



CommUnityCare Diversity Health Forums Summary Report

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CommUnityCare Diversity Health Forums

African-American Health Forum

Asian-American Health Forum

Hispanic/ Latino Health Forum

HIV/ AIDS Health Forum

Patients Experiencing Homelessness Health Forum

Senior Health Forum

Table of Contents

Greetings.....	1
Board of Directors.....	2
Executive Summary.....	3
Introduction.....	4
Services Provided.....	6
Patients Served by CommUnityCare.....	8
Providers and Staff.....	11
Diversity Forum Framework.....	13
Description of Diversity Forums.....	14
African-American Health Forum.....	16
Population Profile.....	16
Community Organizations.....	16
Recommendations.....	17
Focus Group Questions.....	18
Asian-American Health Forum.....	21
Population Profile.....	21
Community Organizations.....	21
Recommendations.....	22
Focus Group Questions.....	22
Hispanic/ Latino Health Forum.....	24
Population Profile.....	24
Community Organizations.....	24
Recommendations.....	24
Focus Group Questions.....	25
HIV/ AIDS Health Forum.....	28
Population Profile.....	28
Community Organizations.....	29
Recommendations.....	30

Table of Contents

Focus Group Questions.....	30
Patients Experiencing Homelessness Health Forum.....	33
Population Profile.....	33
Community Organizations.....	35
Recommendations.....	35
Focus Group Questions.....	36
Senior Health.....	39
Population Profile.....	39
Community Organizations.....	40
Recommendations.....	40
Focus Group Questions.....	41
Action Plan.....	44



Greetings,

It is a great honor and pleasure that we present this diversity forum report to all of you who participated in our community forums. As we have indicated, we are very thankful and very blessed that you came, participated, and gave us the opportunity to share with you the services CommUnityCare provides.

More importantly, we are very thankful for the opportunity to listen to you to give us feedback on what we do provide and what we need to provide in the future.

Our team has worked very hard to prepare this report. We listened to what you said and this report will tell you what we are going to do moving forward and what need to work on in the future. CommUnityCare's aim and goal is to provide the services our community needs.

Community engagement is very important to us and we are greatly appreciative and humbled that you took the time out of your busy schedules to engage with us and give us feedback. We would like to continue to hold forums on an ongoing basis and will continue to be in touch with you. We respectfully request that you continue to be engaged with us, so we can provide all the services and take care of the healthcare needs for our community.

Feel free to invite us to present to other groups you may belong to, so we may talk about this report and the future needs of the community.

Sincerely,

A handwritten signature in blue ink, appearing to read "George N. Miller, Jr.", written in a cursive style.

George N. Miller, Jr. M.S.H.A.

President and CEO/CommUnityCare Health Centers

Board of Directors

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Barbara Shirley

Claudia Williams

Executive Summary

This report will present the summary of the findings from six diversity forums held throughout the year. The forums presented information about current services provided by CommUnityCare. They also offered an opportunity for participants to make recommendations on how to improve different areas of health care delivery. In this report you will find that each forum is presented individually and includes information such as: attendee demographics, focus group highlights, and participant recommendations.

Following the forums, we have included an action plan and a summary statement to wrap up our findings. We'd like to thank everyone who assisted us in these forums. We look forward to our continued work each of you in the community and to transforming the health care delivery system for the 80,000 plus patients we serve each year.

Introduction

About CommUnityCare

The concept of providing health care services to the medically underserved began in 1970 through a partnership between the Austin City Council and the Travis County Commissioner's Court. The Model Cities project under the Demonstration Cities and Metropolitan Development Act of 1966 gave way to a system of primary care, dental care, and family planning clinics. The "East Austin Clinic" became the first publicly funded health center in the community to serve those with limited resources. Initially, the Community Health Centers were operated as a department of the City of Austin. On March 1, 2009, the Community Health Centers became a new nonprofit organization named CommUnityCare.

In 2001, the Community Health Center system received a Section 330 federal grant from the Bureau of Primary Health Care/Health Resources and Service Administration. The Community Health Centers were officially designated a "Federally Qualified Health Center" system. Federally Qualified Health Centers (FQHCs) represent a vital safety net in the nation's health delivery system. Today CommUnityCare and Central Health (formerly Travis County Healthcare District) are co-applicants of the FQHC designation. CommUnityCare continues to be governed by an FQHC Board of Directors. In 2010, CommUnityCare became Joint Commission accredited, which recognizes quality healthcare institutions around the world.

Vision

Improve the health of the community by increasing access to the best care possible.

Mission

We will work with the community as peers with open eyes and a responsive attitude to provide the right care, at the right time, at the right place.

A Federally Qualified Health Center System

CommUnityCare is a Federally Qualified Health Center system. In 1992, the Community Health Centers earned “Federally Qualified Health Center Look-Alike” status through the federal government. According to the Centers for Medicare and Medicaid a Federally Qualified Health Center (FQHC) is a safety net provider such as a community health center or public housing center. These centers are to provide primary care services to those underserved in urban and rural communities.

An FQHC must be governed by a board of members. Their job is to give oversight to the CommUnityCare Health Center system. It is required that a majority of the board’s members be active patients in the system. These board members represent the populations served by the centers in terms of ethnicity, race, sex, age, and economic status. These board members represent a variety of professions including, nursing, law, human resources, and pharmacy. They are leaders in the community and in their respective careers.

Services Provided

CommUnityCare provides services at 23 sites in Travis County, Texas. These services include adult primary care (family practice and internal medicine), women's services, pediatric care, behavioral health services, healthcare for the homeless, specialty care, and dental services. In addition, health care for the homeless is provided at a facility located within the Austin Resource Center for the Homeless (ARCH) in downtown Austin, and services for those with HIV/AIDS are provided at our David Powell facility.

Primary Care

- Prenatal care and specialty care for high-risk pregnancies
- Prenatal, labor and delivery, and newborn care and new parent education
- Newborn and infant care
- Pediatrics
- Immunizations
- Gynecology and women's health exams
- Treatment of minor injuries
- Physicals and annual exams
- Laboratory services
- Management of chronic diseases
- Diagnosis and treatment of chronic or acute illnesses
- Nutrition counseling
- Core specialty care services and referrals
- Clinical pharmacy counseling
- Vision and hearing screenings
- Confidential HIV testing and care

Dental

- Routine and emergency dental exams
- Teeth cleaning and sealants
- Dental fillings
- Dental extractions
- Dentures and partials (limited services)

Behavioral Health

- Mental health counseling services
- Family and marriage counseling
- Substance abuse assessments
- Assessment of behavioral problems

