients
  - → 56 Organizations with 400+ sites
  - → In 70 of Ohio's 88 counties

Mission Driven

- **Mission**: To provide accessible, comprehensive, and quality primary health care services to medically underserved communities and vulnerable populations

- Cornerstones
  - → Independent, non-profit or public community-based
  - → High-quality and affordable primary care and preventive services
  - → Open to all regardless of insurance status or ability to pay
  - → Must serve a high-need, medically underserved area or population (MUA/MUP)
 - → Governed by the community (>50% board members must be patients)

Community Health Centers

- ⚑ Alliance Family Health (2)
- ⬤ Asian Services in Action, Inc. (5)
- ★ Axesspointe Community Health Center (7)
- ✹ CAO Family Medical Centers (8)
- ◎ Care Alliance Health Center (8)
- ⛵ Center Street Community Health Center (2)
- ✳ Centerpoint Health (4)
- ✿ Cincinnati Health Network (8)
-)(Circle Health Services (5)
- ✺ City of Cincinnati Primary Care (24)
- ◈ Community Action Agency (CAA) Of Columbiana County (5)
- ✖ Community Family Healthcare (2)
- ✤ Community Health & Wellness Partners of Logan County (3)
- ⬤ Community Health Centers of Greater Dayton (7)
- ☆ Community Health Services (11)
- ⛪ Community Support Services (1)
- ✳ Compass Community Health (2)
- ⛰ Crossroad Health Center (4)
- ⌘ Equitas Health (7)
- ⛪ Erie County Community Health Center (2)
- ● Fairfield Community Health Center (4)
- ■ Family Health Care of Northwest Ohio (1)
- ✔ Family Health Services of Darke County (5)
- 💧 Family Health Services of Erie County (3)
- ☁ Five Rivers Health Centers (7)
- ☁ Health Partners of Western Ohio (22)
- ⬤ Healthsource of Ohio (20)
- ✺ Heart of Ohio Family Health Centers (3)
- 🧴 Highland Health Providers (6)
- ▤ Hopewell Health Centers, Inc. (23)
- ▶ Knox County Community Health Center (1)
- ◉ Lifecare Family Health and Dental Center (3)
- ✷ Lorain County Health & Dentistry (7)
- ⦿ Lower Lights Christain Health Center (7)
- ✱ LSS Faith Mission Health Center (2)
- ⚲ Medina County Health Department (1)
- ✸ Muskingum Valley Health Centers (8)
- ⚑ My Community Health Center (1)
- ◉ NEON- Northeast Ohio Neighborhood Health Services (11)
- ◇ Neighborhhood Health Association (11)
- 🖊 Neighborhood Family Practice (9)
- ◉ ONE Health Ohio (11)
- 💧 OSU Total Health and Wellness (1)
- 💼 Ohio Hills Health Services (6)
- ⚡ Primary Health Solutions (10)
- ✳ PrimaryOne Health (14)
- ∩ Rocking Horse Community Health Center (4)
- ▣ Shawnee Family Health (3)
- ✿ Signature Health, Inc. (9)
- ◎ Southeast, Inc. (9)
- ▲ The HealthCare Connection (7)
- ✦ Third Street Family Health Services (7)
- ✳ Valley View Health Centers (10)
- ▾ WinMed Health Services (9)
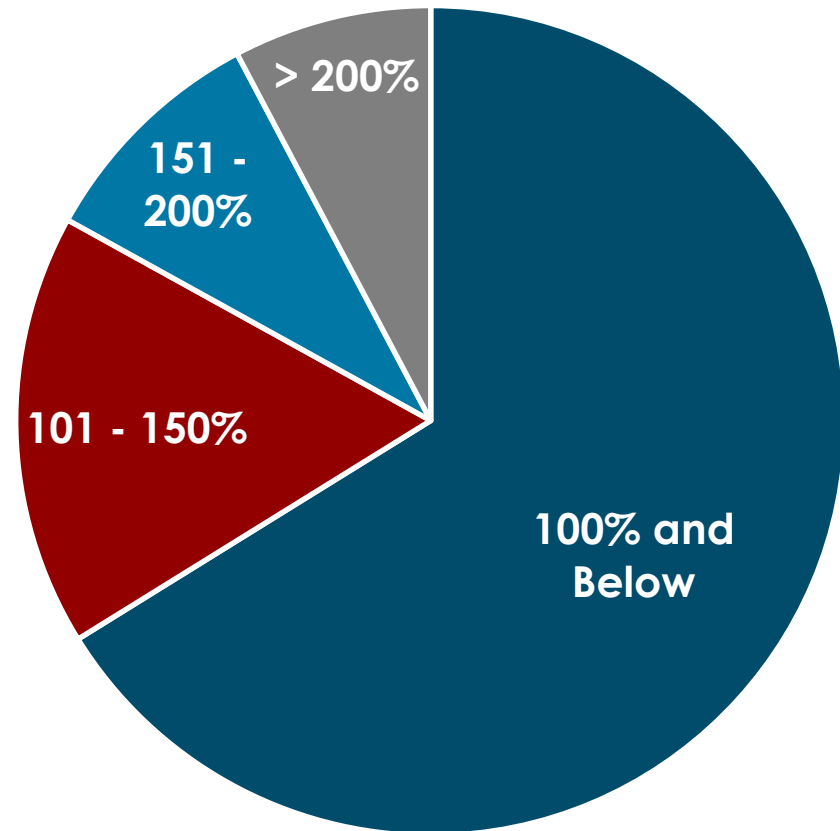- ⬤ Wood County Community Health Center (1)

