Workshop III: Quality of Care

Community Health Champions

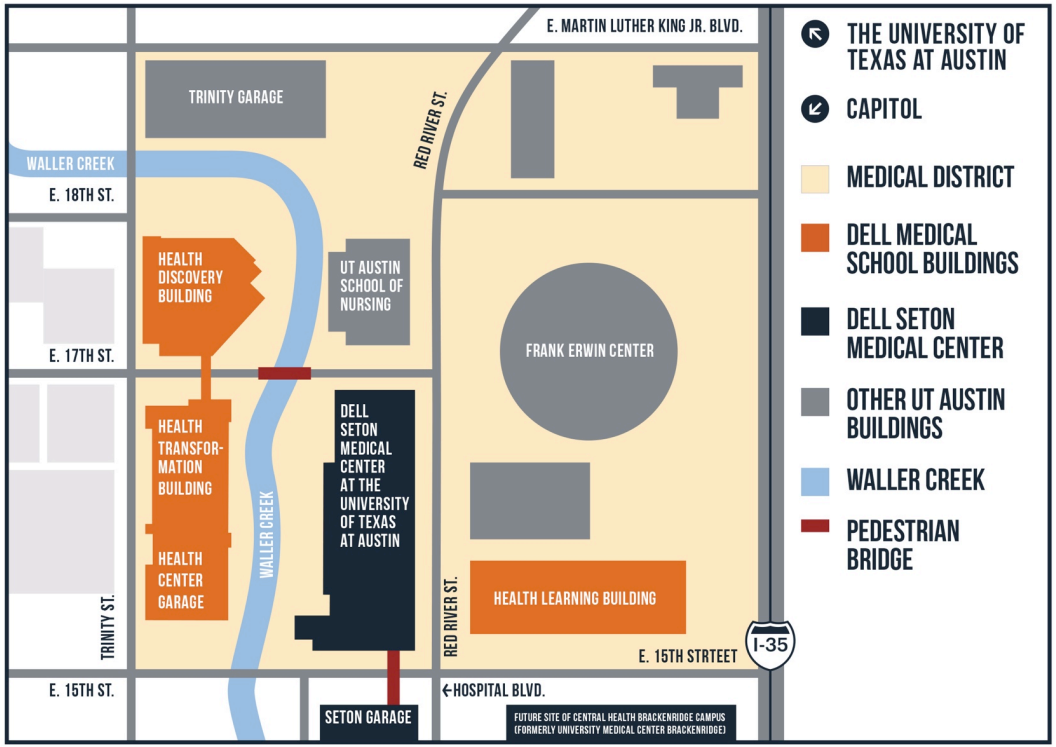
Tuesday, October 15, 2019

Introduction to the Dell Medical School

The University of Texas at Austin
Dell Medical School

Health District

COMMUNITY HEALTH CHAMPIONS
by CENTRAL HEALTH



Dell Seton Medical Center at The University of Texas

- Teaching hospital owned & operated by Seton (not Dell Med)
- $310 million investment
- 211 beds
- Replaced UMC-Brackenridge as region's first safety-net hospital
- Opened May 2017