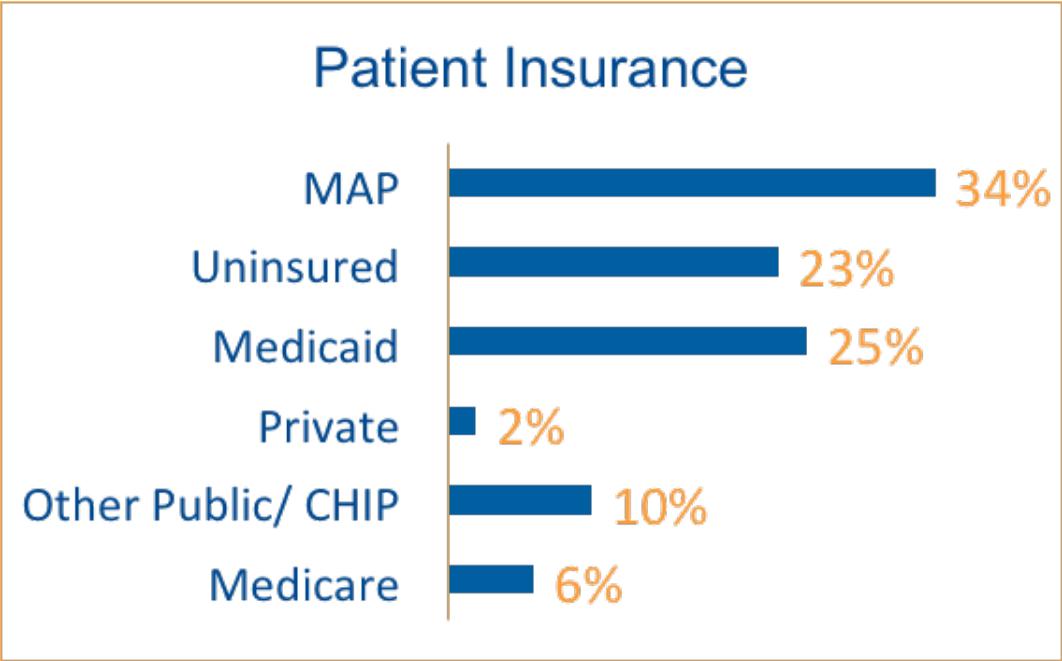
Specialty Services

- Hepatitis C
- Pulmonology
- Cardiology
- Tele-psychiatry
- Dermatology

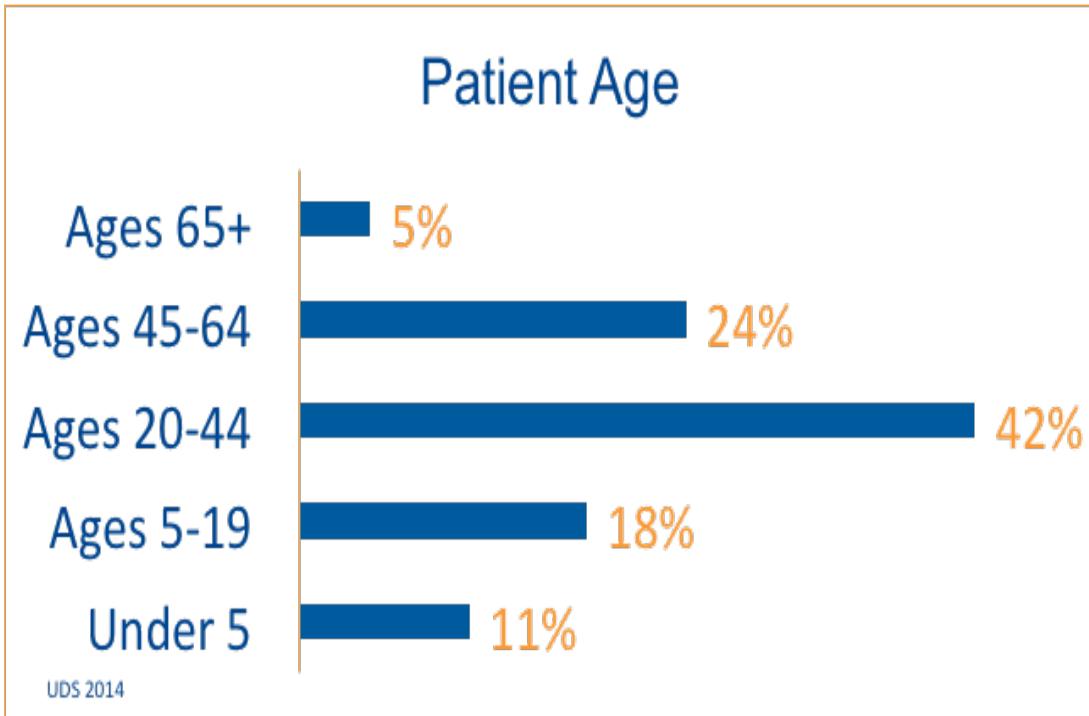
Patients Served by CommUnityCare

Texas has the highest rate of residents without health insurance coverage in the United States. It is estimated that 5.9 million state citizens, or approximately 25 percent, are without coverage. Lack of health insurance is greatest in the South and West regions of the U.S. In Travis County, 20.7 percent of residents are without coverage.

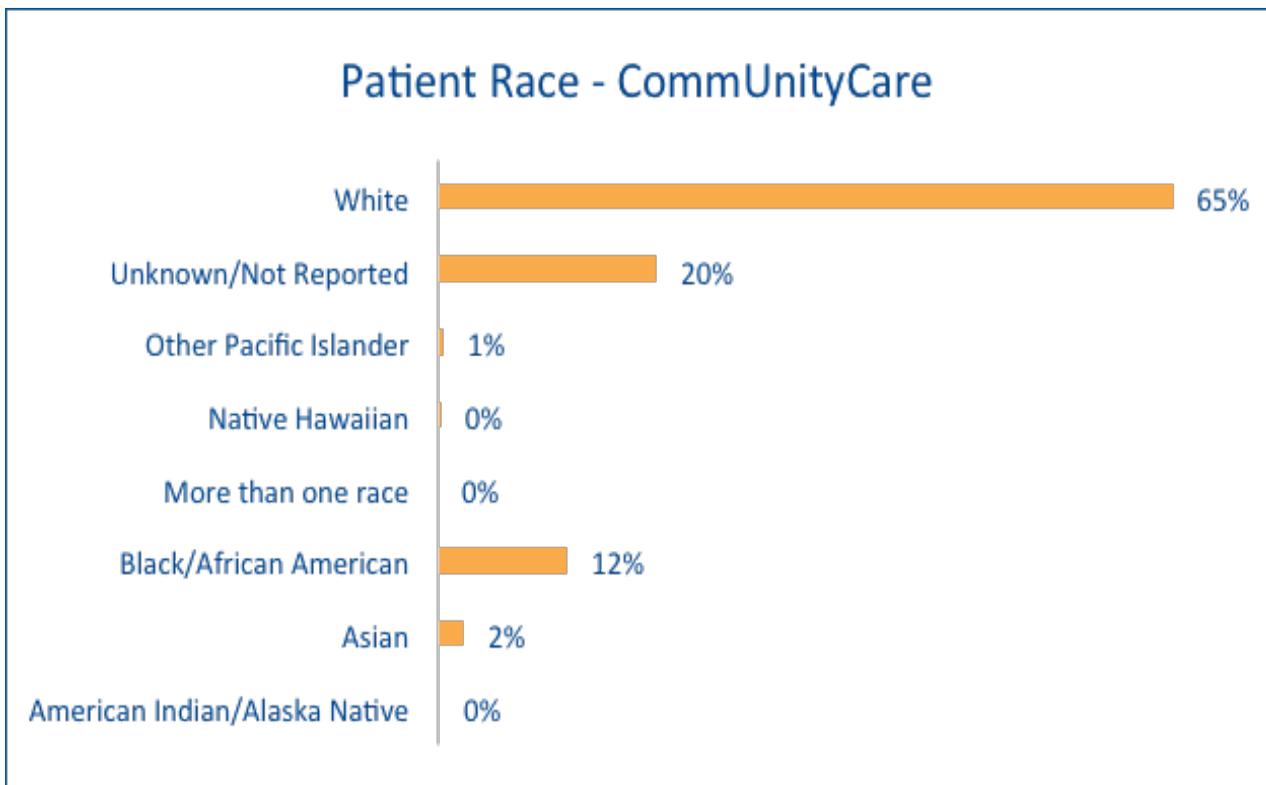
CommUnityCare serves an array of patients throughout Austin and Travis County. Services are available to all Travis County residents including those whose income and lack of private health insurance qualify them for enrollment.



