



Implementing Change in a Hospital Based Community Health Center

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Clinical Services & Programming

PRIMARY
CARE

SPECIALTY
and SURGICAL
SERVICES

WOMEN'S
HEALTH and
PEDIATRICS

CHRONIC
DISEASE
CENTER

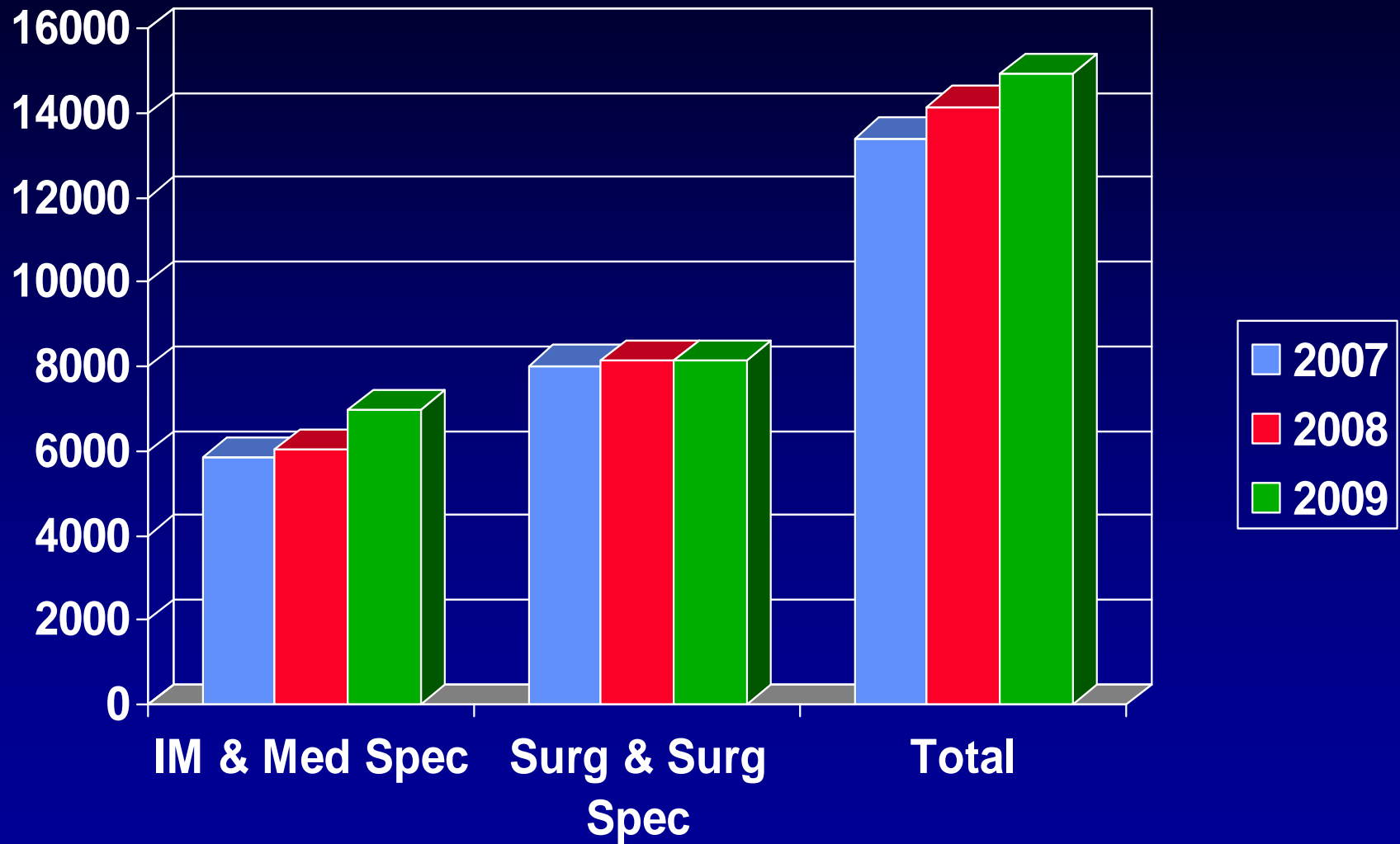
Collaboration / Outreach / Education

EMERGENCY DEPARTMENT	SOCIAL SERVICES and NAVIGATION	EDUCATION	COMMUNITY and OUTREACH	EXTERNAL PARTNERSHIPS	PI / QUALITY
