

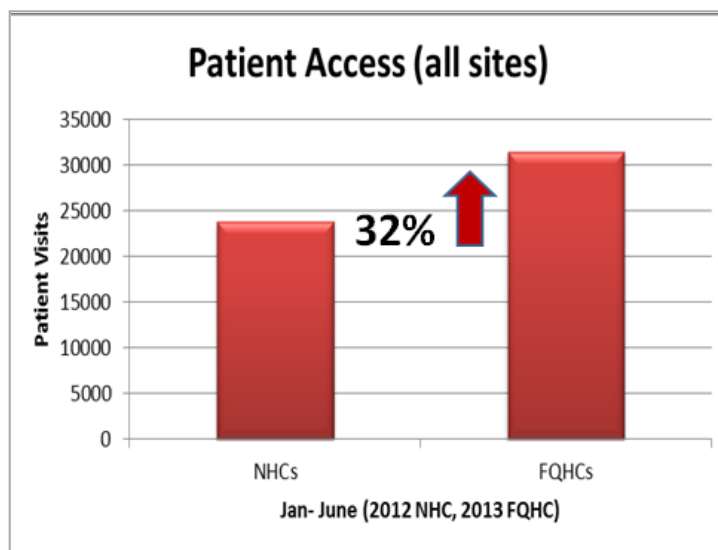
# Primary Care Services 2012-2013 Report



CHICAGO DEPARTMENT OF PUBLIC HEALTH REFORMS HAVE LED TO MORE SERVICES FOR RESIDENTS AND INCREASED SAVINGS TO TAXPAYERS.

With input from residents, health care providers and community leaders, the Chicago Department of Public Health (CDPH) developed a comprehensive improvement plan to **expand primary care services** by transitioning seven City clinic facilities (NHCs) into community-based Federally Qualified Health Centers (FQHCs).

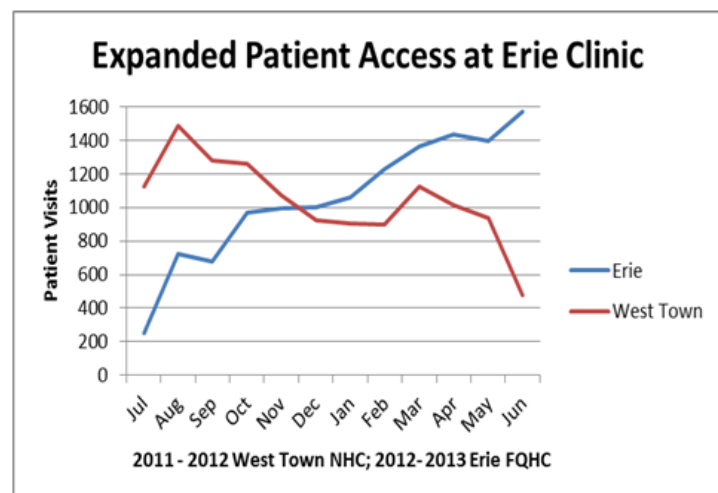
Implemented in July 2012, the plan resulted in **expanded access to care**, **new service options** and an **improved patient experience** at the health centers, all while saving nearly \$12 million in taxpayer dollars.



### Expanding Access to Quality Health Care Services

In their first year of operation, the FQHCs not only sustained care in these seven communities, but expanded access. With 53,000 patient visits and 13,000 uninsured patients served during their first year, our FQHC partners are **increasing access and service to** all Chicagoans.

Expansion has continued to accelerate in 2013. Compared to the same period in 2012, our FQHC partners completed 32% more patient visits in the first half of 2013. These trends project continued growth in the months to come.



One particular success is Erie Family Health Center's Division Street Clinic, which has seen a continuous increase in patient visits. Following a series of service improvements and facility renovations in 2012, patient visits at Erie surpassed those of the earlier City clinic. Their growth notably accelerated in the first half of 2013, with patient visits being **48% greater** than the volume over the same period in 2012. Other FQHC's have seen considerable increases in patient visits over the same period.

## Increasing Service Options for Residents

Recognizing that innovation is required to best serve residents, **many FQHC partners have expanded services available on-site, with a special focus on prevention.** These patient-centered services are designed specifically to help individuals and families to get and stay healthy over the long term.

### NEW PREVENTION-FOCUSED, ON-SITE SERVICES

Oral health services	Behavioral health services	Urgent care clinic
Diabetes education classes	Weight management, exercise and nutrition classes	Occupational therapy, radiology and dialysis
Rehabilitation services	Podiatry services	Kidney transplant services

## Improving Patient Experience

The improvement plan included working with residents and community groups to find new, innovative ways to improve the overall patient experience. These new initiatives include:

**More convenient hours:** Taking time off of work for medical appointments can be challenging, particularly for patients requiring frequent visits. Patients at the South Lawndale and West Town clinics now have access to extended evening and Saturday hours.

**Increased community leadership:** Each FQHC must have a governing board comprised of community members and clinic patients. This policy helps ensure each center is serving with the community's best interests at heart.

**Direct connection to CountyCare:** Uninsured Chicagoans can access health insurance through CountyCare, a form of Medicaid expansion. All seven FQHC partners are part of the CountyCare network, assisting with outreach and enrollment, and can provide care for enrollees, giving more opportunities for residents to access needed services.

**New academic partnerships:** A number of FQHCs are connected with local academic centers including Mile Square Health Center, an affiliate of the University of Illinois, and Erie Family Health Center, an affiliate of Northwestern University. As such, patients at these sites can be referred quickly and easily to nationally recognized hospitals.

**Renovated facilities:** By leveraging public and private funds, all facilities have been upgraded. Ranging from new flooring to complete renovations, patients have welcomed these changes and the improved comfort they provide.

## Operating More Efficiently

As designed, the improvement plan was expected to provide better services to Chicagoans while also saving taxpayer 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** that can be used to reinvest in other initiatives.

Our Community-based 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
Centro de Salud Esperanza*	South Lawndale
Heartland International Health Center	Uptown
Erie Family Health Center	West Town

## Building for the Future

Working together with our partners, CDPH has continued to realize its mission of ensuring quality care to all Chicagoans. 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 solidify Chicago's place as a primary health care leader and ensure every resident has access to affordable, quality care.

\*Circle Family Healthcare Network ended its contract with the City. Centro de Salud Esperanza has been providing services at the former South Lawndale neighborhood clinic site since July 2012.