The University of Texas at Austin
Dell Medical School

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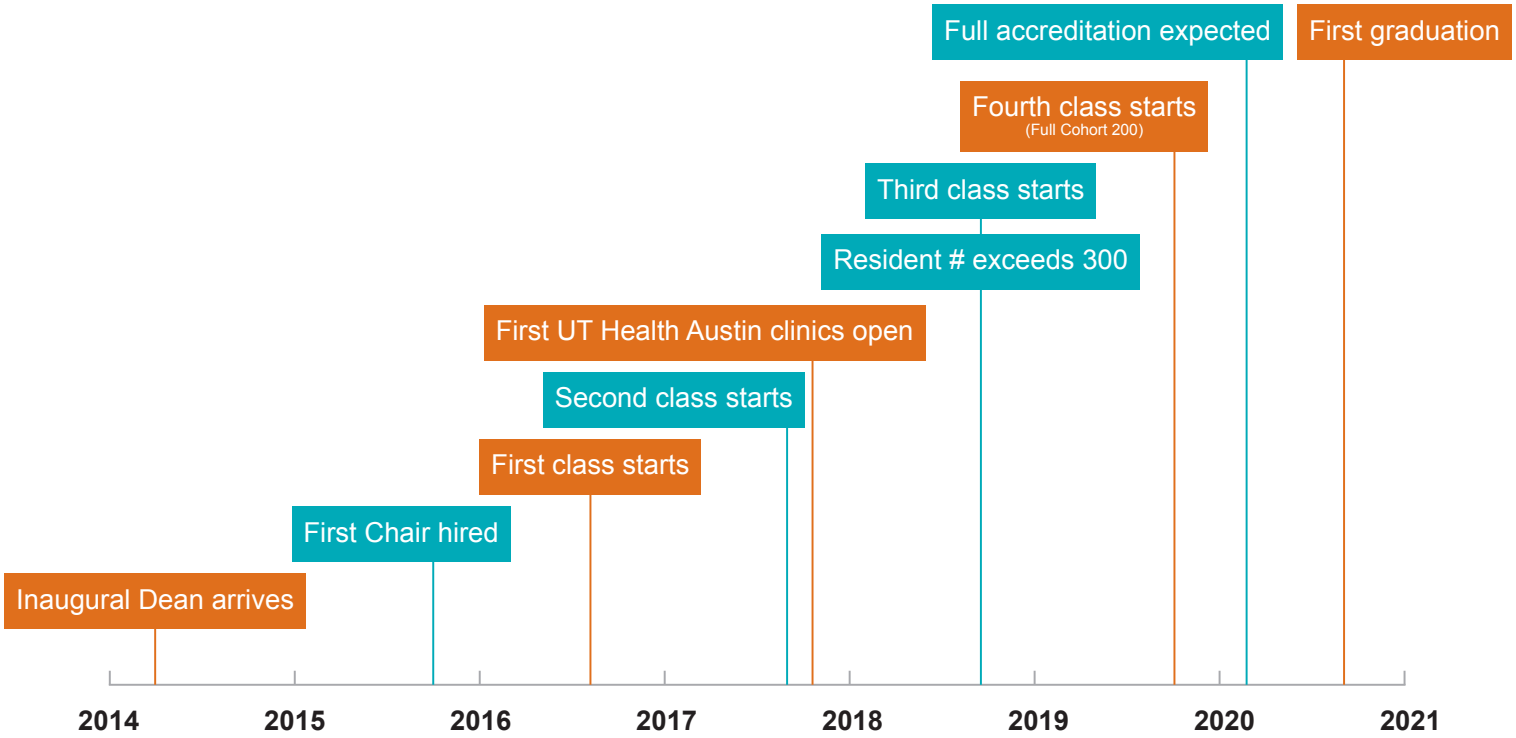
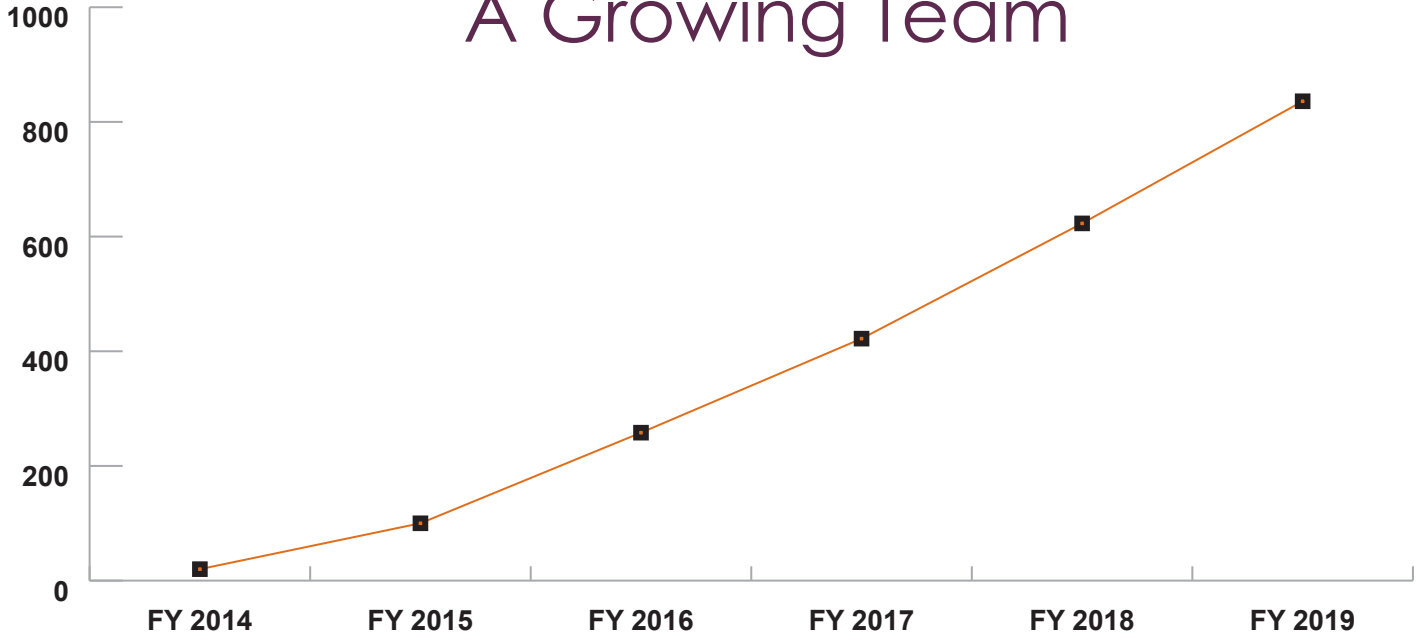
Milestones