<ul style="list-style-type: none"> • Trauma Clinic • EMS Outreach • Medical Home 	<ul style="list-style-type: none"> • Social Worker • Benefit Bank • Patient Navigators • Financial • Billing • Registration • Coding 	<ul style="list-style-type: none"> • Training Programs <ul style="list-style-type: none"> - Endocrinology - Internal Medicine - General Surgery - Podiatry - Ophthalmology - Orthopedic • School of Nursing • Medical Assisting 	<ul style="list-style-type: none"> • Quarterly Screenings • Physician Speaker's Bureau • Adopt-a-Class • Boot Camp for Dads • Stork's Nest • Mammogram Mondays • Community Navigators 	<ul style="list-style-type: none"> • Hyperbaric Program • CWRU Dental School • NEON • WIC • Free Clinic 	<ul style="list-style-type: none"> • Competency Training • Discharge Documentation • Monthly Chart Audit • Department PI Plans • Accreditation Readiness

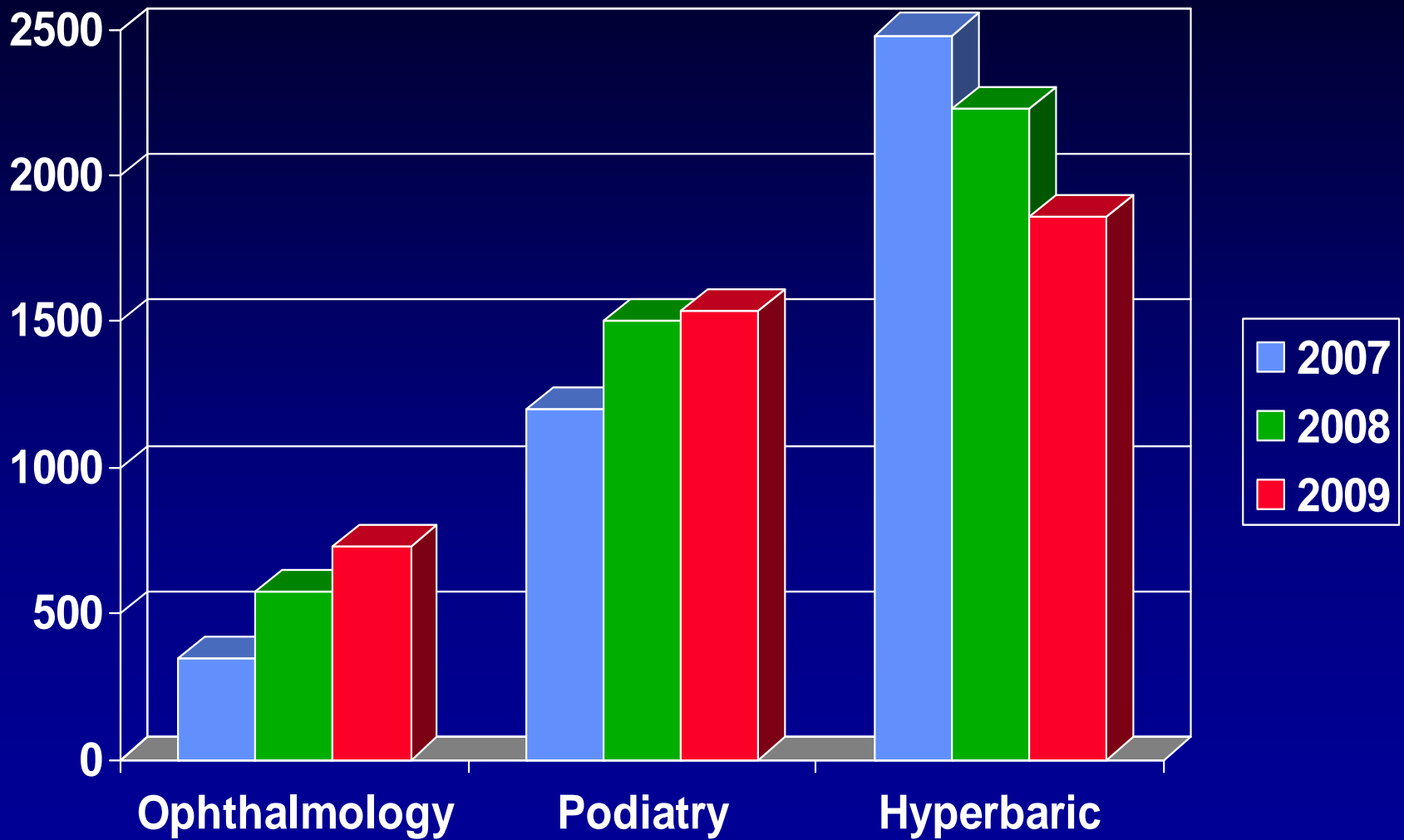
Community Health Center Population Demographics

