

WV Health Innovation Collaborative

An Overview of Community Health
Centers in West Virginia

July 16, 2014



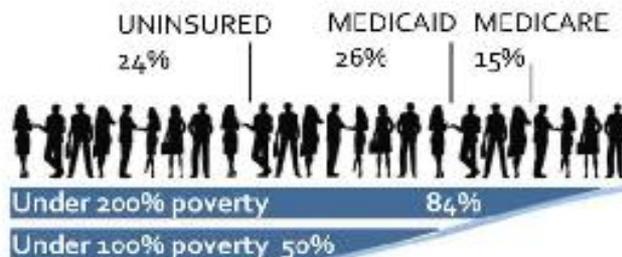
Community Health Centers in WV

- 28 FQHCs, 3 FQHC look-alikes (CHCs)
- Serve 383,485 patients (1 in 5 residents)
- 1,446,762 total visits
- Services Include:
 - 260 clinical sites
 - 14 dental sites
 - 15 behavioral health programs
 - 101 school-based health centers
 - Access to 340b pharmacy pricing

COMMUNITY IMPACT

In 2012, 27 West Virginia health centers from 240 sites provided

1,431,112
PATIENT ENCOUNTERS
to
382,182
PATIENTS



saving the system

\$ 483 MILLION
ANNUAL COST SAVINGS
TO THE WEST VIRGINIA
HEALTH CARE SYSTEM

West Virginia community health centers directly generated

ECONOMIC IMPACT

2,414 FULL-TIME JOBS

...and supported an additional

1,192 JOBS IN OTHER INDUSTRIES

3,605
TOTAL JOBS

\$ 238,388,718 Direct

\$ 368,443,182
TOTAL ECONOMIC IMPACT

\$ 130,054,464 Non-direct

TAX IMPACT

and contributed approximately

\$ 13.2 MILLION
State & Local Tax

\$ 28.3 MILLION
Federal Tax Revenue

OVER
\$ 41.5 MILLION
TOTAL TAX IMPACT



Quality Care
Affordable

For Your Family
Accessible

In Your Community
Accountable

Working Together to Make a Difference

- WV community health centers serve 1 in 5 West Virginians
- 33 Organizations, over 260 locations statewide
- 100 School-Based Health Centers serving 121 schools in 32 counties in West Virginia
- A leader in the nation with 50% of our community health centers recognized by the NCQA as Patient Centered Medical Homes
- WV's community health centers exceed the national average in chronic disease management including diabetes, hypertension, and access to prenatal care
- \$37 million in charity care provided
- 1.4 million patient visits

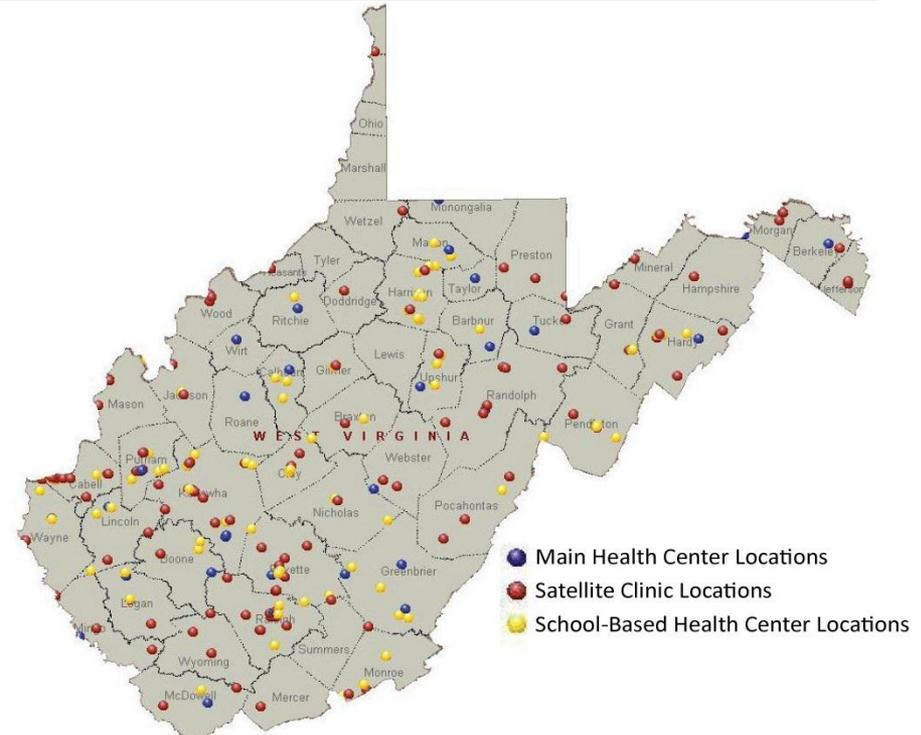
The WVPCA's Community Health Center Organizations:

Access Health

Belington Community Medical Services Association
 Bluestone Health Association
 Cabin Creek Health Systems
 Camden on Gauley Medical Center
 Change, Inc.
 Clay-Battelle Community Health Services Association
 Coalfield Health Center
 E. A. Hawse Health Center
 FamilyCare HealthCenter
 Hygeia Facilities Foundation
 Lincoln Primary Care Center/Southern West Virginia Health System
 Minnie Hamilton Health System
 Monongahela Valley Association of Health Centers

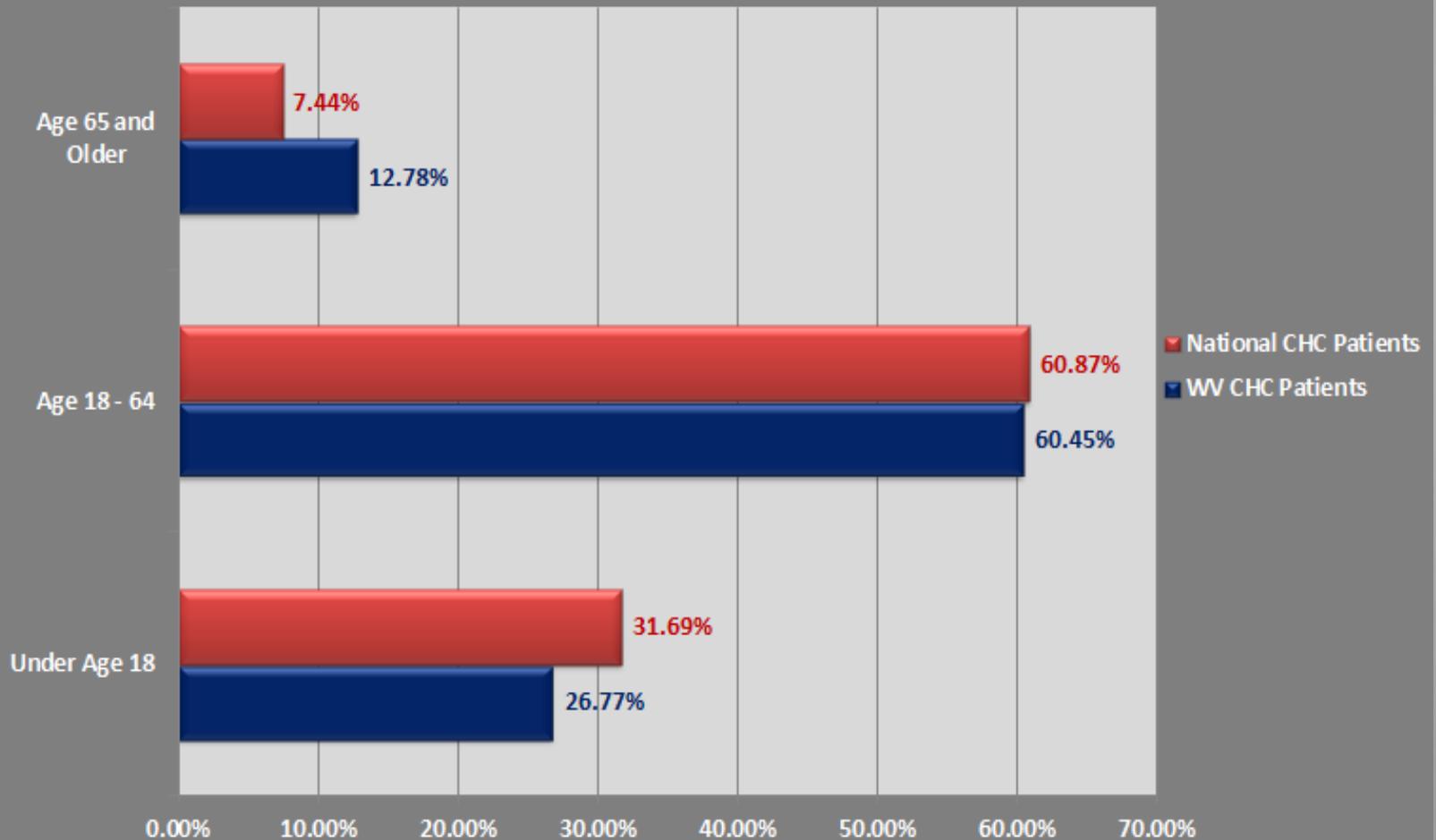
Monroe County Health Center
 Mountaineer Community Health Center
 New River Health Association
 Northern Greenbrier Health Clinic
 Pendleton Community Care
 Preston-Taylor Community Health Centers
 Rainelle Medical Center
 Ritchie Regional Health Center
 Roane County Family Health Care
 Robert C. Byrd Clinic

Shenandoah Valley Medical System, Inc.
 St. George Medical Clinic
 Tri-State Community Health Center
 Tug River Health Association
 Valley Health Care
 Valley Health Systems, Inc.
 Williamson Health & Wellness Center
 Wirt County Health Services Association
 Women's Health Center of WV

