

# COMMUNITY HEALTH ALLIANCE

PRESENTATION TO THE SPARKS CITY COUNCIL  
February 22, 2016

CHA serving Northern Nevada with quality, affordable health care.



# About CHA

- Non-profit tax-exempt organization in Northern Nevada
- Federally Qualified Health Center (FQHC)
- Offers high quality health care to any member of the community, regardless of their ability to pay
- Provides medical, dental and behavioral health care services
- Manages many specialty programs focused on community outreach, engagement and education

# Mission and Vision

- Mission: To provide quality, affordable, comprehensive health services to all.
- Vision: To deliver compassionate, high-quality, affordable health care; serve and advocate for those who are poor and disenfranchised: and partner with others in the communities we serve to improve the quality of life.

# Patient-Centered Medical Home

- Three Health Centers have National Committee for Quality Assurance (NCQA) Level 2 –
  - Wells Avenue Medical/Dental Center
  - Neil Road Health Center
  - Sun Valley Health Center
- PCMHs provide higher quality, more patient-centered, and efficient care through several key functions, we call Patient Engagement (PE):
  - Preventive care support
  - Care coordination
  - Self-management support
  - Population health support
- Each of the key functions involves the coordinated involvement of multiple members of the direct care team.
- Still developing the resources necessary to fully staff and implement PE.



# Team Care Medicine Approach

- Team Care Medicine Approach at all CHA centers
- Allows us to provide our patients with more-focused care while allowing us to increase:
  - Revenue
  - Productivity
  - Patient experience
  - Provider experience
  - Staff experience
- Quadruple aim:
  - Better health care for the population
  - Better care for individuals
  - Lower cost through improvement
  - Improved provider satisfaction



# About Our Patients

- 26,903 patients
- 80,777 patient visits
- 35% uninsured; 50% Medicaid
- 60% Hispanic
- Zip code distribution
  - #1 89502 – 23%
  - #2 89431 – 15%
- Patient Income:
  - 72% < FPL
  - 12% 101-200% FPL



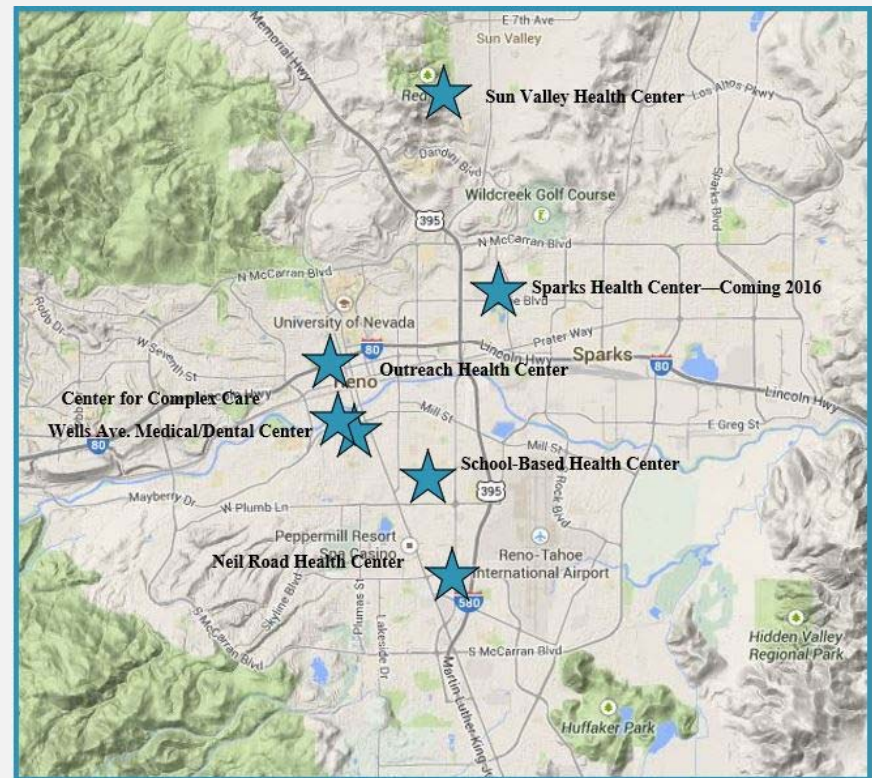
# CHA Personnel

- 221 staff
- 50 licensed clinical professionals, including:
  - 22 medical providers (Physicians, APRNs, RNs and PAs)
  - 4 behavioral health providers (LCSW, PhD, Psych APRN)
  - 10 dentists
  - 6 dental hygienists
  - 6 pharmacists
  - 2 registered dietitians