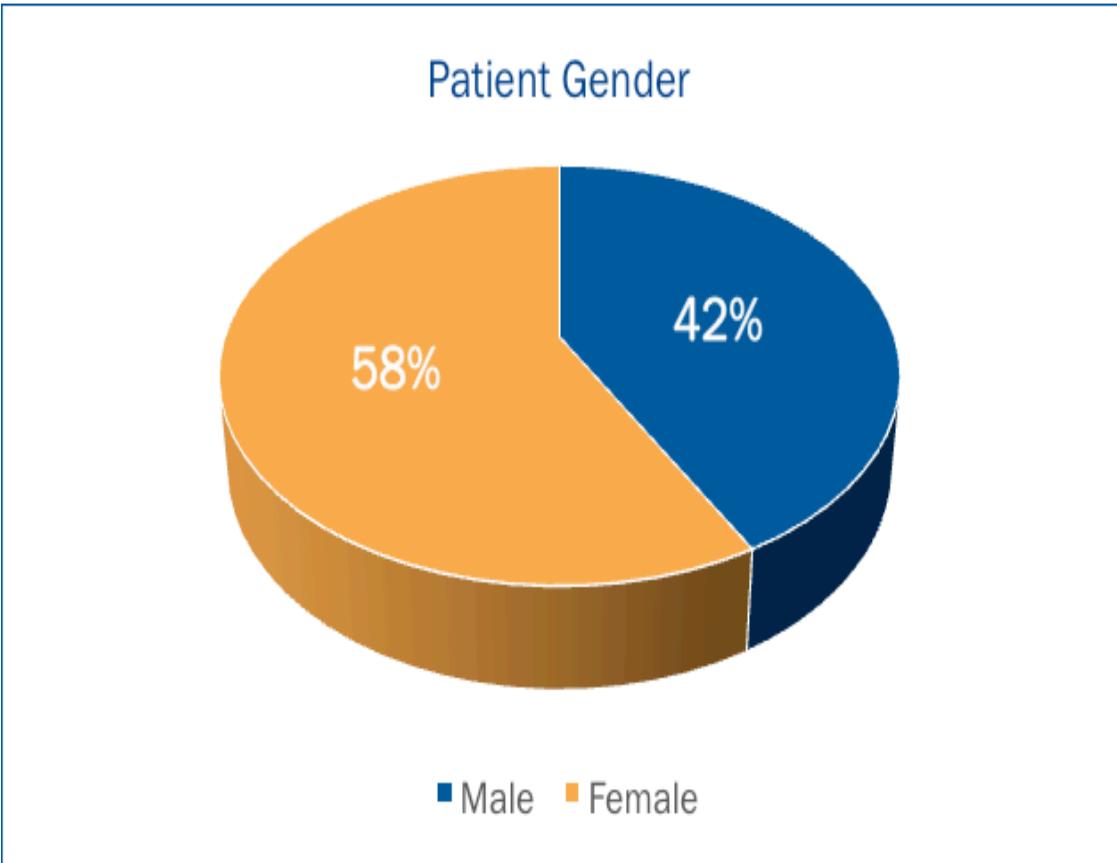
Source: FY14 Financial Data



Source: UDS 2014



Source: UDS 2014



Source: UDS 2014

Providers and Staff

CommUnityCare employs a diverse staff of physicians, mid-level providers, dentists, pharmacists, dietitians, social workers, medical assistants, phlebotomists, and many more. CommUnityCare team members are representative of nationalities spanning the globe. Diversity amongst the clinic staff allows for greater cultural sensitivity and a decrease in language barriers.

Team Member Category	Count
Physician	49
Mid-level Provider	23
Dentist	20
Clinical Pharmacist	8
Dietician	5
Social Worker	8

Source: February 2014 EEO Report

Quotes From Our CommUnityCare Team

“I find my work at the ARCH and with street medicine to be deeply rewarding intellectually and emotionally. Collaborating with individuals experiencing Homeless to improve their health is tough, complicated work that is about much, much more than medical services. Some days, a pair of shoes or a coordinated assessment (for housing) is truly the best medicine we can “prescribe.” I like how much this work reminds me that I am part of a healthcare team. Case managers, front desk and nursing staff, referral coordinators, other providers, the behavioral health counselor, and, increasingly, colleagues from other agencies (CHP, ATCIC, Front Steps, Salvation Army) are all working together to support patients! And every day, I am challenged and inspired by the resilience, hope, and trust that I observe in the men and women we serve, many of whom have suffered unspeakable losses, betrayals, and traumas. I am grateful that CommUnityCare has made a commitment to include this patient population in its mission and feel fortunate that I get to do the work I do.”

- Angela Brubaker

“Providing access to the underserved bad uninsured is most rewarding because at CUC we are their safety net. This is where they can get the highest and most comprehensive standard of care that they wouldn’t get elsewhere.”

-Amneh Amro

“The patients at CommUnityCare are my neighbors and it is incredibly rewarding to be able to contribute to my community on such a personal level. We are a resource when they are sick and vulnerable and have the honor of celebrating with them when healing and positive changes occur. I love having the opportunity to work with community partners to engage our population in innovative ways and show them the value of maintaining good health.”

-Christa Drury Jones

Diversity Forum Framework

Purpose of the Diversity Forums

The purpose of the diversity forums:

1. To provide individual communities with an overview of CommUnityCare services, provide an introduction of our leadership team, and present demographic data specific to the respective population including pertinent health information such as prevalent diseases, and strategies to address them.
2. To obtain feedback from the community on customer service, outreach strategies, and other general recommendations so that we continue to improve the services we provide our community.

Why Diversity Health Forums?

A diversity health forum was the best way for CommUnityCare to engage with the community by providing them with information about CommUnityCare's services, and at the same time encouraging feedback from the participants that would then lead to a plan of action.

The Department of Sustainability and Environment (2005) defines community engagement as:

A planned process with the specific purpose of working with identified groups of people, whether they are connected by geographic location, special interest or affiliation, to address issues affecting their well-being. Linking the term 'community' to 'engagement' serves to broaden the scope, shifting the focus from the individual to the collective, with associated implications for inclusiveness, to ensure consideration is given to the diversity that exists within any community.

Community Engagement is a critical component of our CommUnityCare's strategy which not only serves to assist CommUnityCare with branding and recognition in our community, but also serves as a great way to involve community members and stakeholders in our planning process.