Dell Medical School & UT Health Austin: A Growing Team



An Academic Medical Center

Trains future physicians, **conducts research** to advance medical knowledge and **provides health services to demonstrate better models of care**.

Uniquely, Dell Med's mission is to revolutionize how people get and stay healthy – all with a focus on making Austin and Travis County a model healthy community.

Trains Future Physicians

- 50 students each year (5,000+ applicants)
- First class: Started June 2016 & graduates May 2020
- 90% of students must be Texas residents
- Groundbreaking curriculum

Joint Admission Medical Program

- Joint effort between TX medical schools & universities
- Provides support to economically disadvantaged students in Texas to prepare for and go to medical school
- Created to make a path to medical school a reality
- Guarantees admission to a participating Texas medical school if all criteria are met
- Includes mentoring, MCAT prep, internships, scholarships

Graduate Medical Education (GME)

Building: Expanded infrastructure for GME accreditation & new residency positions

Growing: Added 100+ new residents & fellows since 2012 (320 today)

Improving: 1 of 8 institutions recognized nationally as an innovator transforming GME and patient care

Providing Care: 493,000 hours of clinical care invested directly at CommUnityCare, Dell Children's Medical Center, Dell Seton Medical Center and Seton Shoal Creek in 2018/19

Care Planning & Care

"My experience was wonderful. [The Women's Health Institute care team] kept calling to check in on me every other day after my procedure. I had never had an experience like that before with any other doctor."

- Patrice

Serving Patients in the Medical Access Program

- UT Health Austin provided care to 3,230 unique MAP patients through 10,841 total visits, including outpatient visits, surgeries, radiology and behavioral health. (Oct 2017-July 2019)
- Dell Med faculty, including UT Health Austin clinicians, provide care for MAP patients at CommUnityCare, Lone Star Circle of Care, and Seton clinics and hospitals.
- Strengthened the integration of services in the hospital, CommUnityCare and UT Health Austin to improve care for MAP patients.
- Added known and studied interventions that were previously not available to MAP patients.

Dell Med's Support for Central Health's Mission

The University of Texas at Austin
Dell Medical School

COMMUNITY HEALTH CHAMPIONS
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CENTRAL HEALTH

DELL MED'S SUPPORT FOR CENTRAL HEALTH'S MISSION

The University of Texas at Austin Dell Medical School

EXAMPLES OF HOW DELL MED IS CREATING NEW MODELS OF HEALTH DELIVERY TO IMPROVE CARE IN TRAVIS COUNTY

Central Health Objective 1: Develop and execute health care delivery strategy based on people and place

- Created successful new bipolar disorder model of care that showed a dramatic improvement in patient health compared to traditional treatment models. Integral Care is now using this model of care in the community. *Strategy 1.1*
- Doubled colorectal cancer screening rate for CommUnityCare patients through at-home screening kits. *Strategies 1.1, 2.4 & 2.5*
- Convened diverse stakeholders for redesign of the Austin State Hospital to make it the cornerstone for an improved system of person-centered mental health care delivery across Central Texas. Through a collaborative effort, secured $165 million in state funding to construct the first phase of a replacement hospital. *Strategies 1.1, 1.2 & 2.5*
- Launched Factor Health to partner with local nonprofits addressing nonmedical drivers and build on combined expertise of Dell Med and community-based organizations to translate value to payers willing to invest in effective interventions. *Strategy 1.2*
- Issued third call for proposals by Community-Driven Initiatives to support and implement health solutions proposed by and for local residents. *Strategy 1.2*
- Created the Center for Youth Mental Health to support people living with mental illness as they transition to adulthood. *Strategy 1.1*

