

# Community Health Champions Workshop V

Thursday, January 7, 2021

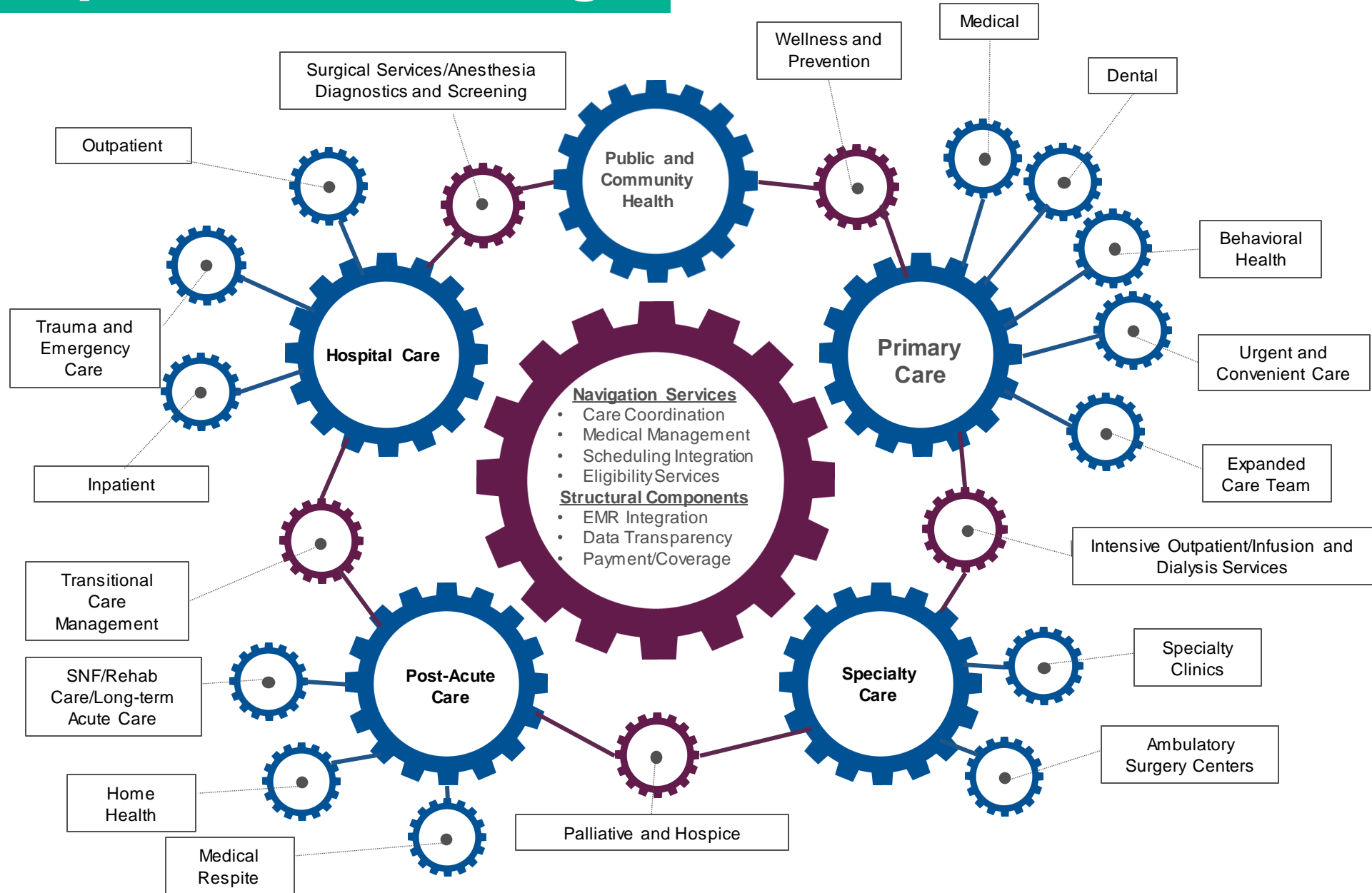
# THANK YOU



# Model of Care & Health