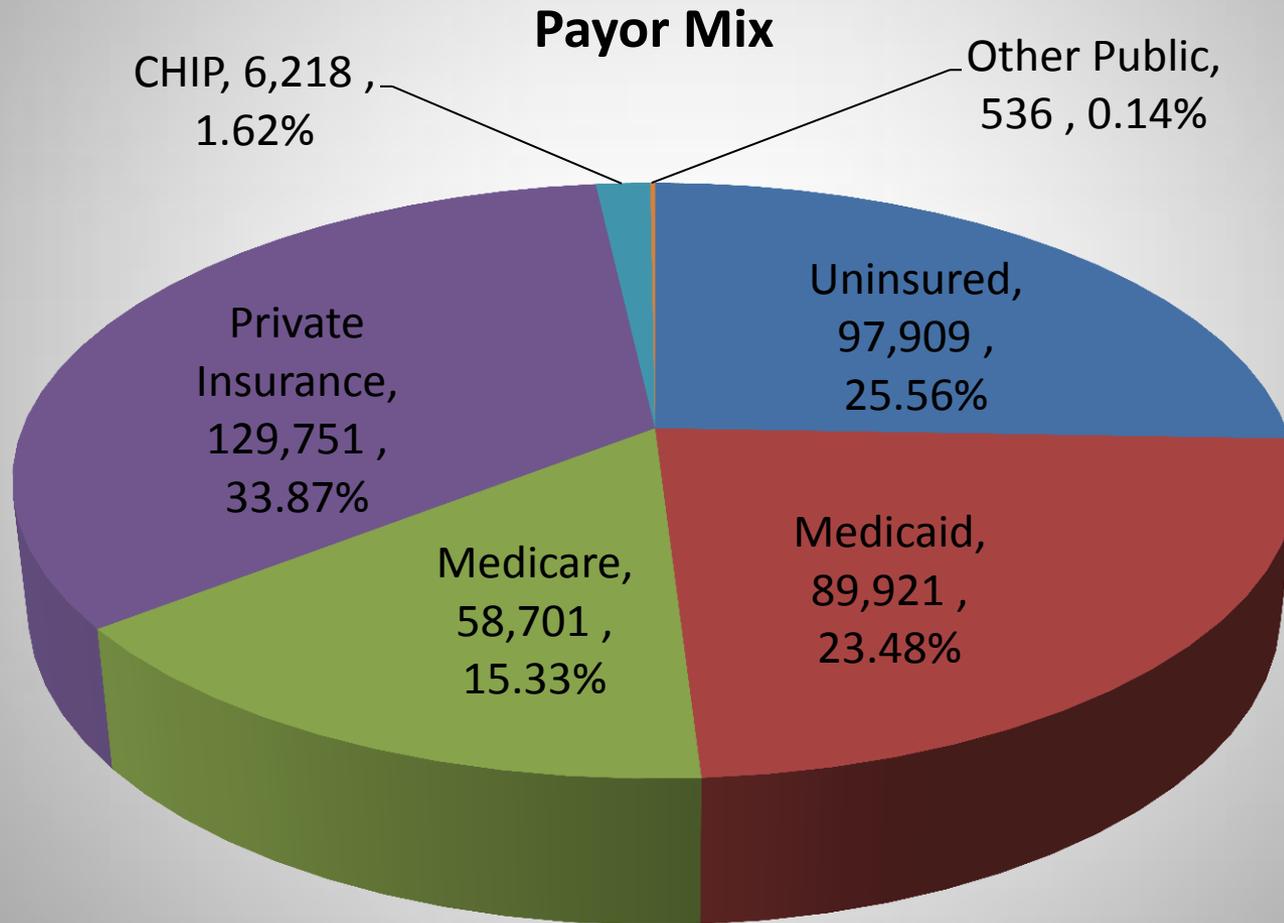


CHC Patient Demographics

WV CHC Patients vs National CHC Patients by Age Groupings
as Percentage of Total Patients