Ethnicity	Median Income	Primary Insurance
4% Caucasian	\$26,099	34% Medicare
96% African American		30% Medicaid
0% Hispanic		8% Commercial
0% Other/Not Reported		27% Self Pay

Community Health Center Patient Visits



Community Health Center Ophthalmology, Podiatry & HBOT Visits



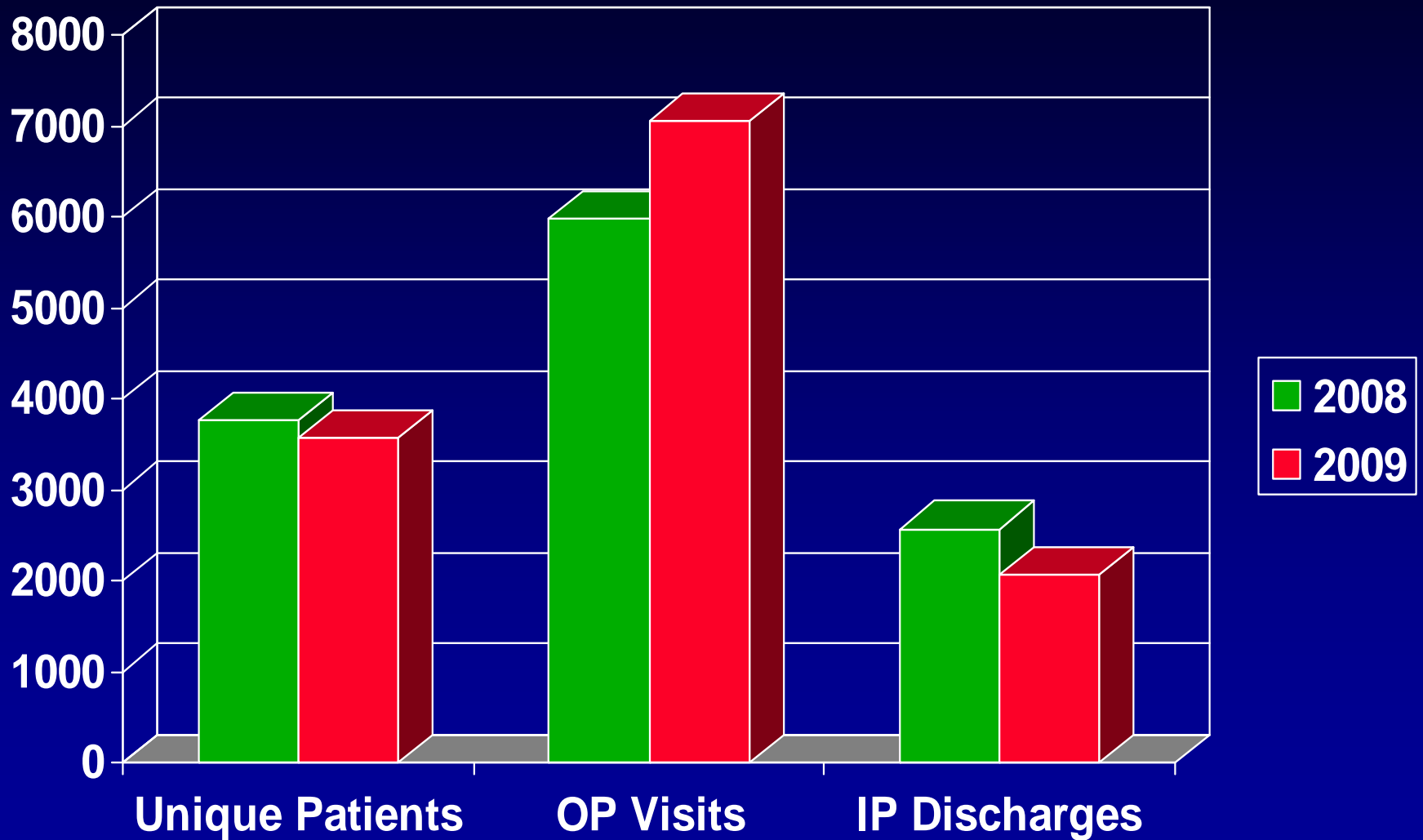
Chronic Disease Services

- **Cardiac Rehab**
- **CHF**
- **Coumadin Clinic**
- **Pre-Kidney Transplant Clinic**
- **Nephrology**
- **Diabetes Management**

Lennon Diabetes Center

Staffing	Programs	Community Partnerships
<ul style="list-style-type: none">• Endocrinologist• Diabetes Educators• Program Coordinator• Nurse Champions	<ul style="list-style-type: none">• Certified Diabetes Education• Outreach and Screening• Support Groups• Nurse On-Call• Patient Led Advocacy	<ul style="list-style-type: none">• Extended Care Facilities• Community Centers• Cleveland Sight Center• Diabetes Assoc. of Greater Cleveland• ADA