Outcomes

Dr. Alan Schalscha, Chief Medical Officer  
CommUnityCare Health Centers

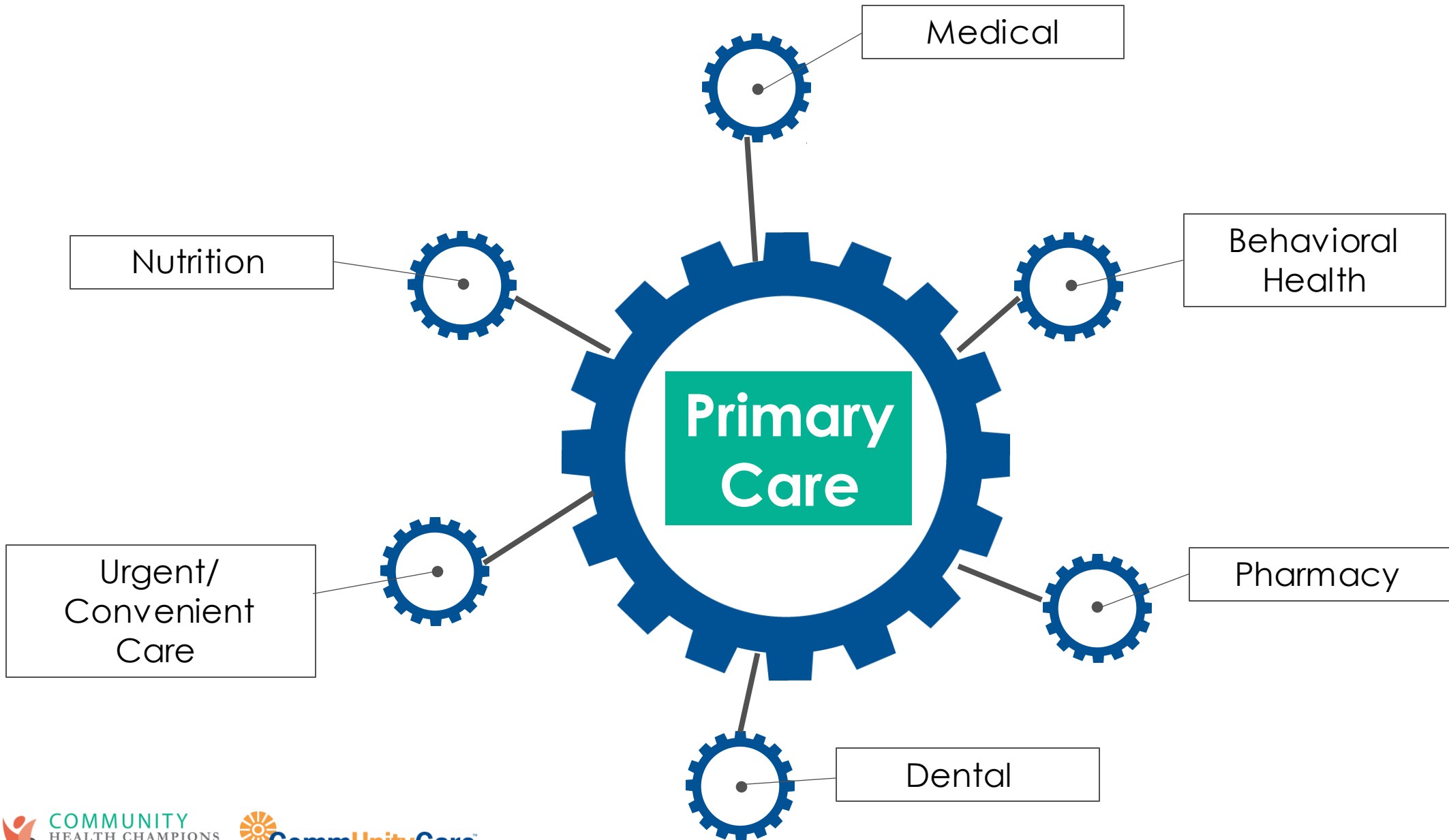
# What is Systems Planning?