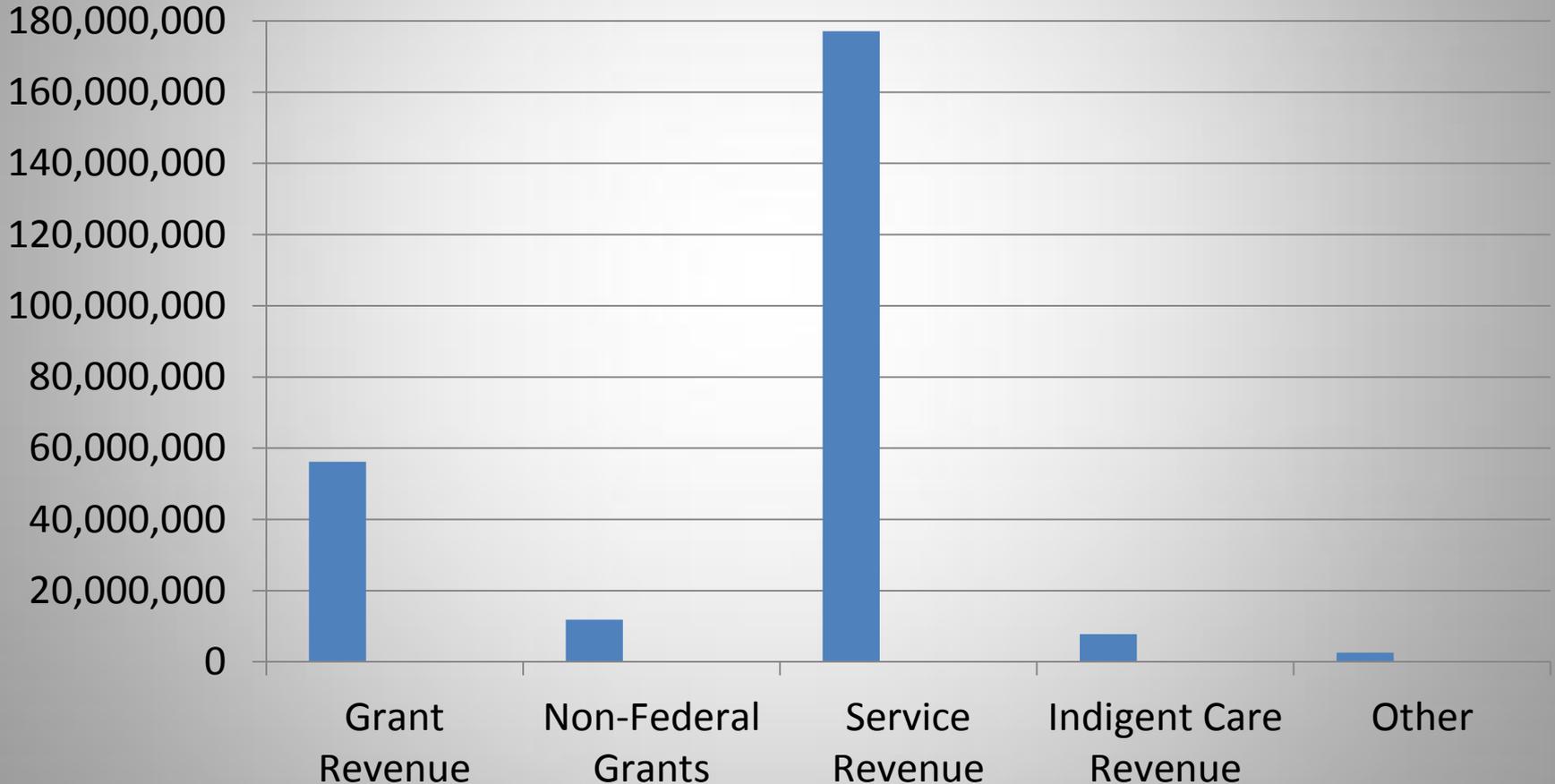


Financial Health of CHCs & Implications of ACA



Financial Health of CHCs & Implications of ACA

CHC Revenue Sources



*Sliding fee discounts: \$35,352,963

Financial Health of CHCs & Implications of ACA

Cost Per Patient

- Total Cost \$628.18
- Medical Cost \$442.35
- Dental Cost \$396.61
- Mental Health \$563.66
- Substance Abuse \$507.30
- Vision \$179.77
- Enabling \$167.05

Cost Per Visit

- Total Cost \$166.51
- Medical Cost \$135.10
- Dental Cost \$159.18
- Mental Health \$113.48
- Substance Abuse \$50.72
- Vision \$168.54
- Enabling \$83.62