Central Health Objective 2: Implement patient-focused and coordinated health care system

- Increased number of incoming medical residents and fellows by 45% since 2012 (from 85 to 124). *Strategies 1.1 and 2.1*
- Recruited fourth class supported with need-based scholarships to produce physicians who can focus on community health. *Strategy 2.1*
- Launched world-class pediatric and congenital heart program led by the doctor who created the top program in the country. *Strategy 2.1*
- Launched pediatric neuroscience program to elevate care for treatment of neurological disorders such as epilepsy, spina bifida, movement disorders, autism, stroke and other issues such as headaches and brain tumors. *Strategy 2.1*
- Significantly reduced patients' length of hospital stays and the share of patients readmitted after inpatient orthopedic surgery by UT Health Austin Musculoskeletal Institute providers. Nearly two thirds of orthopedic patients report improvements in pain and function since starting care with UT Health Austin. *Strategies 2.1 and 2.2.*
- Deliberately invested clinical expertise in improving health and medical equity, which included helping People's Community Clinic better serve kids with asthma and creating a comprehensive health records framework that will give providers a better understanding of the underlying nonmedical drivers impacting health outside the clinic. *Strategy 2.4*

Additional Support for Central Health's Work Plan

Worked closely with Central Health communications to increase community awareness and education, including flu vaccine promotions, Southeast Health & Wellness Center expanding services, new health resources, etc. Also supports driving public engagement for community events, including Health Equity Forums, Virtual Conversations and Community Conversations focused on a wide range of topics. *Strategy 1.3*

Plan 2024

Central Health Strategy Proposed FY 2019 & FY2020 Strategies from Performance Review Recommendations

Current Work Plan Objectives	Current and New Work Plan Strategies	Milestones (Memo up front, midpoint, end-of-year report)
OBJECTIVE 1: Develop and execute health care delivery strategy based on people and place	**STRATEGY 1.1: Service Locations and Care Delivery: By data analysis, provider input, and community-based advisory groups, determine funding of business plans for future service delivery sites, and/or mobile services, and/or technology solutions for delivering care to the served population.**	Next Update: Jan. 2019
	STRATEGY 1.2: Population Health-Social Determinants: Provide funding or reimbursement to provider partners for resources to establish population health goals and work with governmental and other organizations to address specific social determinants affecting the population served.	Next Update: Nov. 2018
	STRATEGY 1.3: Communication: Improve communication with consumers and the community about Central Health's pivotal role ensuring the delivery of care to people with low incomes. **SUB-STRATEGY 1.3.1: Focus communication efforts on the target patient population and the community at-large about Central Health's role in the delivery of care and programs to access health care.** **SUB-STRATEGY 1.3.2: Increase consumer awareness of available services, how to be a patient, key health concerns and conditions, and providing partners. Tailor messages to specific patient audiences using preferred languages and culturally relevant themes.** **SUB-STRATEGY 1.3.3: Increase awareness of Central Health-funded facilities, partners and providers.**	Next Update: Dec. 2018
OBJECTIVE 2: Implement patient-focused and coordinated health care system	**STRATEGY 2.1: Patient Wait Times: Establish measures and fund projects to improve patient wait times and network adequacy for access to primary and specialty care services.** **SUB-STRATEGY 2.1.1: Specialty Care Shortage: Implement use of technology solutions to reduce specialty care wait times.** **SUB-STRATEGY 2.1.2: Specialty Care Shortage: Work with Dell Medical School, partner providers, and other educational organizations to develop programs to address specialty care shortage and enhanced primary care training.** **SUB-STRATEGY 2.1.3: Primary Care Access: Fill provider vacancies and prioritize condition-specific interventions.**	Next Update: Dec. 2018
	STRATEGY 2.2: Patient Reported Outcomes and Experiences: Establish measures, including measures that address inequity, and improve patient reported health outcomes and experiences; develop quality-of-life and patient experience dashboards.	Next Update: Dec. 2018
	STRATEGY 2.3: Women's Reproductive Health: Expand and improve women's reproductive health system through Dell Medical School and provider partners.	Next Update: Jan. 2019
	STRATEGY 2.4: Technology and Data: Improve continuity of care through integrated technology, data, planning and information exchange.	Next Update: Dec. 2018
	STRATEGY 2.5: Brain Health and Cancer Strategies Refinement: Determine the scope of Central Health's role in brain health and cancer programs.	Next Update: Dec. 2018