Description of The Diversity Forums

A total of six Forums took place over the course of six months, including: the African American Community, Asian American Community, Hispanic/Latino Community, HIV/AIDS Community, patients experiencing Homeless Community, and Senior Health Community Forums.

Forum participants were invited to attend the Diversity and Health Forums via email invitation, social media marketing, personal invitations, faith based organizations, and word of mouth.

The forums began with a power point presentation by the CommUnityCare Senior Leadership Team on the following topics:

- I. Demographics
- II. Access and Services
- III. Workforce Diversity
- IV. Clinical Care
- V. Implications
- VI. Interventions
- VII. Office of Performance Improvement
- VIII. Overview of Community Care Collaborative

Following the presentation, there was a question and answer period held with all attendees present to address any questions that arose as a result of the PowerPoint presentation. Participants wrote their questions down on notecards, passed to a staff member, and were read and answered by CommUnityCare leadership.

Upon completion of the question and answer period, the Forum participants were divided into groups. Each group was led by a CommUnityCare team member who acted as a moderator for each focus group. The purpose of the focus groups was to obtain feedback from the community on customer service, outreach strategies, and other general recommendations in order for CommUnityCare to continue to improve the services it provides to the Community.

Focus Group Questions:

1. What is CommUnityCare doing well in terms of engaging and/or serving the _____ Community?
2. How can CommUnityCare better serve the _____ Community?
3. What ideas do you have for CommUnityCare to outreach to this Community?
4. What can CommUnityCare do to improve customer service?

African-American Health Forum

The African-American Health Forum took place on April 6, 2015 at the Kramer Administrative Office of CommUnityCare. A large number of organizations were represented at this Forum including for profit, nonprofit, and many faith based entities. There were a total of 65 participants in attendance.

Population Profile

CommUnityCare had an African-American population of 9,083 for Fiscal Year 2014.

Primary Health Conditions Affecting African Americans at CommUnityCare
Hypertension
Diabetes
Human Immunodeficiency Virus (HIV)
Lumbago/ Backache
Bipolar/ Manic Depressive Disorder

Community Organizations Present at Forum

HACA	Huston-Tillotson University
St. James Episcopal Church	National Council of Negro Women
Safe Place	Carolex Enterprises
Austin Area Urban League	4W – United Way 211
City of Austin	BOAZ Enterprises
CommUnityCare	Austin Partners in Education
Cole Law Firm	Seton
COTH	Central Health
HHSD – Neighborhood Services	AAQHA
Walgreens	Austin Area Urban League
COA- HHSD	Austin Travis County HHSD

Muhammad Mosare	St James Church
Alro- OCLI- Sharon Cannon	COA/ African American Quality Initiative
SFC	Olivet Baptist Church
Greater Austin Black Chamber	Central Health

Recommendations Brought Forth by Focus Groups:

1. Increase outreach and engagement to the churches
2. Outreach to prisons
3. Partner with young millennial organizations
4. Increase marketing to male audience
5. Network in the schools
6. Community health fair at all sites/same day
7. Conduct patient surveys to assess customer service
8. Patient call backs
9. Verbal exit interview after appointments
10. Improve access to specialty care
11. Increase expanded hours
12. Patient portal
13. Transportation
14. Improve health literacy
15. Cultural sensitivity
16. Hire more staff representative of community
17. Expand services on the East Side
18. Community newsletter
19. Utilize patients as advocates
20. Better advertising and community outreach
21. Use of billboards to let people know about hours, services, & care
22. Ongoing outreach efforts that cater specifically to African Americans in a culturally competent way.

Focus Group Questions

Question: What ways can we outreach to the African American Community?

Mass Media/Events

Present at African American Events i.e. Huston Tillotson University Heritage Fair & Campus events

Concerts

KAZI Events

KAZI Advertise

KAZI "Health Talk" Show

Utilize patients. to be advocates or Board Members

Connecting to Churches

Back to School Events

AISSD/ Seton / CCC Collaboration

Community Newsletter

Open House @ each Clinic at Least once a year

Partner w. HEB & Community Fairs

Recruit African American Providers to participate

Educate folks on what CommUnityCare Provides

Health Forum at Safe Place (Connecting more with established organizations)

Connecting with Pastors/ Churches

Health Forum at mosque

DVD about services or testimonials

Could have a YouTube channel – info #s

Job Fairs

Community Fairs

Grocery Store/Events

Outreach to Faith-Based

Advertising Campaign in areas of most need – 5 years and ongoing

Make use of social media, billboards, newspapers
More marketing targeting African American male audience
Networking in the schools
Community health Fair at all sites on the same day

Question: What are we doing well in terms of engaging or serving this Community?

Word of mouth
Mobile Team
New Leadership
African-American Forum
Accessibility
Coordination of Care
Navigation

Question: How Can We Better Serve the African American Community?

Health Education
Get word out to African American community
Intentional Coalition
Connect with Churches
Connect with Health Ministries
African American Focused
Conduct Outreach in Prisons
Health Fairs
Educate about Advanced Directives
Minister focused forums
Do a Health Blitz
Sunday Outreach at Church
Partner with Millennial Organizations
Peer Education (1on1)

Question–What can we do to improve customer service?

Patient Survey After Their Visit

Verbal Exit interview after appointment

Third party customer assessment to make patients feel more comfortable

Employee incentive programs for good service

Patient call backs

Clear line of escalation-customer service line

Diverse Front Line Staff & Providers to include many African Americans

Improve Health Literacy

Improve access to specialty care

Expand “Expanded” hours

Outbound follow-up re meds apt reminders

Portal Build-out

Improve signs/directions

Something to make transportation available

Expand Services on the East Side

Make connections with organizations that serve the community such as schools and Churches of all religions

Improve hiring to more closely match the African American community – Beyond numbers, increased ability to match

Improve cultural sensitivity/ awareness

Culturally/linguistically appropriate materials

Basic language skills

Asian-American Health Forum

The Asian American Diversity Forum took place on April 14th, 2015 at the Kramer Administrative Offices from 6-8 pm. A total of 20 participants were in attendance including 11 community members and 9 CommUnityCare staff.

Population Profile

CommUnityCare had an Asian-American population of 1,781 for Fiscal Year 2014.

Primary Health Conditions Affecting Asian Americans at CommUnityCare
Hypertension
Diabetes
Hyperlipidemia
Depression
Asthma/ COPD

Community Organizations Present at Forum

Asian American Quality of Life

AHC/ABHN

AFSSA

HACA

CommUnity Care

ATCIC

Capital Area Food Bank

EPOCH Time

Any Baby Can

VACAT

Elder Homecare

CHC

Recommendations Brought Forth by Focus Groups

1. Availability of Asian Language speaking translators
2. Availability of Asian Language Materials
3. Better understanding of Asian culture, languages, etc.
4. Increased outreach
5. Build trust in community
6. Use disaggregated data
7. Greater board and director diversity
8. Better referrals
9. More one on one interaction

Focus Group Questions

Question: What can we do to better serve this community?

Translations

Better Understanding of backgrounds

Building relationships and trust in the community

More outreach in the Asian Community

More advertising and marketing

Better health education

Question: How can we better outreach to the Asian American population?