# Federally Qualified Health Centers

- First health center opened in 1965.
- Now over 1400.
- Care for over 29 million individuals annually.
- Provide highly efficient and cost-effective care, generating \$24 billion in savings for the health care system annually.
- Increase access to timely primary care, playing a role in reducing costly, avoidable emergency department (ED) visits and hospital stays. The average cost for a health center medical visit was less than one-sixth the average cost of an ED visit in 2012.
- Deliver a broad array of primary and preventive care services, including screening, diagnosis and management of chronic illnesses such as diabetes, asthma, heart and lung disease, depression, cancer and HIV/AIDS.
- Reduce mortality, health disparities and risk of low birth weight with the care they deliver.
- Offer numerous enabling services such as transportation, translation, case management and health education in order to ensure their patients are receiving the care they need.





# CommUnityCare's HealthCare Evolution



Patient Centered  
Medical Home



Value Based Care

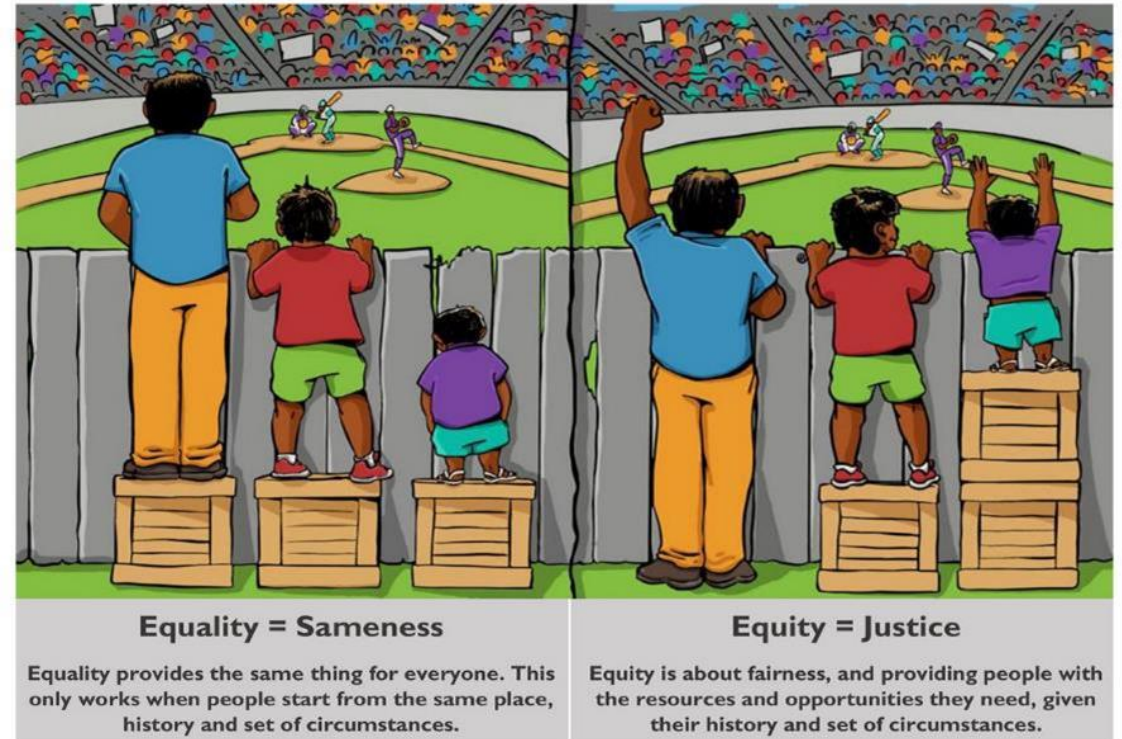
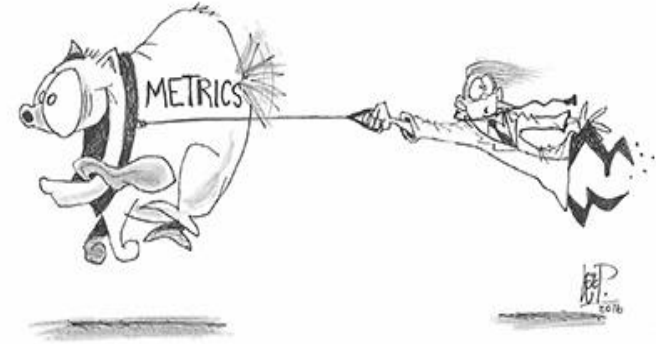