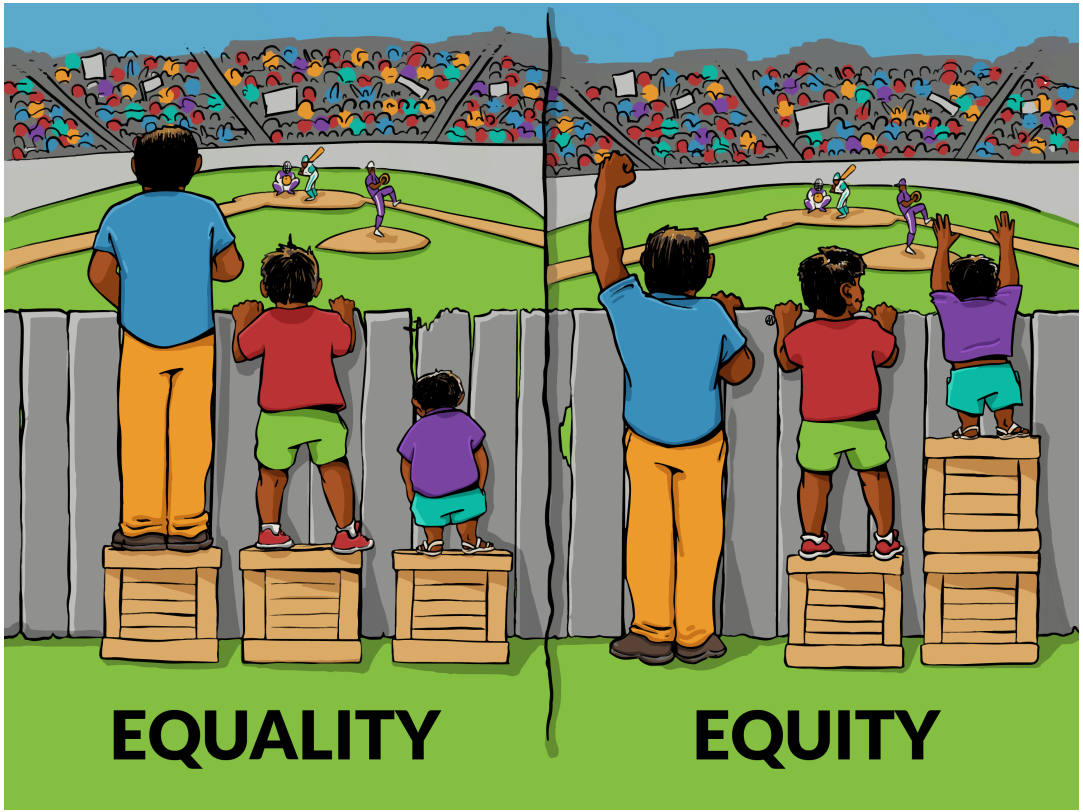
Proposed Allocation of CCC Dollars in Fiscal Year 2020 Budget

	Fiscal Year 2020 ($M)			FY19 Unaudited
Domain	Planned Permitted Investment Allocation	Est. Min. Expenditure	% CCC Allocation towards Est. Min. Expenditure	% CCC Allocation towards Est. Min. Expenditure
Women's Health	4.50	7.60	59%	66%
Surgery	4.50	15.70	29%	30%
Internal Medicine	3.60	9.30	39%	39%
LIVESTRONG Cancer Institutes	-	6.00	0%	0%
Neurology	-	10.10	0%	0%
Psychiatry	-	11.20	0%	0%
Population Health	3.20	9.60	33%	42%
Pediatrics	2.50	5.40	46%	48%
Diagnostic Medicine	0.30	1.10	27%	36%
Neurosurgery	0.50	1.17	43%	New in FY20
Ophthalmology	0.50	1.07	47%	New in FY20
Clinical Practice Operations	3.80	13.00	29%	19%
Clinical Space Expenses	3.10	9.80	32%	23%
Medical Education	4.60	13.50	34%	34%
Dean's Office	0.60	5.00	12%	24%
Information Technology for Care	1.00	3.70	27%	27%
Business Office	0.70	6.40	11%	11%
Research Operations	0.80	2.10	38%	38%
Health Ecosystem	0.80	3.20	25%	25%
Value Institute	-	3.00	0%	13%
Design Institute	-	2.90	0%	14%
Student Scholarships	-	0.70	0%	0%
Development	-	2.00	0%	0%
Communications	-	1.40	0%	0%
Total	35.00	144.94		