Contact Asian American Quality of Life

Asian American resource center collaboration event on 5/2/2015

Use Disaggregated data

More education on various populations in Asia

Have an office in Chinatown
Increased visibility
Mobile Units
Community organization collaborations
Greater board and (leadership) and director diversity (inc. upper management)
Asian American community cannot be lumped
Separate populations
Greater Austin Asian Chamber
Chinatown- Lunar New Year Jan-Feb
Translation – more personable including materials
Use of radio newspapers station (ex Vietnamese)
Expand branding
Language barrier
Vietnamese/Burmese
Seniors where to find
Current pt. to be ambassadors in the community
Org. more forums to educate the community on services offered
Appeal to more cultural celebrations (more outreach) Church temple events
More face-to-face contact with the community (more personal)
Reach out to the younger population to reach the older populations
Someone who speaks the language at community events

Question: What can we do to improve customer service?

Appropriate referrals/know about all community resources
Info for more common languages within the Asian community
Patient navigation center direct new patients to the location where providers that speak their language sees patients

Hispanic/ Latino Health Forum

The Hispanic/Latino Diversity Forum took place at the Kramer Administrative Offices on March 17, 2015. A total of 43 participants were in attendance which included 28 community members and an additional 15 CommUnityCare employees. A total of 20 community organizations were represented at this forum.

Population Profile

CommUnityCare had a Hispanic/ Latino population of 49,430 for Fiscal year 2014.

Primary Health Conditions Affecting Hispanics/ Latinos at CommUnityCare
Diabetes
Hypertension
Abdominal Pain
Acute Upper Respiratory Infection
Back Pain

Community Organizations Present at Forum

El Buen	LULAC
Seton – CVD/smoke outreach	ATCIC
Sendero	HUD
The Care Communities	Austin Child Guidance
COA – HHSD	Texas Capital Bank
Ventanilla de Salud	Austin / Travis Health and
Austin Energy – CAP – Mur	Human Service
CAFB	TAP
AmeriCorps Vista	Cultural Strategies
ATCIC	City of Austin
SFC	Vista Workforce Hand

Recommendations Brought Forth by Focus Groups

1. Increase access to walk in clinics
2. Consider relocation of clinics to other areas of Austin
3. Increase Recruitment of bilingual providers

4. Employ Community Health Workers
5. Consider school based clinics
6. Improve cultural sensitivity of providers/staff
7. Provide Van Transportation
8. More one stop shops
9. Create a diversity department
10. Provide TV's in all clinics with health information
11. Work with other orgs to do outreach

Focus Group Questions

Question: What is CommUnityCare Doing Well?

Multi Services in one Place

Spanish handouts

Spanish speakers/ interface with patients

Brand recognition is good

Recruiting Hispanic pts for centering and OB care

Locate clinics near transit

DelValle- outreach areas

Walk in clinics/extended hours

Outreach

Reach out to every Hispanic/Latino organization

Provide clear information about available resources

Diversity Dept./ office of cultural diversity

Location of Clinics

Bilingual Services

SEHWC- Non-traditional, health center setting

Walk in clinic availability

Qualifying for financial assistance

Better birth outcomes (perception)
Community outreach efforts
Collaboration between Seton& Central Health
1115 Medicaid waiver
Mobile Units DSRIP

Question: How can CommUnityCare Serve the Hispanic/Latino Community Better?

Recruit Spanish Providers
In person Spanish Language Interpreters
Bilingual (Understands the language)
Strategic Partnerships i.e. AISD Churches
Reaching out to Non-Patients
Partnerships, outreach, handouts available to organizations
Piggyback with other organizations to do outreach work
Buildings Colorful and Art
Farmers Market in Clinics

Question: How can CommUnityCare Improve Customer Service?

Treat patients with respect by phone and in-person
Answer phone as if the CEO were calling
Happy Kitchen
CommUnityCare led/ organized training
Best referral is our own patients
Communication
Improve efficiency
Better education
Improve access
Mobile clinic

Interpretation/ Translation

Provide TVs in all clinics with health topics

Bilingual

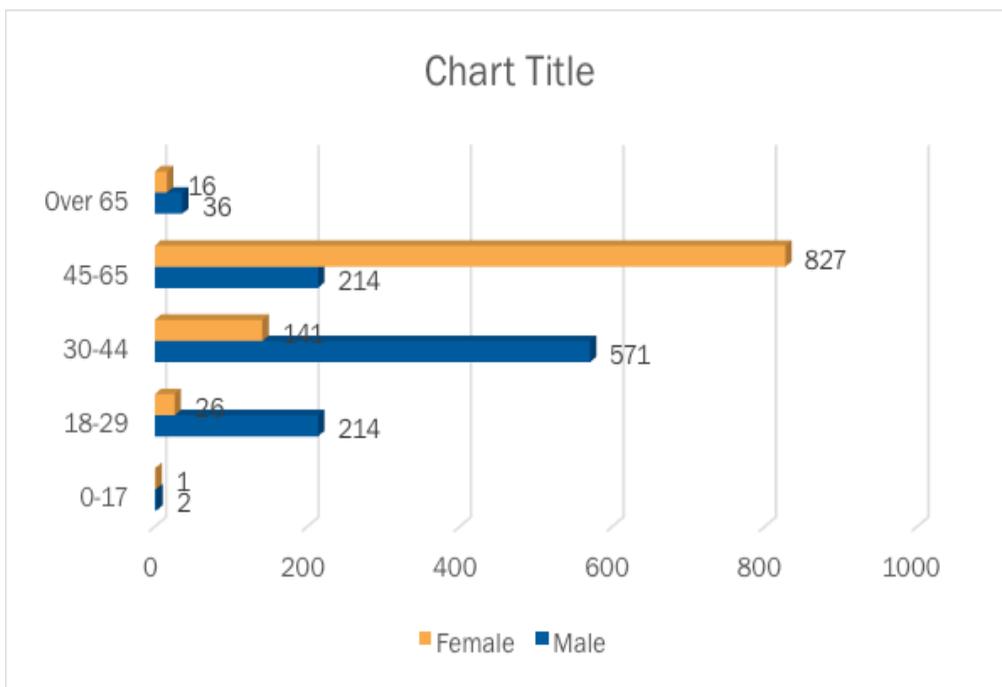
Knowledgeable, be able to answer questions

HIV/ AIDS Health Forum

The HIV/ AIDS Health Forum took place on July 14, 2015 at the Kramer Administrative Offices. A total of 24 participants attended including 12 community organizations. In addition to the Senior Leadership Team presentations, David Powell Health Center Practice Leader, Brandon Wollerson, presented additional information to forum attendees.