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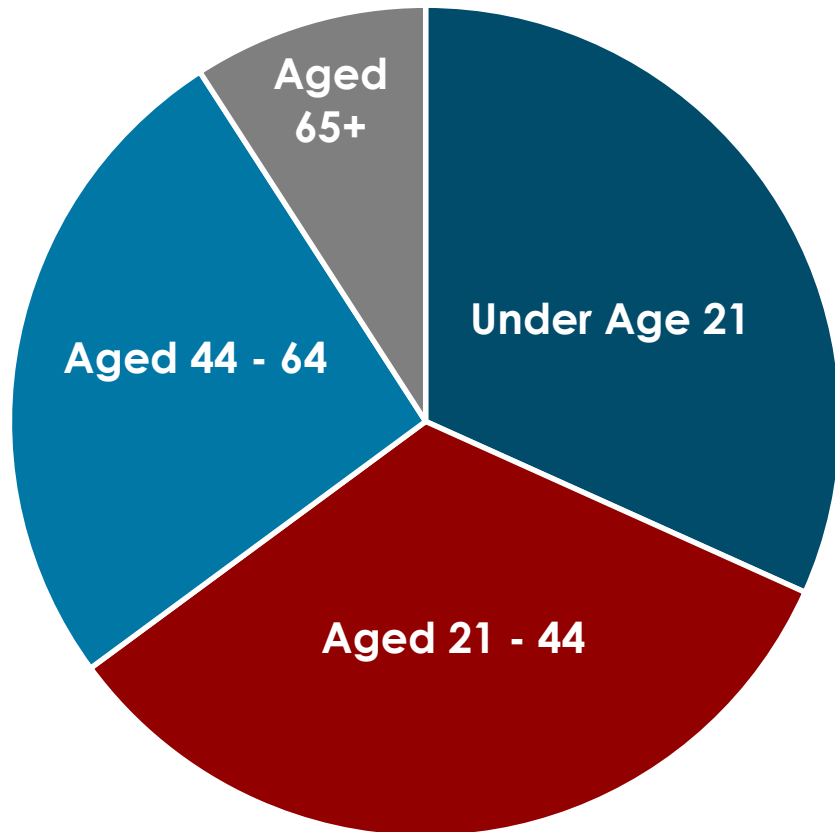
Required Services

- **Primary, Preventive, Enabling**: Provided onsite or through established written agreements and referrals

Mental Health
Substance Abuse
Pharmacy
Immunizations
Well Child
Gynecology
Obstetrics
Family Planning
Pre/perinatal
Preventive Dental

Diagnostics
Screenings
Specialty
Case Management
Health Education
Outreach
Transportation
Translation
Emergency Medical Services

90+ Onsite Dental Centers

Types of Providers & Visits

- **Providers**
  - → Primary Care Physicians
  - → OB/GYNs & Certified Nurse Midwives
  - → Pediatricians
  - → Nurse Practitioners
  - → Physicians Assistants
  - → Dentists
  - → Psychiatrists
  - → Optometrists
  - → Pharmacists
  - → Behavioral Health Providers
  - → Nurses
  - → Dental Hygienists

- **Visits**
  - → Medical
  - → Dental
  - → Mental Health
  - → Substance Use Disorders (SUD) including Opiates
  - → Pharmacy
  - → Vision
  - → Enabling (care coordination, translation, financial eligibility)

Ohio CHCs currently employ more than 6,500 FTE staff: from 2013-2018, that number DOUBLED!

Examples of Enabling Services

- Health Insurance Enrollment/Financial Eligibility Counselors
  - Presumptive Eligibility for Medicaid
  - Medicaid
  - Health Insurance Marketplace
  - Medicare (some locations)
- Care coordination
- Translation

Telehealth 101

- Telehealth as defined in Ohio Department of Medicaid's Emergency Telehealth Rules:

- The direct delivery of health care services to a patient via **synchronous**, interactive, real-time electronic communication comprising **both audio and video elements**;

  or

- Activities that are **asynchronous** and do not have both audio and video elements such as **telephone calls, images transmitted via facsimile machine, and electronic mail.**

Patient Needs for a Telehealth Visit

Relatively private location, and one of the following:

- Mobile device
- Landline phone
- Laptop/computer
- iPad/tablet

Image credit: AHA

When to Connect to a CHC

Sheltered Individual

- Change in Health Status
- Lack of access to or supply of psych or BH medication
- Lack of access to or supply of MAT medication for substance use disorder
- Lack of access to or supply of Chronic disease medication (Diabetes, hypertension, etc)
- Patient has no primary care provider and needs linked for primary care and medical home
- Patient already sees the FQHC and needs follow up care

When to Connect to a CHC

Isolated/Quarantined Individual/Family

- Virtual visit to check in on patient to assist shelter and local Health Department to assess and monitor patient status during isolation or quarantine

- Virtual visit to help shelter and local Health Department confirm/determine the end to isolation/quarantine

- All the same reasons as under shelter resident

Keeping Community In Community Health

- Ohio's Community Health Centers:
  - → Are fully integrated, team-based care practices
  - → Excel at implementing evidence-based models
  - → Are held to the highest quality standards
  - → Accept all, regardless of ability to pay or insurance status
  - → Are laser-focused on data analytics and positive patient outcomes
  - → Provide wraparound services to support patients' SDOH

  Are locally-cultivated, patient-centered, *and OPEN for all Ohioans*!

Contact Information

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