



HPOE *Live!*

2015 Webinar Series

The presentation will begin shortly.

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A photograph of the Rush University Medical Center building, a large, modern, multi-story structure with a curved facade and many windows, set against a blue sky with light clouds. The building is the background for the top half of the slide.

Rush School Based Health Center at Simpson Academy: A Case Study in Cultural Competency

Equity of Care Award Honoree Webinar
November 4, 2015



Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.

Sally Lemke DNP, WHNP-BC, Director, Rush Community Based Practices
Michelle Boardman, Director, Auxiliary Groups and Events, Office of Philanthropy

About Rush University Medical Center

Rush University Medical Center has been a part of the Chicago landscape for more than 170 years. RUMC includes:

- **679 staffed bed** academic medical center serving adults and children
- Health sciences university with more than **2,400 students** and **\$129 million in annual research expenditures**
- Rush University Medical Group with **504 employed physicians**
- **655 medical residents**
- **Single** governance structure



Rush Mission, Vision & Values

Mission:

The mission of Rush is to provide the best health care for the individuals and diverse communities we serve through the integration of outstanding patient care, education, research, and community partnerships.

Vision:

Rush will be the leading academic health system in the region and nationally recognized for transforming health care.

Values:

- Innovation
- Collaboration
- Accountability
- Respect
- Excellence



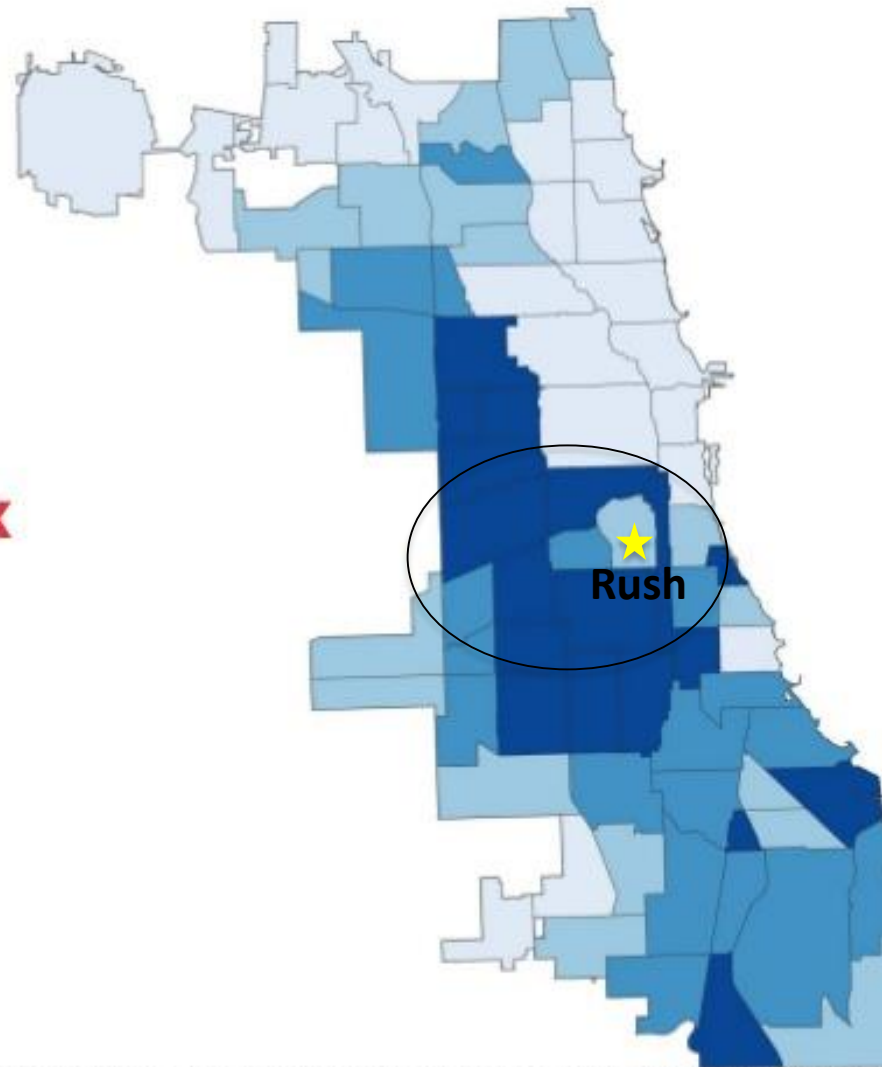
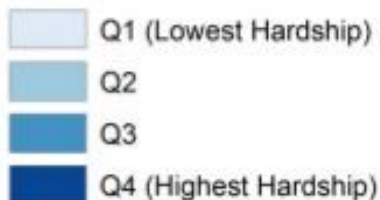
Our Community Areas have High Hardship

Crowded Housing
Households Below Poverty
Unemployment
High School Graduation
Dependent Population
Income