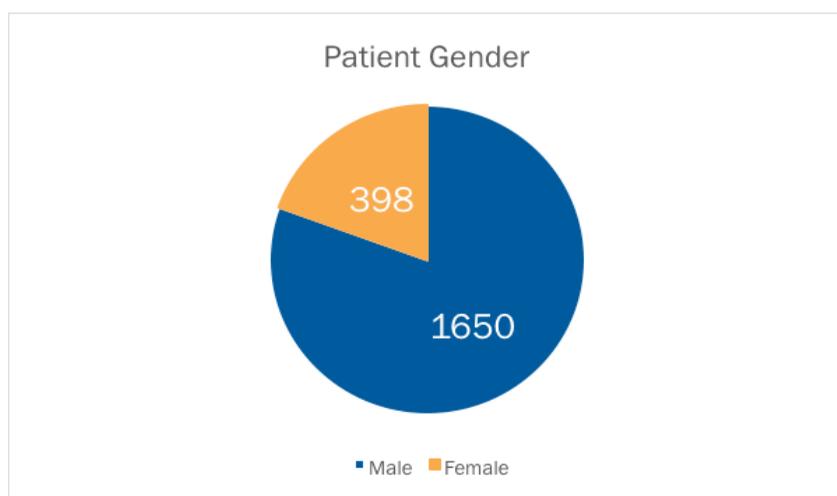
Population Profile

CommUnityCare served 2,048 patients diagnosed with HIV or AIDS in Fiscal Year 2014.



Source: UDS 2014

Race	Ethnicity	Patient Count
White	Hispanic	424
White	Not Hispanic	633
White	Unknown/ Not Reported	89
African American	Unknown/ Not Reported	36
African American	Not Hispanic	501
Unknown/ Not Reported	Hispanic	190
Unknown/ Not Reported	Not Hispanic	96
Unknown/ Not Reported	Unknown/ Not Reported	43



Source: UDS 2014

Community Organizations Present at Forum

- | | |
|------------------------|---------------------|
| CommUnityCare | City of Austin |
| Project Transitions | ATCHHSD |
| TWHWC | Seton |
| Foundation Communities | The Care Connection |
| TCC | DSHS |
| ASA | UMCB |

Recommendations Brought Forth by Focus Group

1. Ensure that patients are well educated on insurance options.
2. Increase presence in Austin and Travis County.
3. Increase partner education.
4. Expand access to pharmacy and means of obtaining prescriptions.
5. Shorten wait times for intake.
6. Provide group visit opportunities.
7. Provide greater access to case management.

Focus Group Questions

Question: How can CommUnityCare better serve the HIV/AIDS patient population?

Ensure availability of information for patients

Education patients about opt-out and other services. Also making sure patients are well educated

Marketing campaigns to increase testing

Involvement in community health fairs – more outreach targeted approach to address the 16% of DP patients who are not virally suppressed

Increase knowledge that HIVS is treatable across our clinics

Increase presence in southern region

Question: How accessible is the clinic location to this community?

Not as central

On a bus route

Stigma about HIV clinic

CARTS transportation available

More private than other clinics

Extended hours

Question: What can we do to improve customer service?

Answer the phone

Designated phone lines for specific tasks (incoming/outgoing calls)

Long wait for intake

Appropriate use of services

Have information about DPC @ all clinics

Making sure the assistance/education is available

Expanding access to pharmacy prescriptions to private insured patients

Ensure a positive interaction at first encounter

More training to ensure competence of services provided (customer service representatives)

Question: How can we better serve this population of patients?

Responses From Focus Group Flip Charts

Strengthening partnerships with DIS

Opportunities for sharing of records/PHI

Relationship strengthened w/ targeted testing mobile outreach/testing into(SP?)

Group visit opportunities (Partnering cross-training access organization)

Access to patient portal- mobile access

Continued education around ACA

Pharmacy point of sale

Co-infections (HCV j syphilis)

Role of Managers

Standard of care is high (standard of excellence)

Good/strong partner/collaboration

Shared funding opportunities (Episcopal Health Foundation)

Whole health services to patients

Embracing the Affordable Care act

Question: What are we doing well to engage and serve patients living with HIV/AIDS?

Partnerships are a strength

Primary care facility

Quality of Care (Medical & support)