Major Cost Drivers

Workforce

- Recruitment
- Retention

IT Infrastructure

- EHR Maintenance
- Cost of Linkages

Practice Transformation

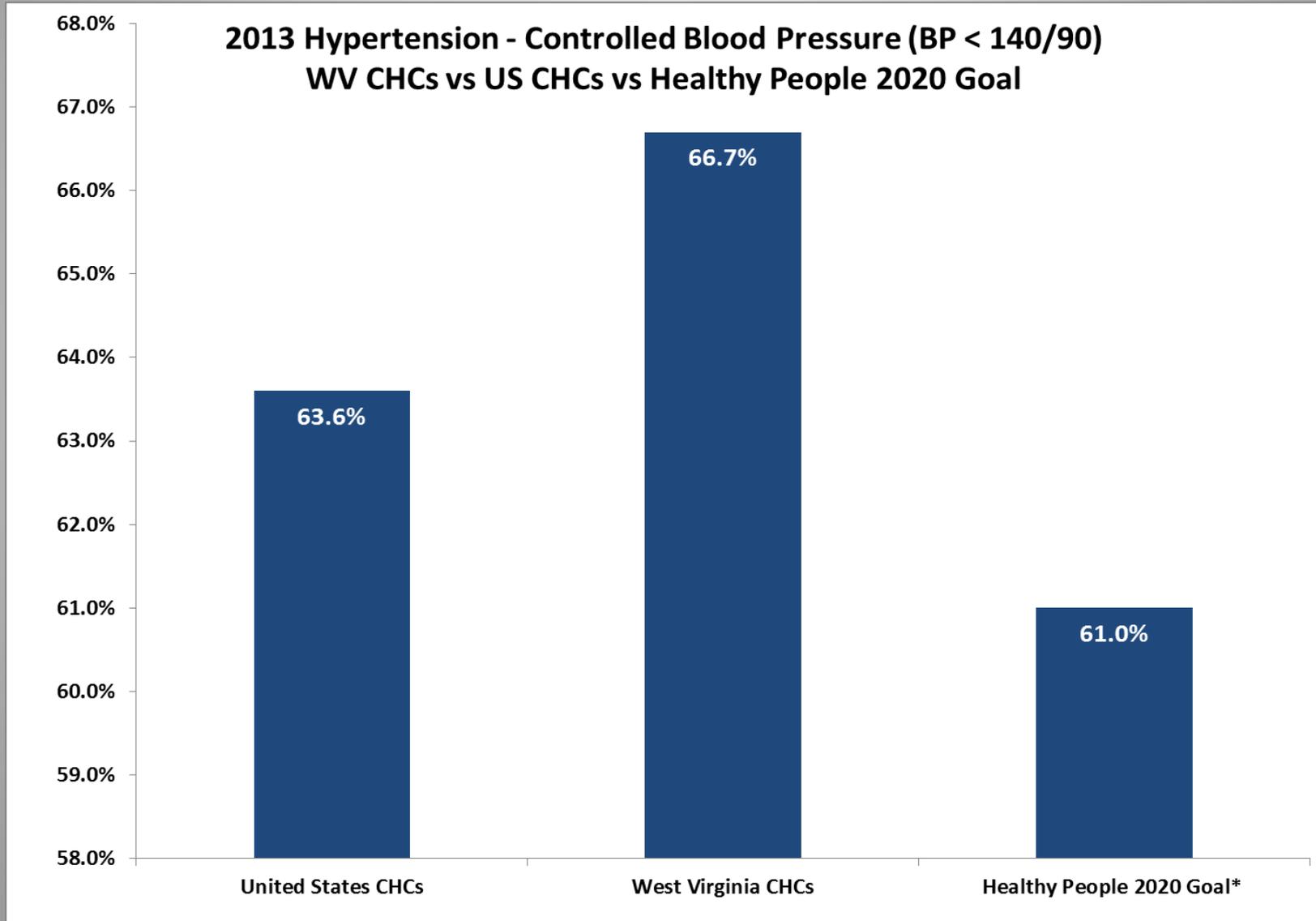
- PCMH
- Care Teams

Health Center Innovations

- Creating a culture of continuous quality improvement
- Health center data repository
- Practice Transformation
 - 18 CHCs recognized by NCQA as a PCMH
- Motivational interviewing
- Care management for complex patients
- Patient experience survey program
- Formation of West Virginia Family Health