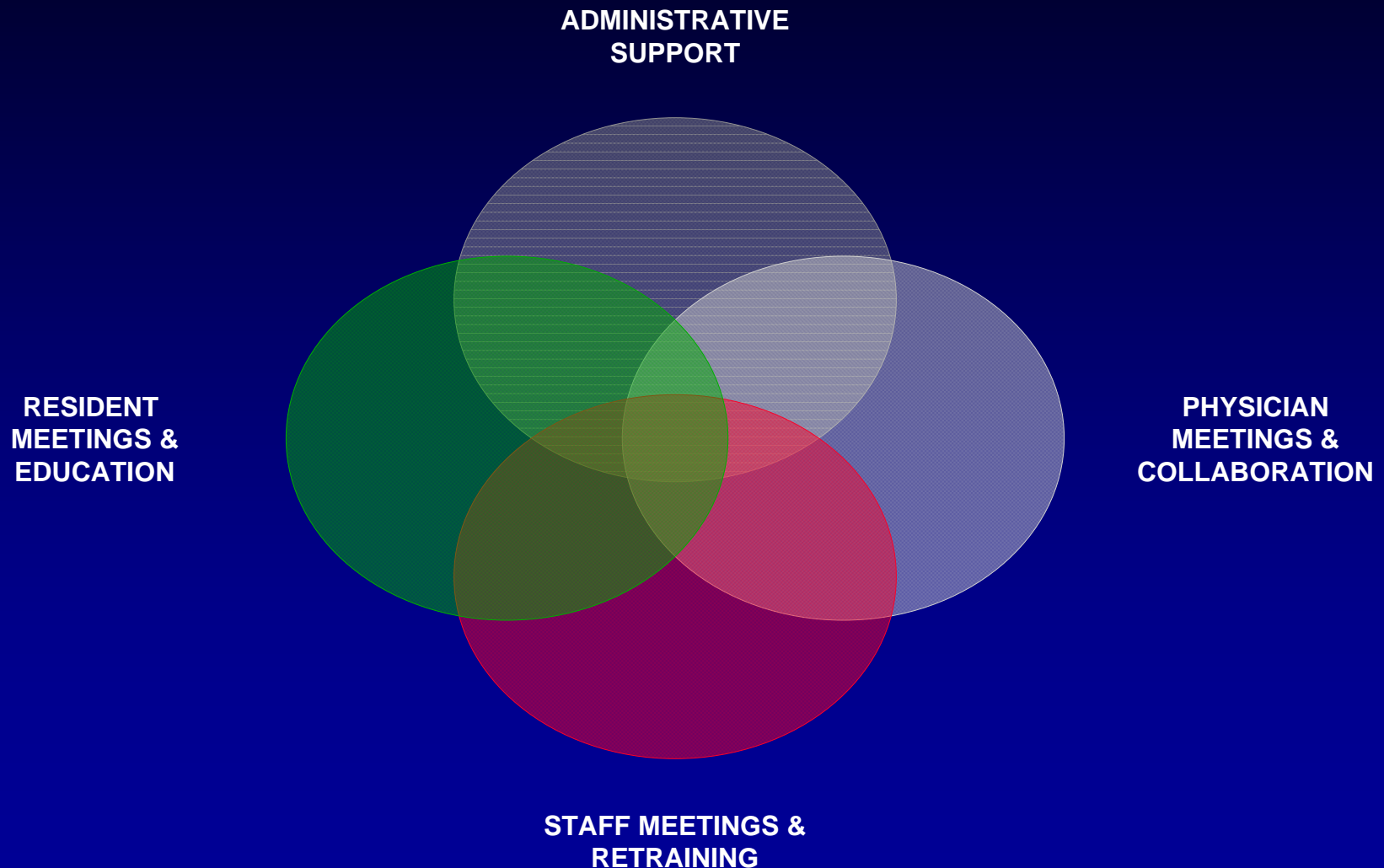
Lennon Diabetes Center Patient Statistics