Not duplicating efforts- enhancements

Stigma- HIV/gay

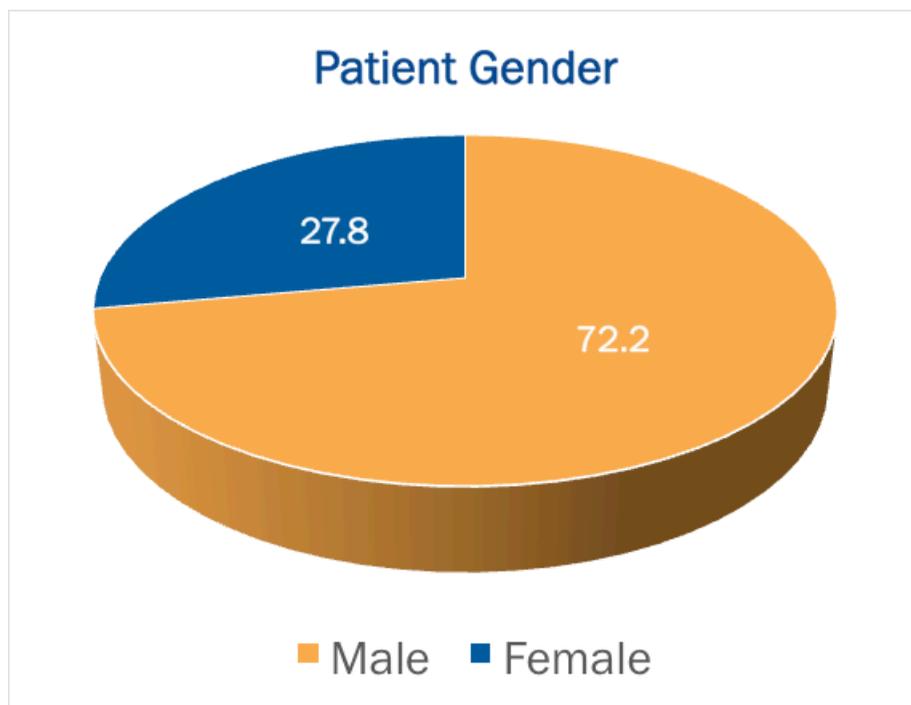
Lack of partner 101

Patients Experiencing Homelessness Health Forum

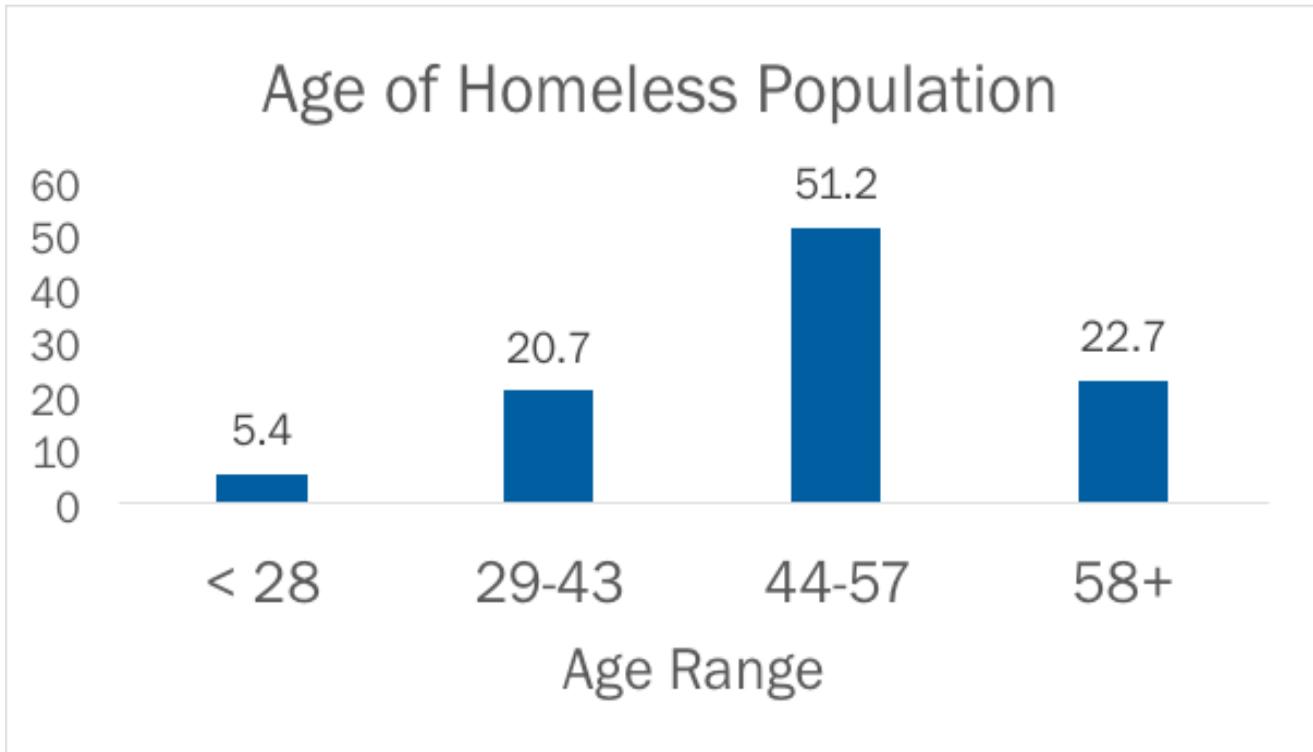
The Homeless Health Forum took place at Central Health on July 27, 2015. There were 57 participants in attendance including 21 community organizations. Central Health served as the host location for this forum to allow for the Austin Resource Center for the Homeless population attendance.

Population Profile

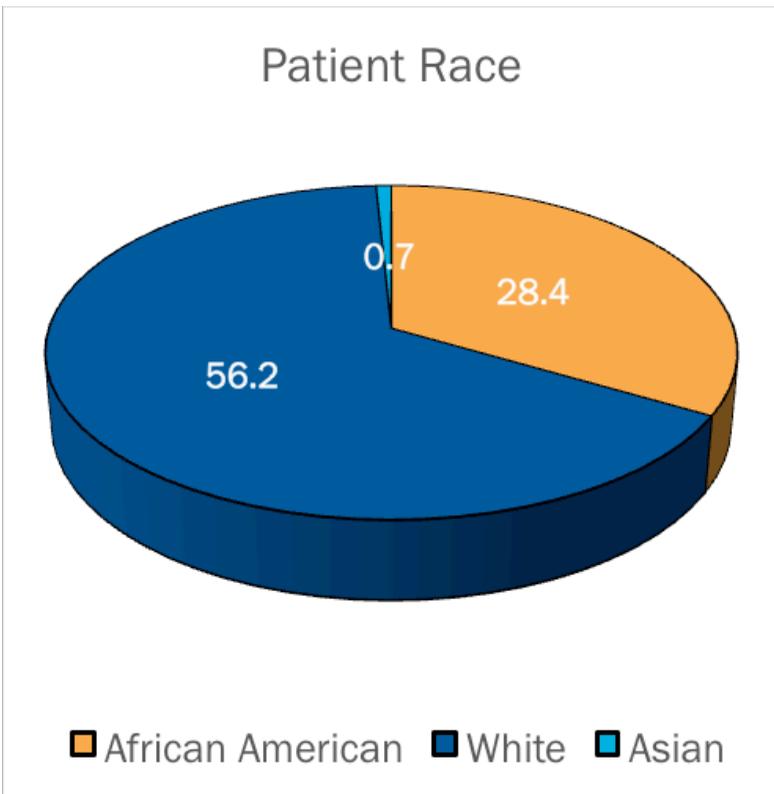
Primary Health Condition Affecting the Homeless at CommUnityCare
Hypertension
Diabetes Mellitus
Hepatitis C
Behavioral Health Illnesses
Respiratory Illnesses



Source: UDS 2014



Source: UDS 2014



Source: UDS 2014

Community Organizations Present at Forum

CommUnityCare	TGG
ECHO	The Counsel on Recovery
Central Health	Austin Recovery
El Buen Samaritano	The Salvation Army
Travis County HHS	Seton Total Health
ATCIC	CCC
City of Austin	VA
Caritas of Austin	MLR
Front Steps	UT School of Nursing
EBS	Goodwill
Seton	

Recommendations Brought Forth by Focus Group

1. Link or integrate service lines for wrap around care.
2. Allow for more same day appointments.
3. Increase after-hours access to health centers and providers.
4. Increase access to specialty care.
5. Provide transportation to clinics with specialty care.
6. Streamline the financial screening process.
7. Provide bus passes or taxi vouchers to patients and families.
8. Include case management in street medicine.
9. Open a 24 hour health center new Brackenridge.
10. Partner with the VA Homeless program.

Focus Group Questions

Question: How can we improve customer service?

Service linkage/integration substance abuse mental health

Hand off procedures – referrals

Housing transition

Navigation

Transparent scheduling

Same day appointments

Patient communication

Appoint reminders

Question: What can CommUnityCare do to better serve the homeless population?

Doing well

MAP + D/C

Case management – Big picture

Early interventions

Substance abuse TX

Addressing lack of access

Med- mgmt. storage

Transportation needs

After hours services

Outreach

Capacity

Question: What is CommUnityCare doing well to serve the Homeless population?

Location at ARCH

Amount and type of services

Street medicine
Case management
Awesome leadership team
Front steps recuperative, supportive housing
Large focus by community

Question: How can CommUnityCare better serve those persons in the population experiencing Homeless?

Eliminate fee for TB Skin test
Access to PES on weekends
Increased access to rehab facilitates
More access to affordable housing
Enhanced IT communication (EHR)
Assess success & increase what is being done well
Increased access to specialty care for MAP patients
Increased dental care for uninsured
Increased transportation to and from clinics
Streamlining eligibility of map and making it more accessible and increase enrollment

Question: How can CommUnityCare improve customer service?

Patient navigation/ case management
Cultural competency
“Buddy System”
Improve how we keep in touch
Community V-mail -provide phones
Computer access (portal)
Shared EMR data
Beyond medical services
Med / tracking/security/ replacement

Beyond medical services
Med / tracking/security/ replacement
Patient education – “both ways”
Long term communication follow up

Question: What innovative strategy can be developed/implemented?

Provide phones and or minutes
Bus passes
Taxi vouchers
CommUnityCare provided transportation
“In the field” patient navigation/case management
Patient tracking (RFID)
Harm reduction strategies
Needle exchange
“Night in the shelter” by caregivers
Mobile showers and restrooms
Better Access for new residents of Travis County
Partnering with more agencies that share the same vision
Partnering with the VA homeless program
Collaborating on possible funding for a detox program
Opening the conversation for a 24 hour clinic near or at Brackenridge

Question: What is CommUnityCare we doing well to serve the homeless population?