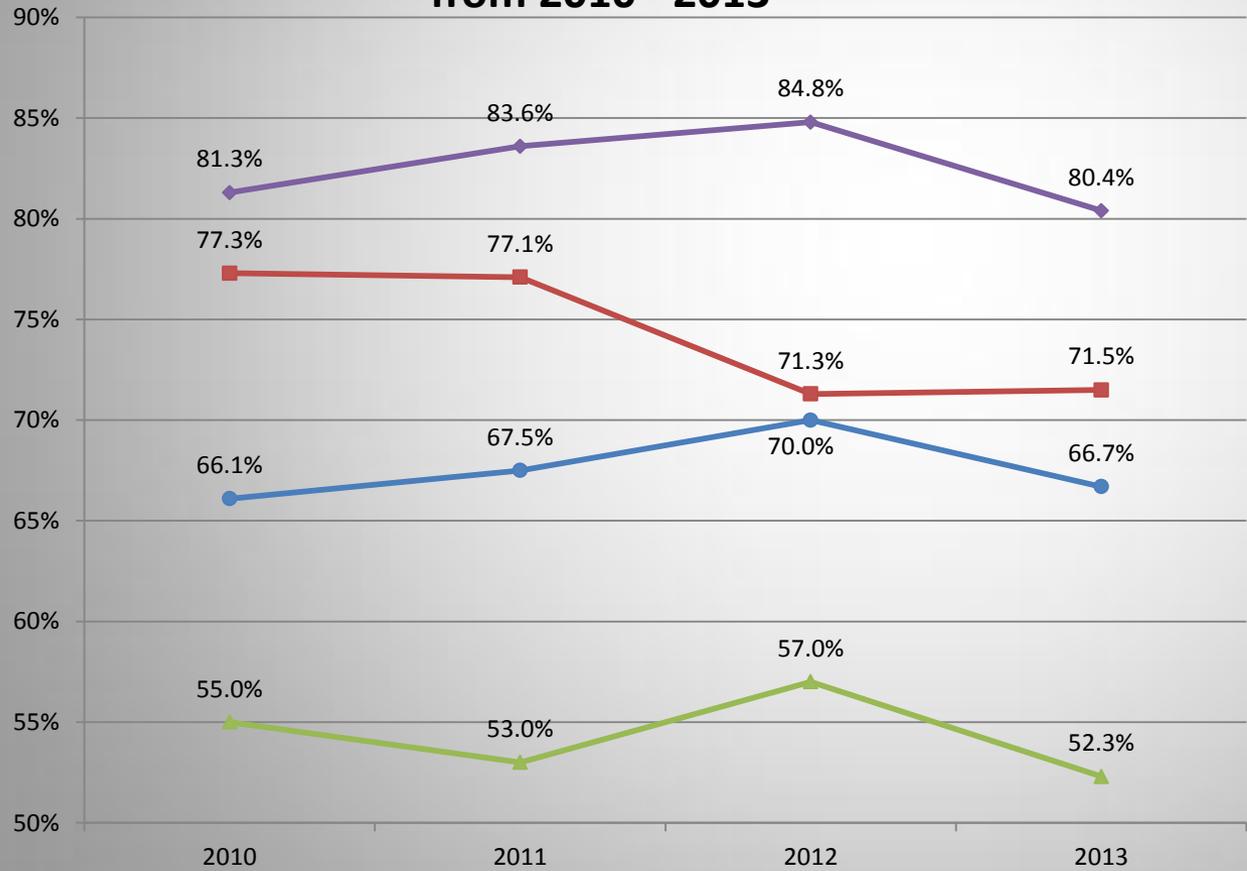


Quality Improvement Initiative

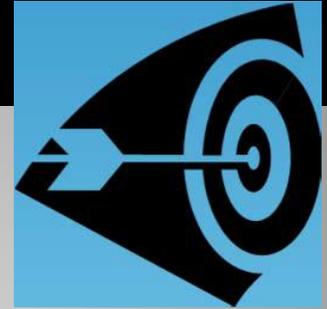


Quality Improvement Initiative

Four Year Trends for WV CHCs for Selected UDS Measures Collected from 2010 - 2013

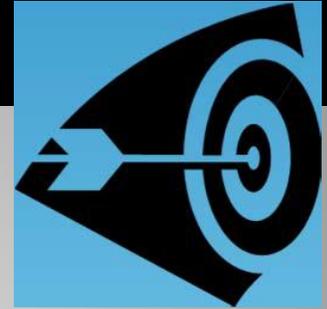


- CHC Hypertensive Patients with BP < 140/90
HP 2020 Goal - 61%
- CHC Diabetic Patients with Hba1c <= 9%
HP 2020 Goal - 85%
- ▲ CHC Female Patients age 24 - 64 with Pap Test
HP 2020 Goal - 93%
- ◆ Prenatal Care during 1st Trimester
HP 2020 Goal - 78%



Triple Arrow Initiative

- Collaboration between 3 health centers to improve care for frail elders and dual eligibles
- Defined 3 area of focus:
 - Relationships – *Identified Care Team*
 - Transitions – *Hospitals: Get Out and Stay Out*
 - Medications – *Reducing Harmful Polypharmacy*



Triple Arrow Initiative

System Recommendations

- Dedicated health coaches in sufficient numbers for enrolled population
- Real-time hospital record exchange that works
- Contact every patient within 48 hours of hospital or ER discharge
- Drug Utilization Review (DUR) policy and process, Beers Criteria
- Huddles at least weekly, which include all members of the team
- Integrated clinical and behavioral health

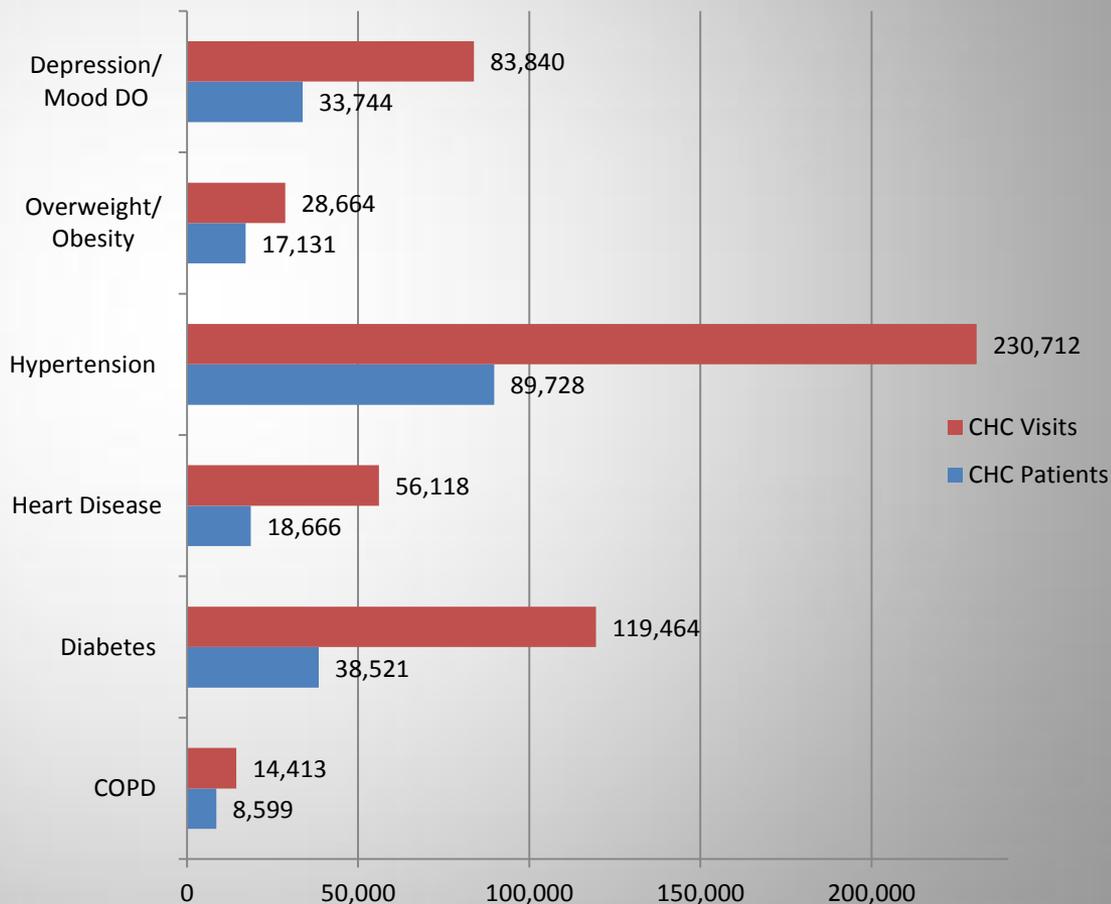
Managing Complex Patients with Chronic Conditions