Quality of Care Panel Discussion

Moderated by Vanessa Sweet

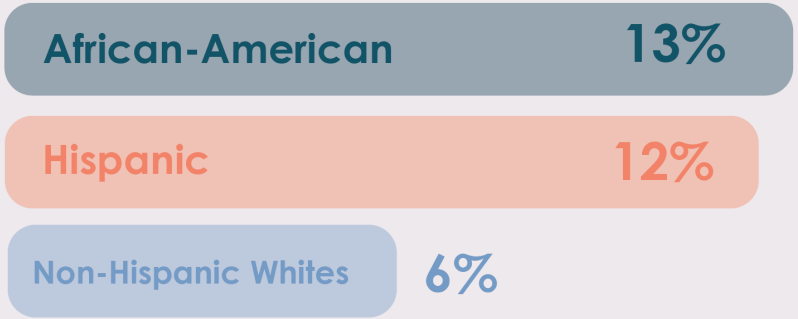
Strategy Manager, Central Health

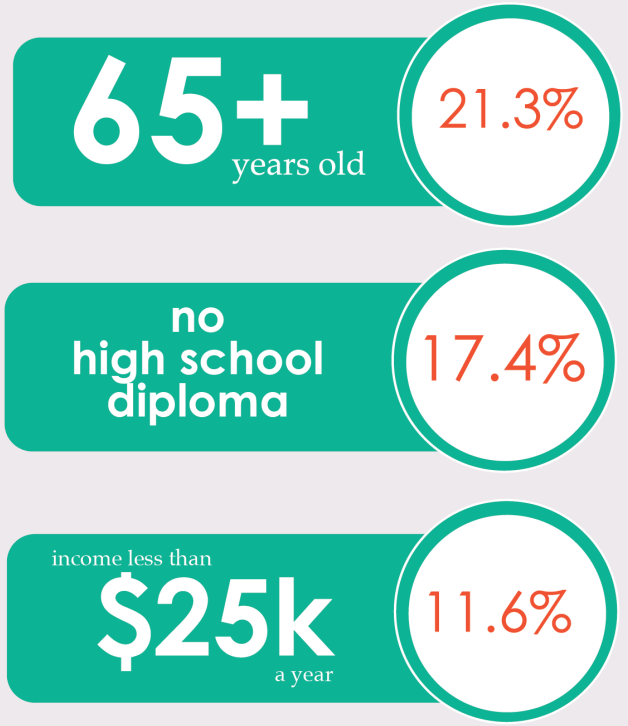

EQUALITY
EQUITY

Health Disparities: Diabetes

COMMUNITY HEALTH CHAMPIONS by CENTRAL HEALTH

PREVALENCE OF DIABETES





Source: 2016 BRFSS Austin/Travis County

Panelists

- Dr. Tracy Angelocci, Lone Star Circle of Care
- Yvonne Camarena, CommUnityCare Health Centers
- Mary McDowell, People's Community Clinic
- Elizabeth Marrero, Program Director,

America's Health Centers

Travis County FQHC's

COMMUNITY HEALTH CHAMPIONS
by CENTRAL HEALTH

CommUnityCare™ HEALTH CENTERS

Lone ★ Star Circle of Care

PEOPLE'S COMMUNITY CLINIC

Panelists

- Dr. Tracy Angelocci, Lone Star Circle of Care
- Yvonne Camarena, CommUnityCare Health Centers
- Mary McDowell, People's Community Clinic
- Elizabeth Marrero, Program Director,

Announcements

- Parking validations
- Surveys
- Social hour – Scholz Garten
- Queer + Allies Meeting

CENTRAL HEALTH

Health care for **all**

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@CentralHealthTX

Community Care Collaborative
A Central Health and Seton partnership

CommUnityCare

SENDERO HEALTH PLANS