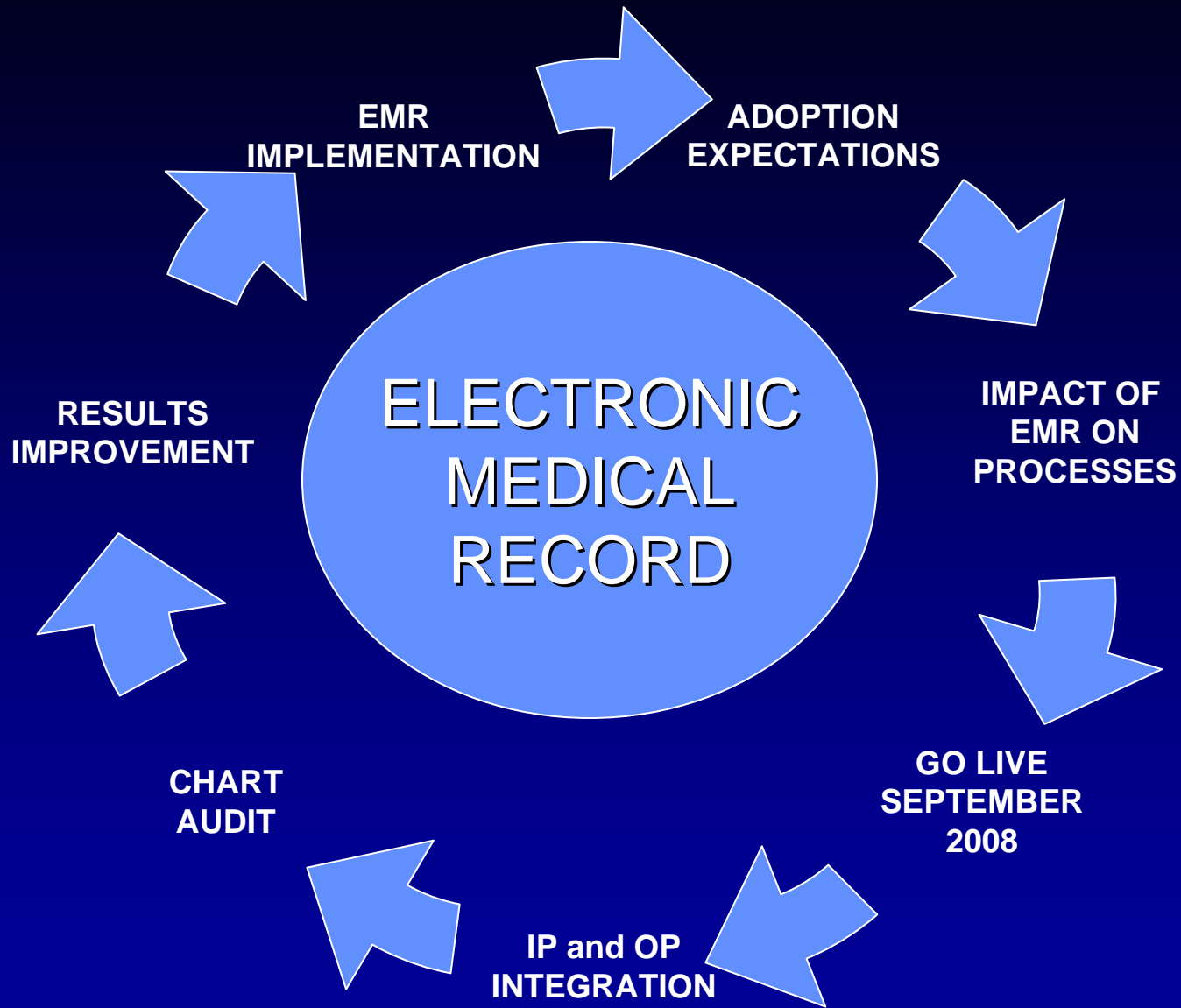
Community Health Center Better Health Greater Cleveland Results

Measure	2008 Results
BMI	0%
Retinal Exam	35%
Micro Urine Albumin	62%
HbA1C	51%
Pneumovax	0%

Better Health Greater Cleveland Action Steps in Response to 2008 Results



HURON HOSPITAL



Lennon Diabetes Center

Action Steps in Response to 2008 Results

INPATIENT MANAGEMENT

- Daily Review of Lab Results
- Glucose Control
- Hypoglycemic Episodes

MEDICAL MANAGEMENT

- IP and OP Physician Rounding
- Daily Reminder Calls for Labs and Medication Adjustment

EDUCATION

- Noon Conference
- Grand Rounds
- Department Meetings
- Physician Meetings

PATIENT EMPOWERMENT

- Diabetes Passport
- Education Focused on "Taking Ownership"