- Approximately 23% of all patients have hypertension (up 2% from 2012)
- Approximately 10% of all patients have diabetes (no change from 2012)

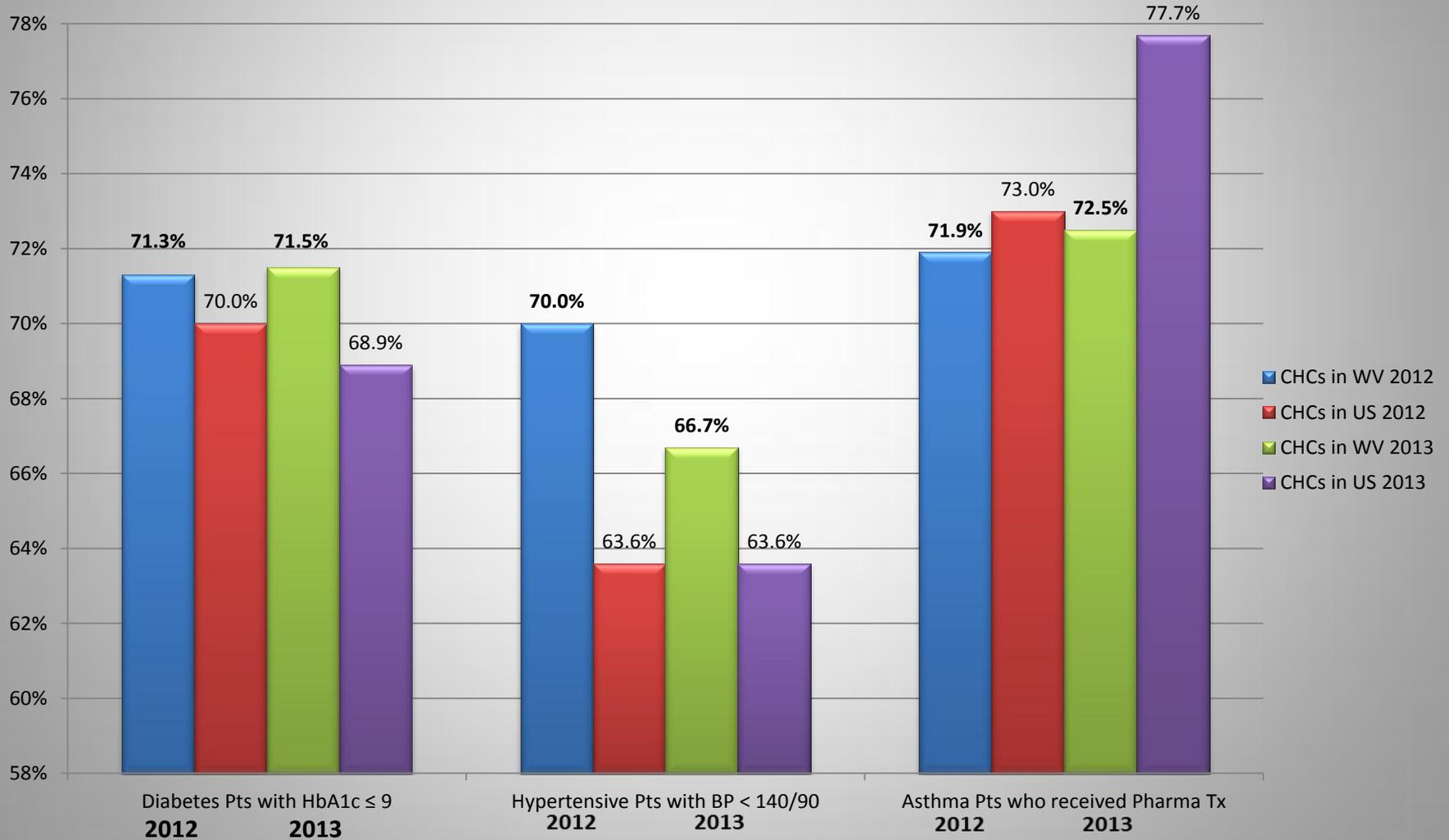
Health centers are incorporating techniques to improve care, including:

- Self-care management training
- Relational coordination training for team members
- Using data and evidence-based practice to inform decision making

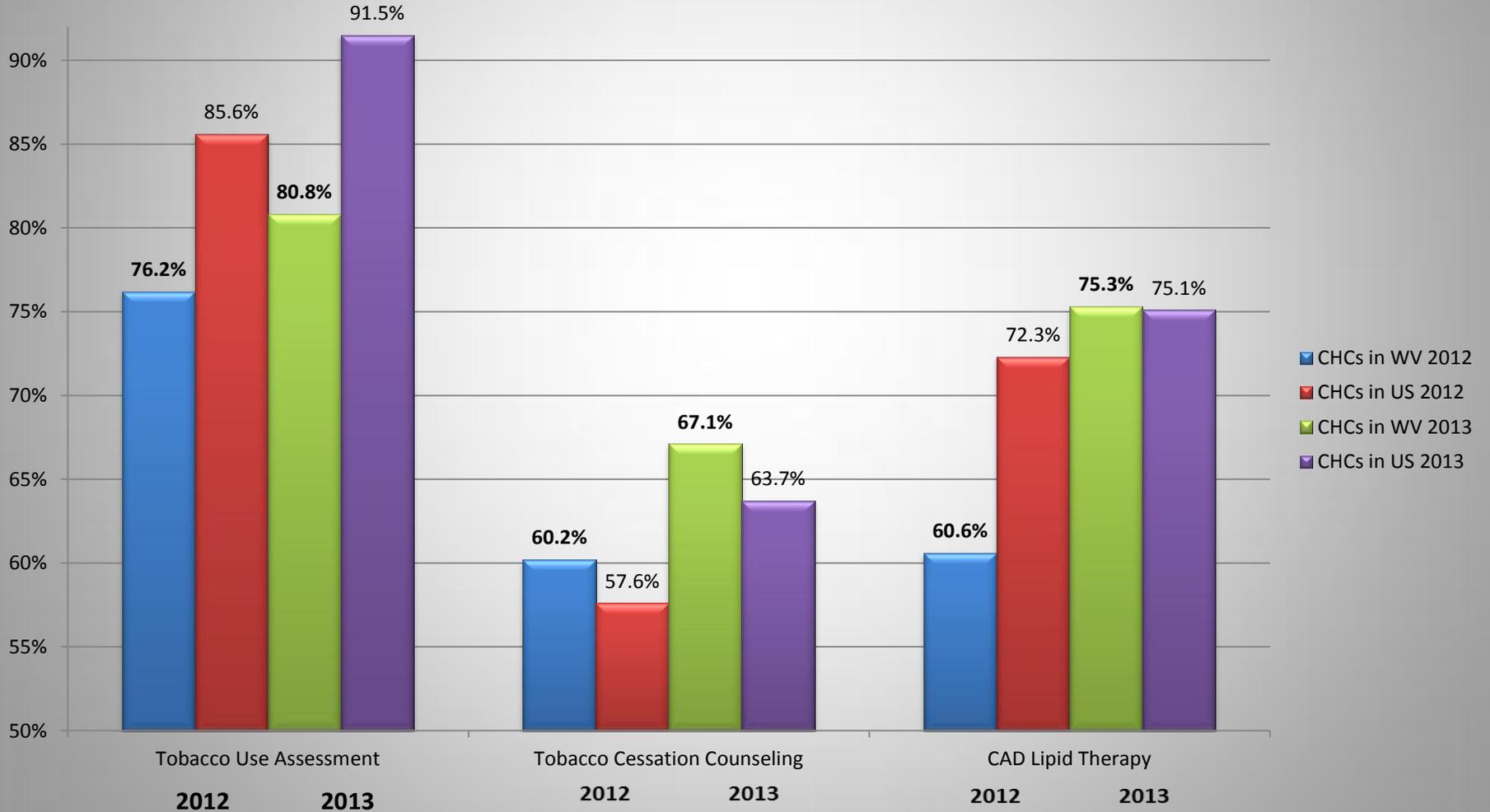
Total WVPCA CHC Visits and Patients for Six Common Diagnosis Categories in 2013



WV CHCs compared to US CHCs for 3 Health Quality Performance Indicators for 2012 vs 2013



WV CHCs compared to US CHCs for 3 Health Quality Performance Indicators for 2012 vs 2013



Thank You Questions?

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