Hardship Index

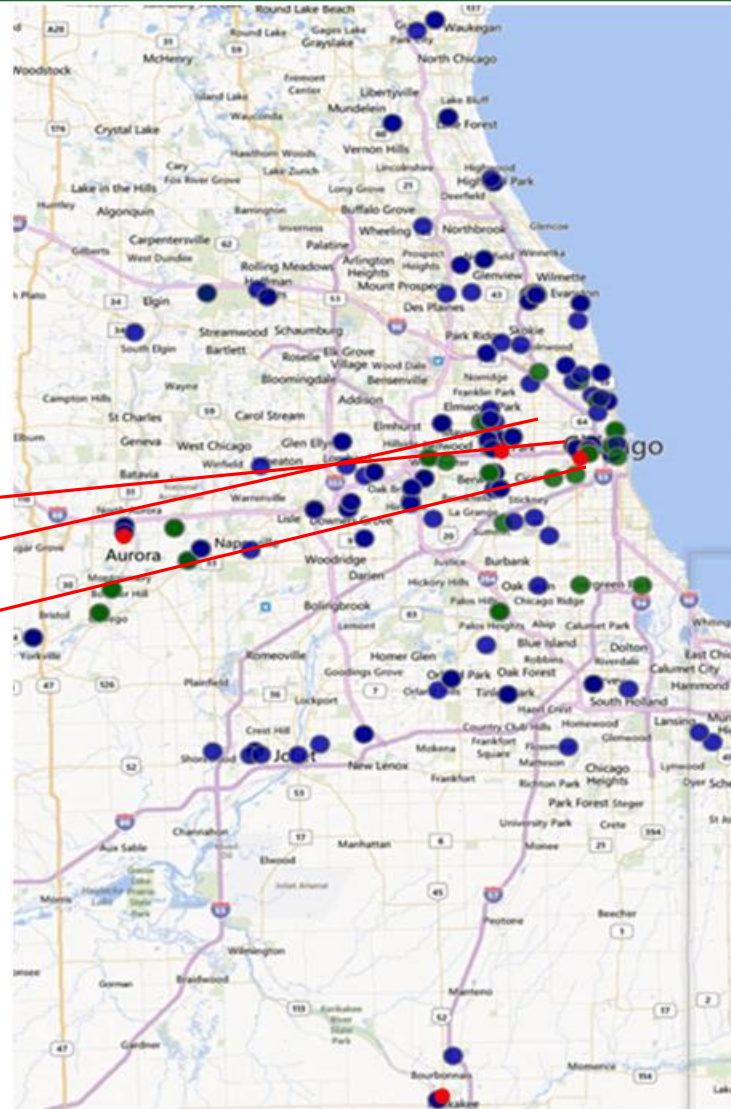
(Range: 1 to 98)

Hardship Index Quartile



The Communities We Serve

- **Rush Medical Center Hubs**
- **Other Specialty facilities**
- **Other Primary Care facilities**
- **School Based Health Centers**
 - ❖ **Crane Med Prep**
 - ❖ **Orr High School**
 - ❖ **Simpson Academy**



Rush School Health Center at Simpson Academy

- Chicago Public School
- Exclusively for pregnant and parenting girls
- Grades 6-12
- Capacity of 200 students
 - Current enrollment 75
- Demographics
 - 72% African American
 - 24% Hispanic
 - 4% Caucasian
 - 100% low-income
 - 44% “homeless”



Rush School Health Center at Simpson Academy

- Opened Fall 2011
- One of three Rush SBHCs
- Partner with students' PCPs, community agencies and programs found in-school and in the community for coordinated care and wrap around support services
- Interprofessional clinical training site for Rush students
- Certified by Illinois Dept. of Public Health; audited annually



Rush School Health Center at Simpson Academy

- Preventative care
 - Physicals
 - Immunizations
- Prenatal care
- Acute care
- Sexual and reproductive health services
- Mental health services
- Care coordination



Culturally Competent, Patient-Centered Care

SBHCs are “Teen Friendly”

- Eliminate typical barriers to access
- Meet youth “where they are”
- Safe and confidential
- Engage youth in their self-care



Are We Making a Sustainable Difference?



Eliminating Disparities: Access to Care

Access to Care:

Yearly, more than 40% of Chicago youth do not see a health care provider.

Patient care visit numbers:

- 2011-2012: **360**
- 2012-2013: **491**
- 2013-2014: **792**
- 2014-2015: **890**



Eliminating Disparities: Reproductive Health

Reproductive health

- Increased contraceptive use by sexually active teen
 - **50%** (2011) to **93%** (2015)
- Reduction in subsequent pregnancy rate
 - **30%** (2011) to **6%** (2015)
- Decreased STI rates
 - **17%** (2011) to **8%** (2015)

