

Care Coordination

Squirrel Hill Health Center

Andrea Fox, MD, MPH – Medical Director

Lindsay Losasso, MPH – Program & Grants Manager

Session 3A

March 8, 10:30AM-12:00PM



MacColl Institute at
Group Health Cooperative

About Squirrel Hill Health Center

- Opened in June 2006 with a focus on reducing barriers for older adults and religious and ethnic minorities
- 8,644 patient visits per year
 - 21% of patients have Medicaid
 - 15% have Medicare
 - 35% are uninsured
 - 29% have private insurance
- Practice is growing steadily; 80-100 new patients a month
 - Have seen more than 5,500 patients
 - 2,160 unique patients and 8,200 encounters in 2010



About Squirrel Hill, cont.

- Languages spoken by staff include Russian, Spanish, Hebrew, American Sign, and Arabic
 - Liberal use of language line (Pacific Interpreters)
 - Focus on care for immigrants and refugees, including recent refugees from Burma, Bhutan and Iraq
- 20% are adults over the age of 65
- 25% of patients are Limited English Speakers
- 12% of patients are Spanish-speaking Latinos
- 1% of patients are deaf and hard of hearing



Furthering Care Coordination

- Link patients with community resources to facilitate referrals and respond to social service needs
 - Increasing access and coordination to primary care through a mobile unit



Squirrel Hill Team

- Susan Friedberg Kalson, CEO
- Barbara Johnson, CFO
- Andrea R. Fox MD, MPH, Medical Director
- Lindsay Losasso, MPH, Program and Grants Manager
- Ruth Schaffner, CRNP, Clinical Manager
- Bashar Abdulrazak, Medical Assistant, Driver
- Jonathan Weinkle MD, Internist/ Pediatrician
- Deborah Gilboa, MD, Family Medicine Physician
- Meghan Powers, Compass AmeriCorps Member



Nuts and Bolts

- Medical Director's previous experience with a mobile unit
- Obtaining funding
- Choosing a vendor
- Design & Construction
- Pre-launch planning
- Logistics
- Putting it to use!



Access to Care: Mobile Unit

- Patients have difficulty accessing services or understanding need for ongoing primary care.
- Squirrel Hill purchased an RV-like medical unit
 - Funded by ARRA grant
 - 2 full exam rooms, a bathroom, a waiting area
 - Equipment to process blood work
 - EKG and PFT capabilities
 - Laptops connect to EHR, information integration
 - E-prescribe

Staffing Care Unit

- Physician and medical assistant (MA)
- Case management services are provided by an AmeriCorps member
- Working closely with community-based programs
- 3 hour afternoon sessions; requires careful coordination with main office



James Knox | Tribune Review

Care Coordination: Community Sites

Hearing & Deaf Services



Center for Hearing & Deaf Services, Inc.

POWER House



Prospect Park



Hazelwood YMCA



Milestone Inc.



Barriers and Opportunities

- Mobile unit services has been in operation since November 4, 2010, currently in use 12 hours per week
- Short term successes include:
 - Seeing more patients than anticipated on the mobile unit
 - Freeing up space at crowded primary care site
- Providing care on the unit is very efficient as it is compact
- Developed processes and purchased equipment to ensure comparable care to primary site
- Several patients seen on the mobile unit had not received regular healthcare in years

Lessons Learned

- Engage all members of the team: Squirrel Hill programs and grants manager has been extremely important
- Create relationships with site personnel
 - Screen for patients who may need services
 - “Advertise” within their sites
 - Schedule appointments
 - Organize a place to park
- On-going assessment vital to success & longevity
- On-going collaborations will likely be needed to support these services

Next Steps

- Expand reach of mobile unit
 - Other community mental health centers are very interested
 - Second refugee site, Latino Family Support Center, Allegheny County Jail, and local Senior High rise Apartments
 - By the end of 2011, Squirrel Hill plans to have the mobile unit functioning 20 hours weekly

Lessons Learned

- It can take a long time to add new services and you must take advantage of large grant opportunities when they present themselves
- Recognize what services your patients really need, and use a team-based approach to add those services

Questions?



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