Building Blocks of High  
Performing Primary Care –  
SHARE THE CARE MODEL



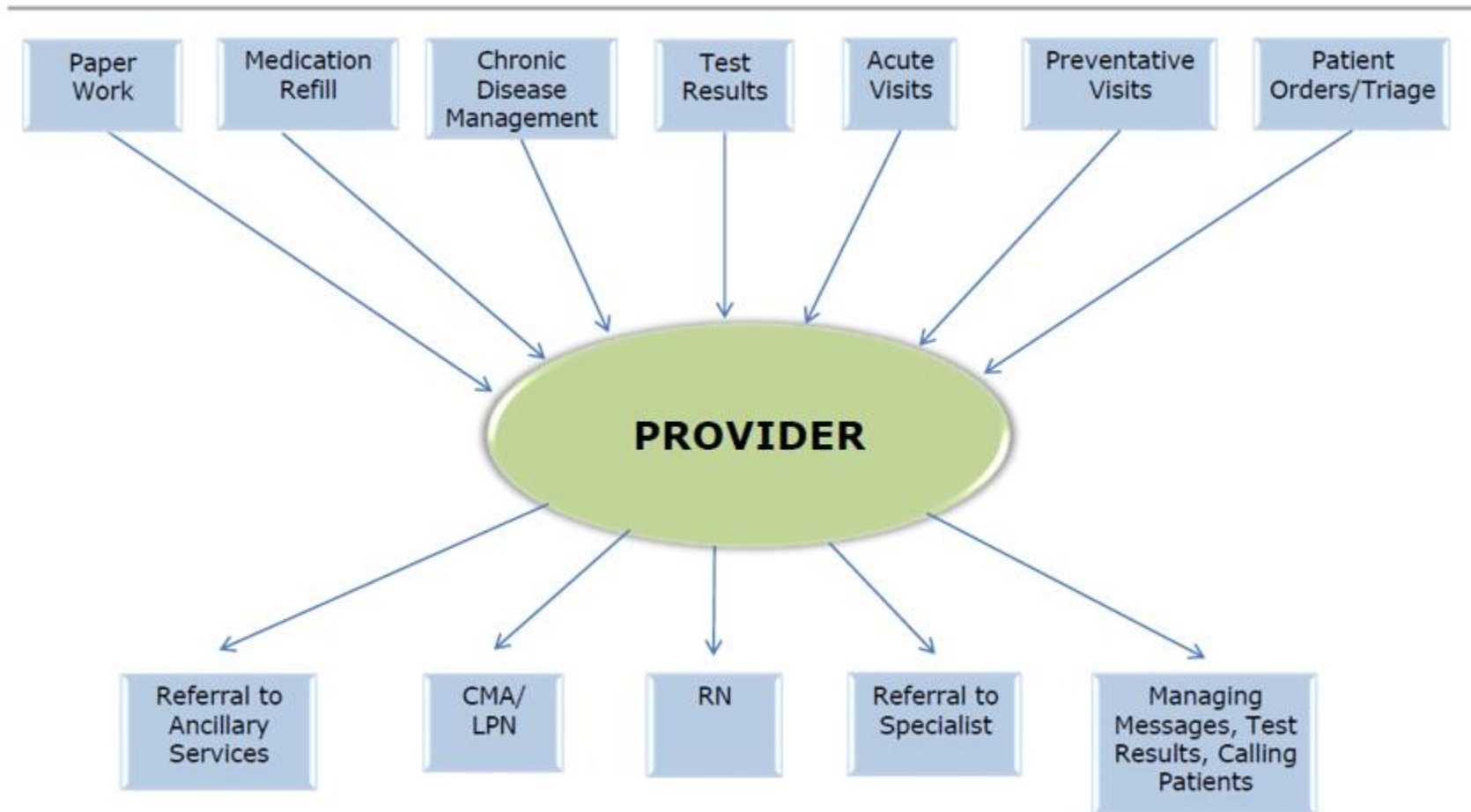
# Why Care Model Redesign

- Challenges in successfully caring for patients with increasingly complex needs
- Current approach to patient care has achieved some results but has plateaued in achieving quality goals
- Increasing rates of burnout for providers and care teams as well as challenges in retention
- Impending change to value-based reimbursement
- Need to achieve health equity
  - Improved access to care
  - Stronger Community Partnerships to address other determinants of health