Hepatitis C clinic
Street medicine/mobile clinic
ARCH clinic located in ARCH
Behavioral health services/substance abuse
Our ability to serve those without permanent addresses

Senior Health Forum

The Senior Health Forum took place on July 21, 2015 at the Kramer Administrative Office. There was a total of 17 participants including 10 community organization.

Population Profile

CommUnityCare served 3,536 patients age 60 years and older in Fiscal Year 2014.

Primary Health Conditions Affection Patient 60 Years and Older at CommUnityCare
Hypertension
Diabetes Mellitus
Chronic Kidney Disease
Coronary Artery Disease
Myocardial Infarction

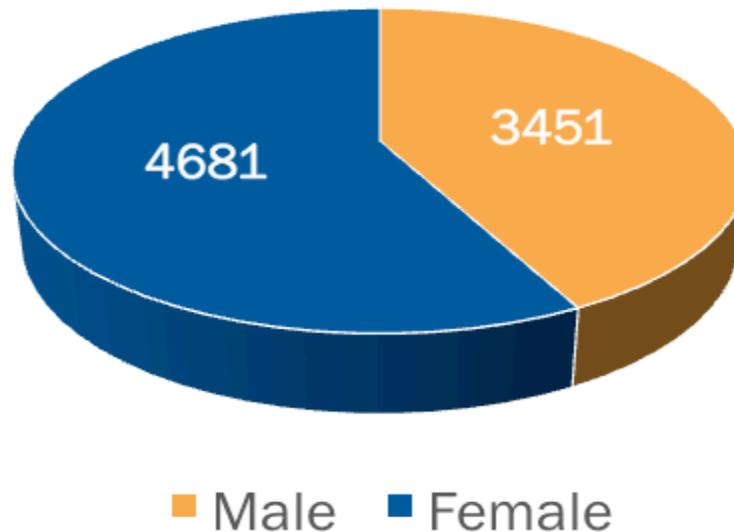
Hispanic or Latino	Not Hispanic or Latino	Unknown/ Not Reported
43.48%	49.75%	6.8%

Source: UDS 2014

Ethnicity/ Race	Patient Count
Hispanic – American Indian/ Alaska Native	6
Hispanic – Asian	10
Hispanic – Black/ African American	25
Hispanic – Native Hawaiian	7
Hispanic – Other Pacific Islander	10
Hispanic – Unknown/ Not Reported	1026
Hispanic - White	2452
Total	3536

Source: UDS 2014

Gender: CommUnityCare Patients ≥ 60 (07/01/2014-06/30/2015)



Source: UDS 2014

Community Organizations Present at the Forum

El Buen	Central Health
AmeriGroup	City of Austin
Integral Care	UHC Age of Central Texas
BOAZ Enterprises	CommUnityCare
Texas Cap- Bank	Well Med

Recommendations Brought Forth by Focus Group

1. Provide more preventative services.
2. Outreach to neighborhood and community centers.
3. Increase dental care services.
4. Provide transportation to seniors.
5. Provide tele-nurse access.
6. Partner and collaborate with other senior-minded organizations.

Focus Group Questions

Question: How can CommUnityCare better serve this patient population?

COPD

Provide oxygen onsite while waiting

Provide more prevention services – educate physical activities diet collaborate with Nonprofit organizations

Outreach to the neighborhood centers parks and rec event with family members Conley Guerrero Lamar senior center

Communication- business info meds lower cost

Extended hours

More target, care givers paper, phone number

Go to senior centers

Screening

Educating patients

ER usage

Face to face

Survey “what needs are” then FAQs

Resources – grants for co-pays? Hand outs

Outreach to 60 year olds “younger population outreach

Interfaith

DAD and DARs

Various ethnic organizations

Quality of life (City of Austin)

AIRC

Coalition of immigrant (judge Eckhart)

Latino Healthcare Forum

Outreach

Forums cultural outreach and disparities forums

Question: What are we doing well in engaging and/or serving the senior population?

Providing care

Locations

Extended hours

Goals preventive care

Using partners/community

Forum

CommUnityCare Saturdays extended hours until 8 PM Saturdays 8-4pm

Dental options care

Languages -126 get the word out hand outs

Question: What can we do to improve customer service for the Senior?

Appointments available in a timely manner

Trained to the Senior (sensitive – no acronyms)

Access to transportation ex: drive a senior coming of age

Knowledge on how to use our clinics

Not aware of our services

Educate on medical coverage

Tela nurse access

Doctor

Doctor on call 24/7

Question: How can we have Innovative Outreach to the Senior Population?

Meals on wheels collaboration

Senior community centers

Housing outreach

Partnering with orgs that cater to seniors- age, Churches, sustainable food center, Sherriff's department

Community health fairs

Home healthcare provider agencies

Health education

Cap metro (STS Program)

Partnership

CARTS, Metro Access

Action Plan

Overall Themes

How Can CommUnityCare Improve its Services?

- a. Increase outreach in minority communities via churches, schools, community groups, etc.
- b. Increase access to walk in clinics
- c. Increase outreach so people will know the hours and services available
- d. Recruit more minority providers
- e. Improved cultural competency of providers with minority populations
- f. Transportation

What Is CommUnityCare doing well?

- a. Community Outreach efforts
- b. Improved Birth Outcomes
- c. Walk in clinic availability
- d. Location of clinics
- e. Bilingual Services
- f. Group Medical Visits
- g. Mobile Clinic
- h. Brand recognition
- i. Services in one place
- j. Location of clinics near bus routes
- k. Street Medicine
- l. Referrals
- m. Specialty Care
- n. Coordination of Care
- o. Accessibility for Pregnant Women

Action Plan

What CommUnityCare is currently working on:

- a. Expanded Outreach Efforts (including one on one, schools, men, churches, etc.)
- b. Creation of Asian Language materials
- c. Patient portal
- d. Minority provider and team member recruitment
- e. Patients as advocates
- f. Improvement on referrals
- g. Expanded access to health centers
- h. Patient surveys
- i. Health literacy assessment
- j. Patient Education TV's
- k. One stop shops

What we're planning to work on:

- a. Expanding cultural competency training to include ethnic specific information
- b. Community newsletter
- c. Using disaggregated data
- d. Expanded sites (East side)

SUMMARY STATEMENT

Thank you to all of those who participated in the 2015 Diversity Forum focus groups. We at CommUnityCare appreciate your input and taking the time to attend the Diversity Forum(s).

CommUnityCare is looking forward to increasing our efforts to provide the right care at the right time at the right place for every individual in Travis County that needs our services.

We plan to have Diversity Healthcare Forums on an annual basis in order to continuously measure and expand how we serve our patients.

If you have ideas or suggestions to improve the way we provide care, please send all correspondence to communityrelations@communitycaretx.org

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A Final Note:

Thank you to all who worked on this CommUnityCare Diversity Health Care Forum report including: CommUnityCare CEO George Miller, Director of Marketing and Community Relations Monica Saavedra, Communications Specialist Kristen Bruton, Education and Affiliations Coordinator Jessica Johnson, and LaTonya Pegues Consultant to this project representing Boaz Enterprises.