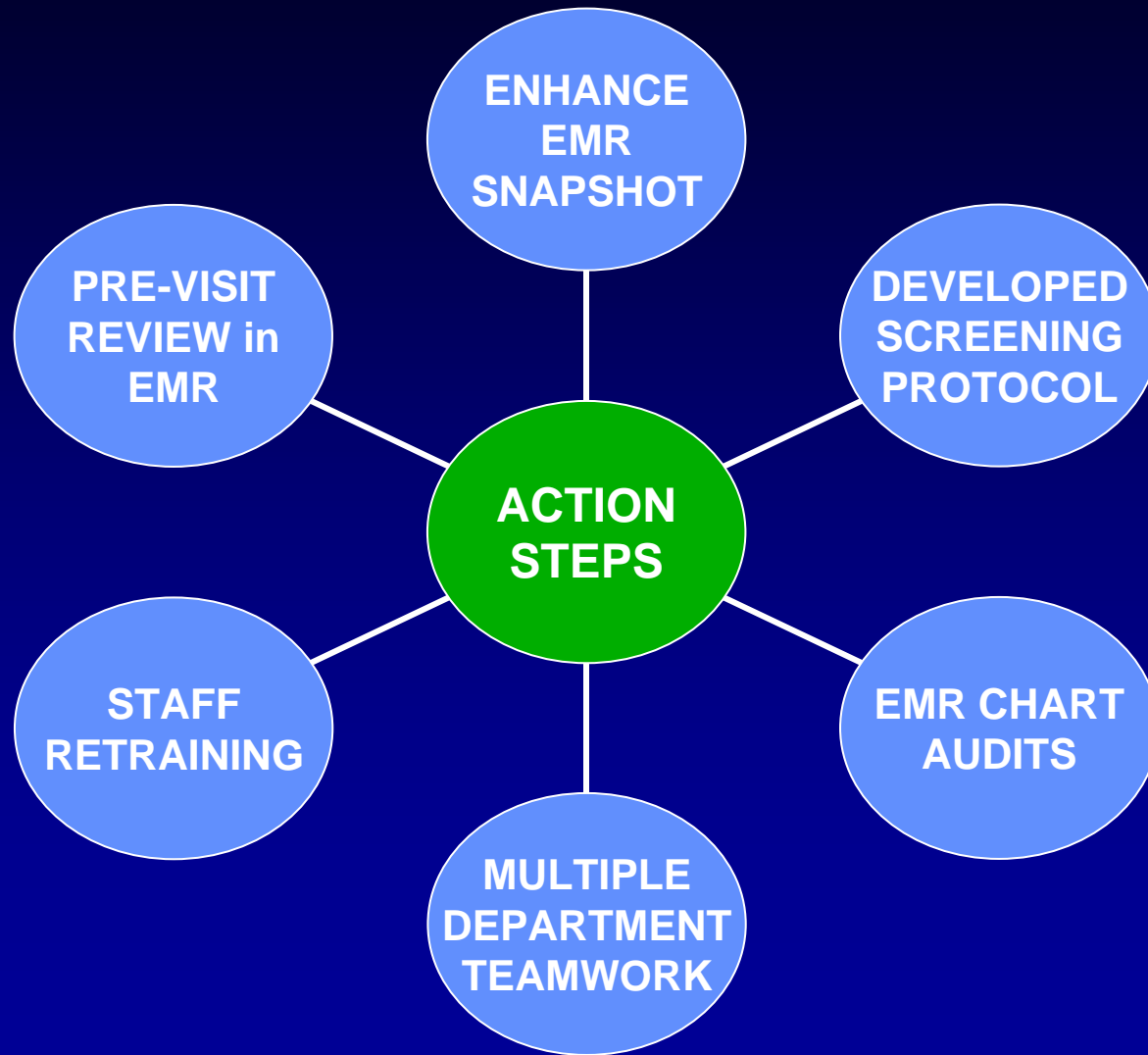
QUALITY / PI

- Coordinated PI w / CHC
- Study Collaboration

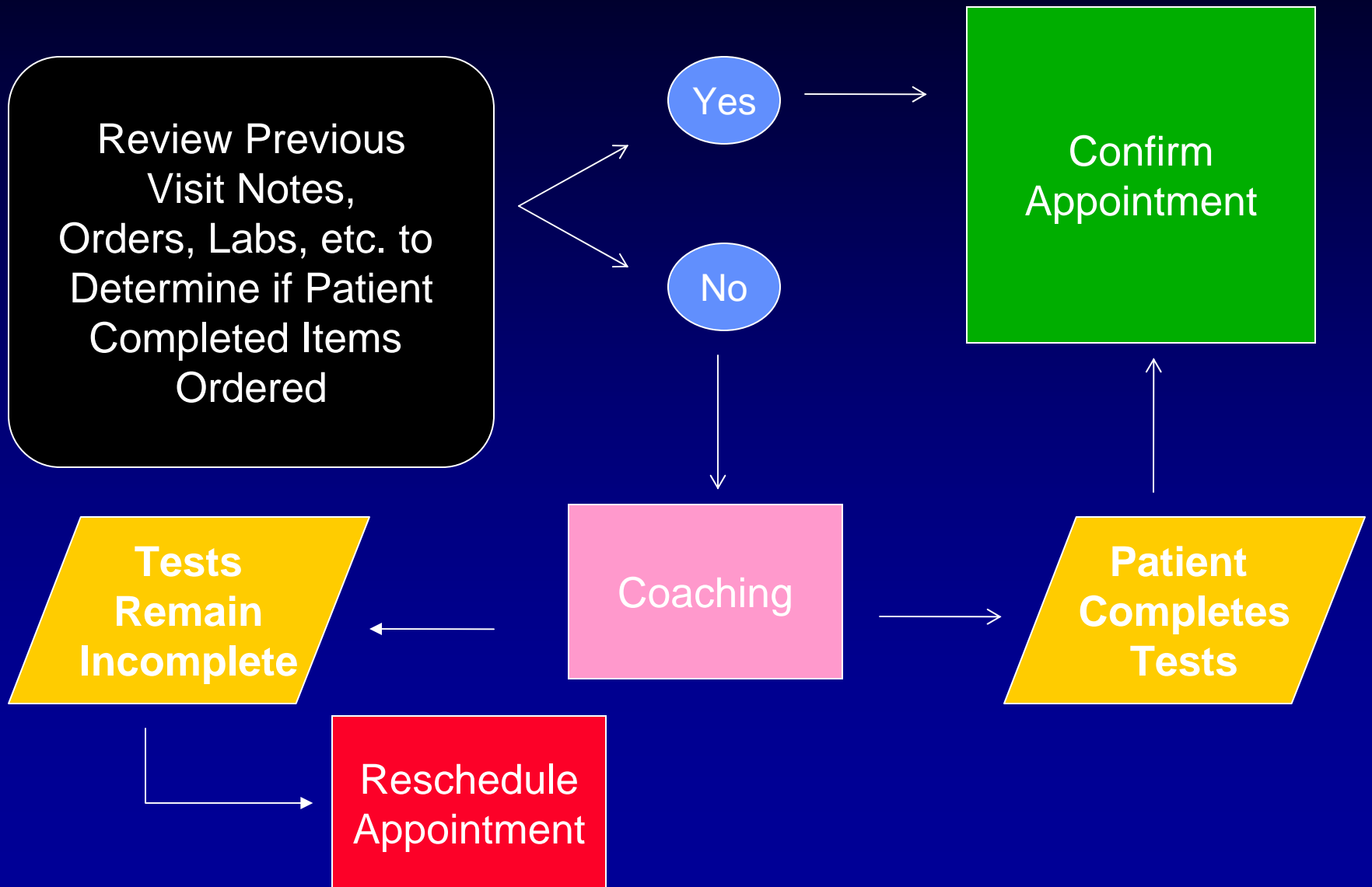
STAFF ACCESSABILITY

- Problem Pager
- Expanded Roles






Community Health Center Response to 2008 Results



COMMUNITY HEALTH CENTER DIABETES PATIENT VISIT MODEL



Community Health Center Better Health Greater Cleveland Results

Measure	2008 Results	2009 Results
BMI	0%	37% 
Retinal Exam	35%	40% 
Micro Urine Albumin	62%	86% 
HbA1C	51%	45% 
Pneumovax	0%	17% 



Cleveland Clinic

Every life deserves world class care.