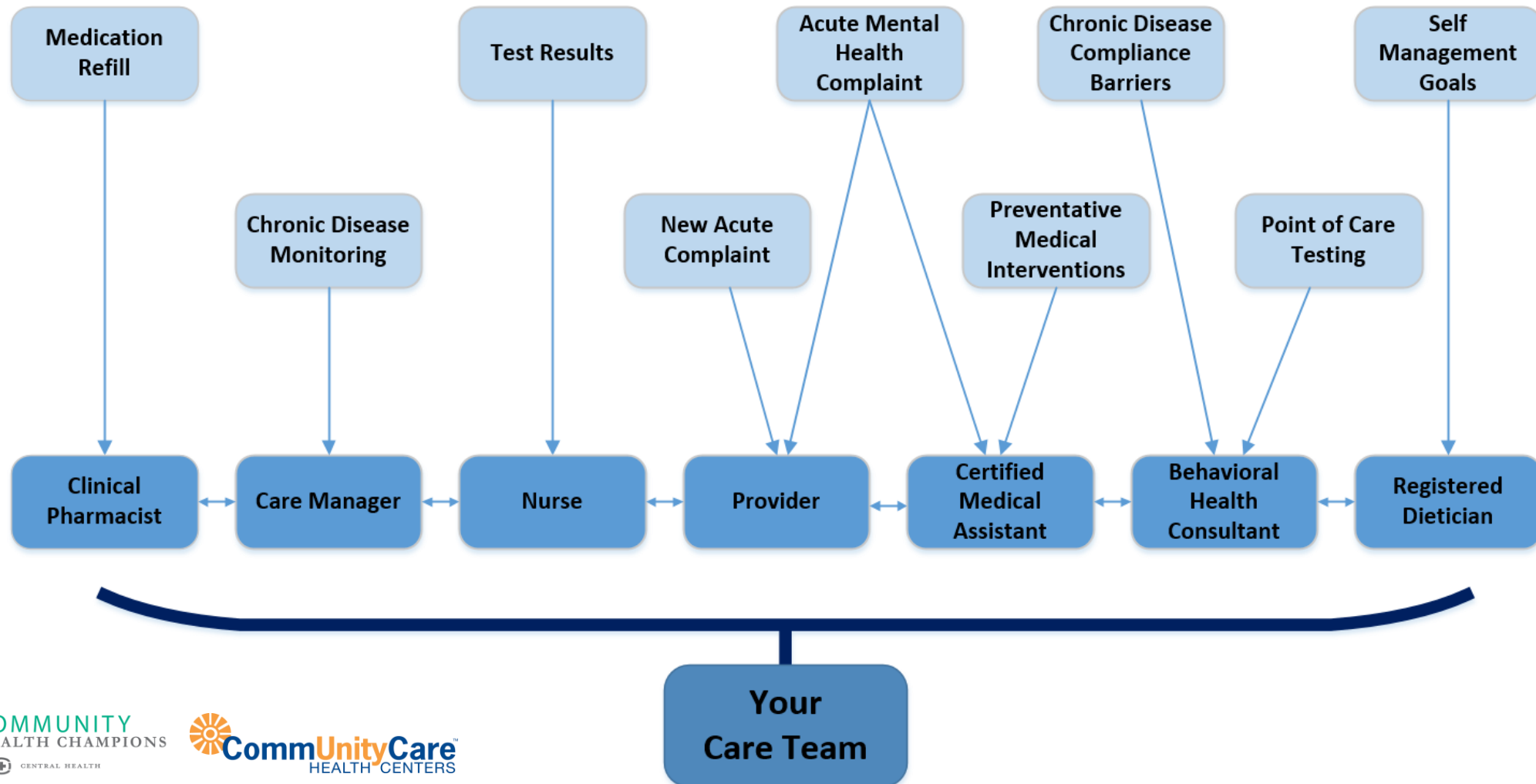




# Old Model of Patient Care



# A Better Way Parallel Structure

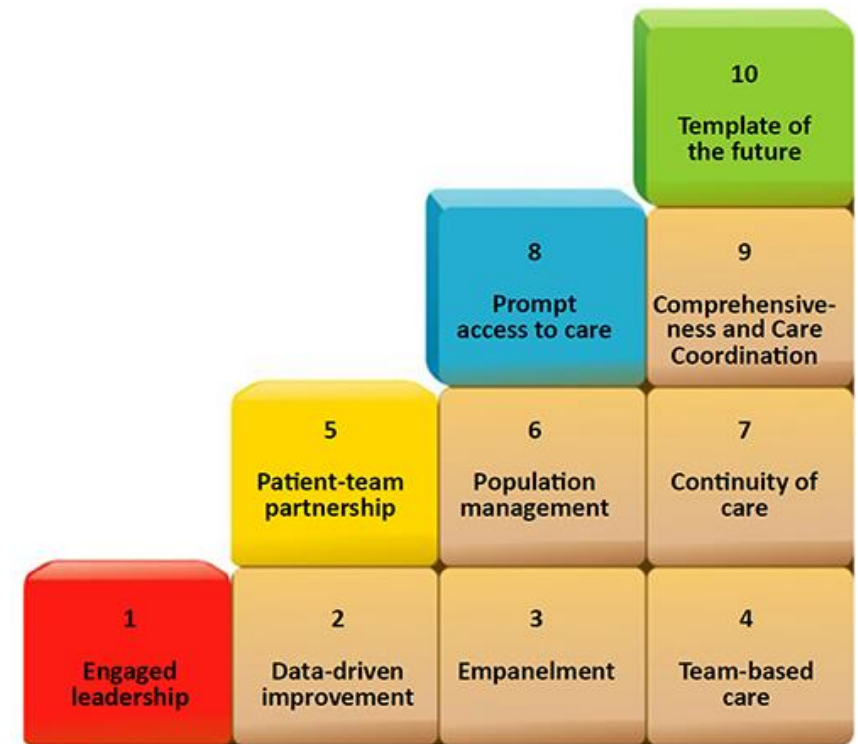


# UCSF – Center for Excellence in Primary Care

UCSF Center for Excellence in Primary Care The Center for Excellence in Primary Care (CEPC) identifies, develops, tests, and disseminates promising innovations in primary care to improve the patient experience, enhance population health and health equity, reduce the cost of care, and restore joy and satisfaction in the practice of primary care.