# Six Health Centers – one more in Spring 2016

- Wells Ave. Medical/Dental Health Center
- Outreach Health Center
- Neil Road Health Center
- Sun Valley Health Center
- School-Based Health Center
- Center for Complex Care
- Sparks Health Center—Coming 2016





# Medical Services

- Primary Medical Care
- Pediatric Care
- Integrated Behavioral Health Care
- Laboratory Services
- Pharmacy
- Immunizations
- Women's Health Care
- Breast Health Program
- Healthcare for the Homeless
- Health Insurance Assistance



# Behavioral Health Services

- Integrating behavioral health into primary care
- Address unhealthy lifestyle habits including:
  - Smoking, overeating, substance abuse issues, etc.
- Direct impact on a patient's physical condition
- Brief interventions and full psychotherapy sessions
- Interventions used:
  - Cognitive Behavioral Therapy (CBT)/ Acceptance and Commitment Therapy (ACT), or Dialectal Behavioral Therapy (DBT).

# Dental Services

➤ Our expert dental team provides:

- Preventative Care
- Routine Cleanings
- Restorative Dentistry
- Extractions
- Root canals
- Sealants
- Varnishes
- X-ray

➤ Wells Ave. Medical/Dental Center

- Serves all ages
- 17 dental suites in a fixed site location

➤ Children's Mobile Dental Care

- Serves children 18 and younger
- 3-chair mobile; travels to 10 locations



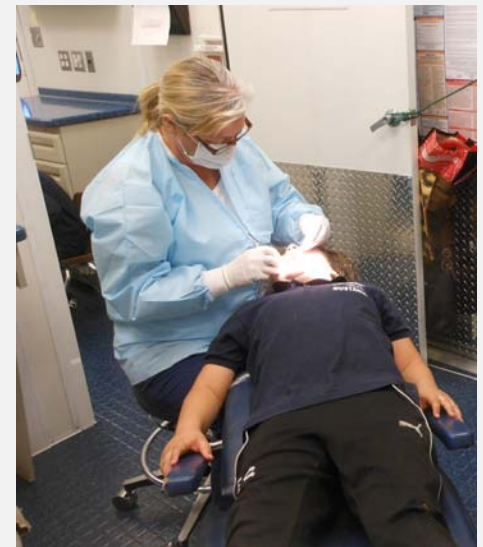
# Hospital Dental Program

- Provides oral health care to children and disabled adults with severe dental needs
- Treats patients in a hospital setting under general anesthesia
- Certain challenges may require dental patients to be treated in a hospital setting using general anesthesia.
  - These challenges may include:
    - Age
    - Behavior management
    - Medical status
    - Developmental limitations
    - Special needs
    - Extensive dental work



# Cavity Prevention Program

- Mobile school-based program
- Serves all second grade students enrolled in Washoe County schools that receive Title 1 assistance.
- Second graders are targeted due to the eruption of the first molars at 7-8 years old.
- Offers free:
  - Oral health screenings
  - Preventive sealants
  - Fluoride applications
  - Oral hygiene education
  - Nutrition counseling
- Through the program, a licensed professional travels to the schools and examines each child individually.
- In 2014, the Cavity Prevention Program visited 24 schools and screened 1,771 second graders.



# NNDHP



- Partners with CHA to help administer charity dental programs
- Provides more than \$4 million in dental services to 3,500 children and veterans



- Healthy Smile Healthy Child
- Serves children 18 & younger who are on Medicaid, Nevada Check Up or are uninsured
  - 3,000+ children have been cared for
  - No-cost to low cost




- Adopt A Vet Dental Program
- Serves low-income veterans who don't qualify for VA dental services
  - 500+ veterans have been cared for
  - Pro-bono dental care with low commitment fee