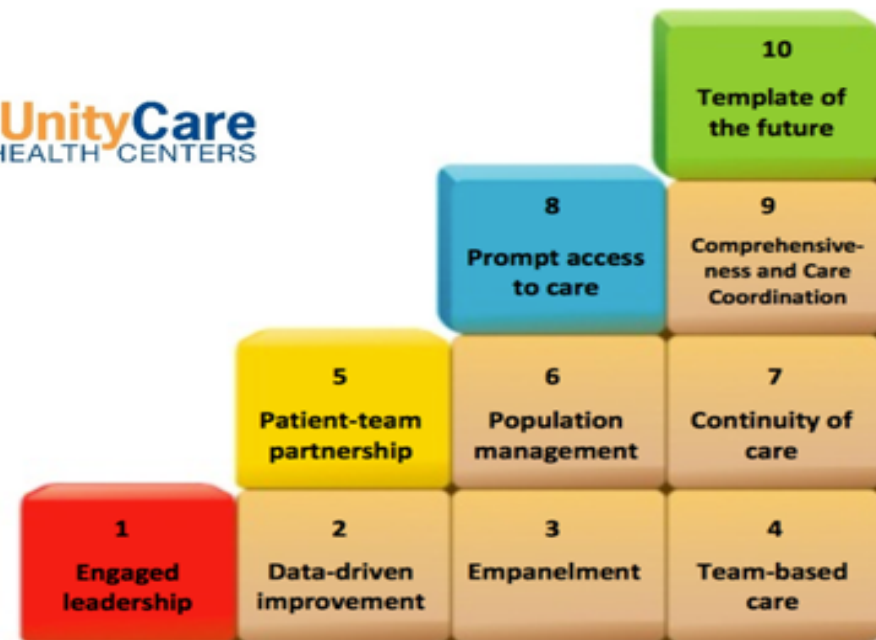
Observed high performing practices in the US  
Varied in size and setting but demonstrated common characteristics distilled into ten building blocks.

All ten focus on design elements that are largely within the realm of control for a practice organization.

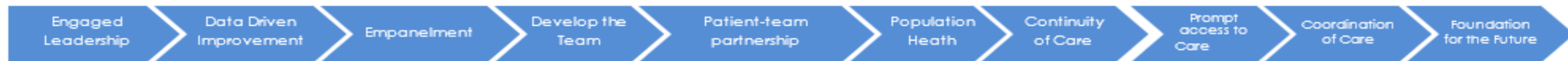


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# CommUnityCare's Care Model Road Map 2019



## Ten Building Blocks for Patient Centered Team Based Care



	STATUS	ENGAGED LEADERSHIP
<input type="checkbox"/>		Create a practice-wide explicit vision and communicate the vision widely
<input type="checkbox"/>		Provide visible and sustained leadership to lead overall culture change, as well as a process for implementation, accountability, continuous improvement and sustainability.
<input type="checkbox"/>		Collaboratively develop Guiding Principles, Goals and Objectives – Use Guiding Principles in decision making (include patients)



# Remote Healthcare Team



# Q&A

A 3D rendering of a red puzzle piece standing out among a sea of white puzzle pieces. The red piece is in the center, slightly raised, and is the only one of its color. The white pieces are arranged in a grid-like pattern around it, with some pieces missing, creating a sense of a puzzle in progress. The lighting is soft, casting gentle shadows and highlighting the glossy texture of the plastic pieces.

## **CARE MODEL DESIGN**

**WHAT  
COMPONENTS  
WOULD YOU  
INCLUDE?**

**WHY?**

# Involvement Beyond the Program

- Central Health Equity Policy (CHEP) Council
- Central Health Board of Managers
- Advisory Committees
- Health Champions Alumni Association



# Central Health Equity Policy Council

Megan Cermak

Interim Director of Public Health Strategy, Policy, and  
Disaster Response

512-978-8172

[Megan.Cermak@CentralHealth.net](mailto:Megan.Cermak@CentralHealth.net)

# Central Health Board of Managers

- 9 Board Members
- 4 appointed by Travis County Commissioners
- 4 appointed by Austin City Council
- 1 joint appointee

# Advisory Committees

- Colony Park
- Del Valle
- Hornsby Bend

# Health Champions Alumni Association

## Leadership

- President
- Communications Chair
- Events Chair

## Membership

- Communications Committee
  - Newsletter
  - Facebook Group
  - Slack
- Events Committee
- At-Large Member
  - Volunteer & Special Projects



# Announcements

- **Social Hour** from 5 – 6:30 p.m.
- **Workshop Survey:** Due tomorrow 1/8
- **Program Survey:** Due Monday 1/11
- **Closing Celebration:** Thurs. January 14 @ 2:30 p.m.