# Homeless Services

- We serve homeless patients at all 6 of our health centers
- Homeless patients are eligible for free services including:
  - Primary medical care
  - Immunizations
  - Lab services
  - Family planning services
  - Prescriptions (if filled at CHA Pharmacy at Wells Avenue)
  - Dental services
    - Generally limited to pain and palliative care (e.g. extractions)
    - Can access patients needs fund for preventative and restorative care for children and youth in critical need
  - Behavioral health services
    - Partnership with Children's Cabinet for services
    - Able to refer patients to clinicians at CHA health centers

# Payment Options

- CHA health centers are not free clinics; however homeless patients are eligible for free services.
- Medicaid, Nevada Check Up and many other private insurances are accepted.
- Patients have a payment plan option.
- Patients are also eligible to apply for sliding fee discount based on income and household size.
  - To apply patients need:
    - Government issued identification
    - Proof of residency (i.e. utility bill)
    - Proof of income (i.e. pay stub)



**Sliding Fee Scale**



# School-Based Health Center

➤ Providing convenient quality care for students and their families from six schools:

- Wooster
- Vaughn
- Booth
- Corbett
- Loder
- Veterans

➤ Services provided include:

- Physical Exams
- Immunizations
- Wellness Counseling
- Care of Acute and Chronic Illness
- Asthma Management
- Sports Physicals
- Behavioral Health



# Women, Infants and Children Nutrition (WIC) Program

- Ten locations in Reno, Sparks and the North Valleys
- Ronald McDonald Care Mobile
- Healthy food
- Nutrition counseling
- Fluoride varnish
- Breastfeeding support
- Low-cost car seats
- Help finding a physician or dentist



# Exchange Enrollment Facilitators (EEF) Program

## Exchange Enrollment Facilitators:

- Connects patients with available resources
- Provides patients with case management services
- Helps patients apply and enroll for insurance and Medicaid



# Pediatric Nutrition Counseling Program

- CHA offers free nutrition counseling services to patients.
- Serves children ages 5-18; children under 5 years can be seen by the WIC Registered Dietitians.
- Some conditions children are referred to the program for are:
  - Obesity: >95th percentile BMI for age
  - Underweight: <5th percentile BMI for age
  - Failure to Thrive
  - Abnormal Lipid Profiles
  - Diabetes/Pre-diabetes
  - Severe food allergies
  - Inborn error of metabolism/Congenital metabolic disease

# Reach Out & Read



- Reach Out & Read® prepares America's youngest children to succeed in school by partnering with doctors to prescribe books and encourage families to read together.
- During regular pediatric checkups, Reach Out and Read pediatricians, family physicians, and nurse practitioners give new, developmentally-appropriate books to children, ages 6 months through 5 years, and advise parents about the importance of reading aloud.
- During the preschool years, children served by Reach Out and Read score three to six months ahead of their non-Reach Out and Read peers on vocabulary tests, preparing them to start school on target.
- Cost is \$2,000 per year for books for each physician.





# Community Partnerships

- Northern Nevada Dental Health Programs
  - Healthy Smile Healthy Child (HSHC)
  - Adopt A Vet Dental Program (AAVD)
- St. Mary's Regional Medical Center
- Renown
  - Pediatric emergency diversion
  - WIC
- Northern NV HOPES
  - HIV and Hepatitis C treatment
  - Dental referrals to CHA
- UNSOM
  - Child/Adolescent Psychiatry Fellows
  - Project ECHO
- UNR Department of Psychology
  - Clinical doctoral externships
- UNR School of Community Health Sciences
  - Public Health internships
- State of Nevada Division of Public and Behavioral Health
- Amerigroup, an Anthem company
- Health Plan of Nevada
  - Scheduling access for new patients
- Access to Health Care Network
- Care Chest of the Sierra Nevada
- Northern Nevada Dental Society
- Susan G. Komen
- Reno Diagnostic Centers
- Northern Nevada Adult Mental Health Services
- Children's Cabinet
  - Behavioral health services
- Washoe County School District
  - School-Based Health Center

# For more information:

➤ Visit our website:

- [www.chanevada.org](http://www.chanevada.org)

➤ Like us on Facebook:

- Community Health Alliance
- School-Based Health Center



# Questions?

## Contact information:

Charles Duarte, CEO

680 S. Rock Blvd.

Reno, NV 89502

PH: 775-336-3017

Cell: 775-781-1603

Email: [cduarte@chanevada.org](mailto:cduarte@chanevada.org)