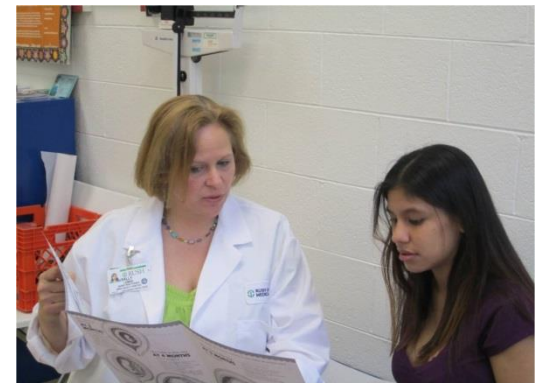


Eliminating Disparities: Mental Health

Reducing Stigma, Identifying Need Linking to Care

Between 2011 and 2015:

- **311%** increase in identified mental health issues
- **64%** increase in number of counseling visits



Eliminating Disparities: Making Sustainable Change

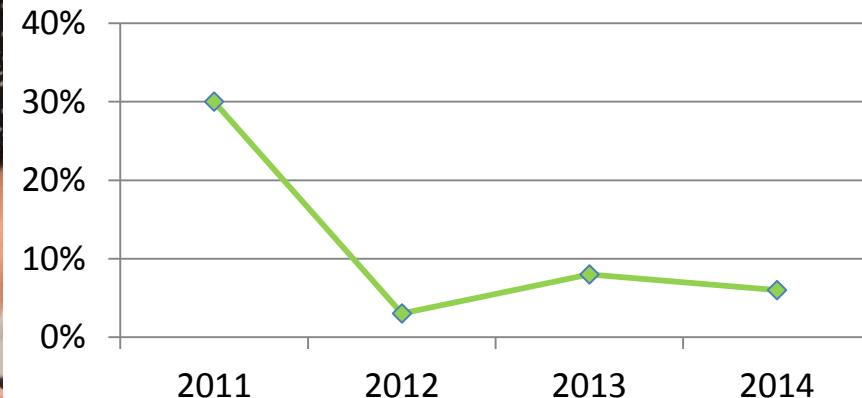


196% Increase in identification of asthma

Increase in vaccinations **179%**

100% GRADUATION RATE at Simpson Academy

Subsequent pregnancy rates for parenting girls at Simpson Academy

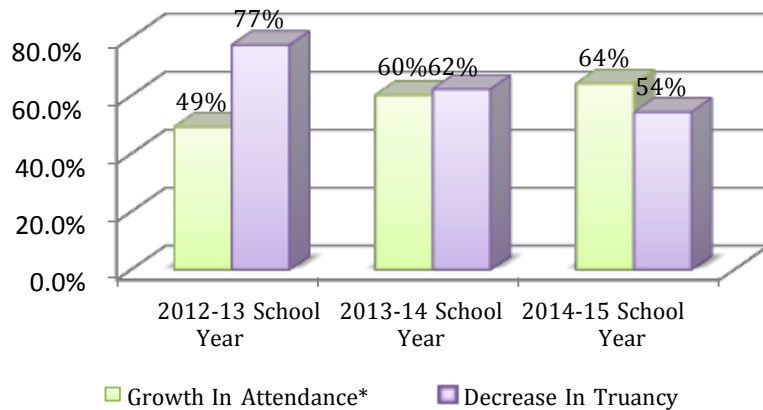


This year, we implemented lunch recovery for all students who arrived more than 15 minutes late, in an effort to decrease our overall tardy rate. Since the lunch recoveries began, our average tardy rate has decreased by 14%!

Simpson Academy received the **HIGHEST** growth in attendance award in all of CPS schools for the 2013-2014 school year!

RUSH University On-Site Health Center

- Reduction in subsequent pregnancies has fallen from 30% in 2011 to a current rate of 8%.
- Rates of STIs have been reduced by half since the health center opened.
- Rates of immunization have more than doubled in the past year.



	2012-13 School Year	2013-14 School Year	2014-15 School Year
Growth In Attendance*	49.1%	60.1%	64.1%
Decrease In Truancy	77.4%	62.2%	54.3%

Simpson now offers online classes for credit recovery. Last summer, 8 out of 9 students earned 0.5-1.5 credits!

STAR TESTING RESULTS 2013-14

Grade	% Making Target Growth Math	% Making Target Growth Reading
9	50%	67%
10	85%	92%
11	75%	88%
12	85%	92%
OVERALL	75%	86%

In 2013-14, we achieved 100% Stabilization!
No drop outs!

Inspiring Action: The Rush Community

Rush's School Based Health Centers serve as a “doorway” to:

- Engage Rush employees, students and volunteers in the community in which they work, study and live
- Expand the team in the fight to reduce health care disparities
- Impact positive health outcomes by treating the entire person

Inspiring Action: The Rush Community

- **Transformational Service Opportunities**
 - Human Resources painting project
 - Finance Department holiday “Angel” project
- **Sustainable Solutions**
 - Food scarcity: Launched onsite Healthy Kids Market
 - Volunteer partnerships: Greater Chicago Food Depository; Salvation Army
 - Financial literacy: Educational programs on budgeting and credit
 - Access to resources: All seniors receive laptop computers and software at their high school graduation
- **Reliable and Trusted Relationships**
 - Mentoring
 - Predictable programming

Mentoring and Role-Modeling: Rush Students



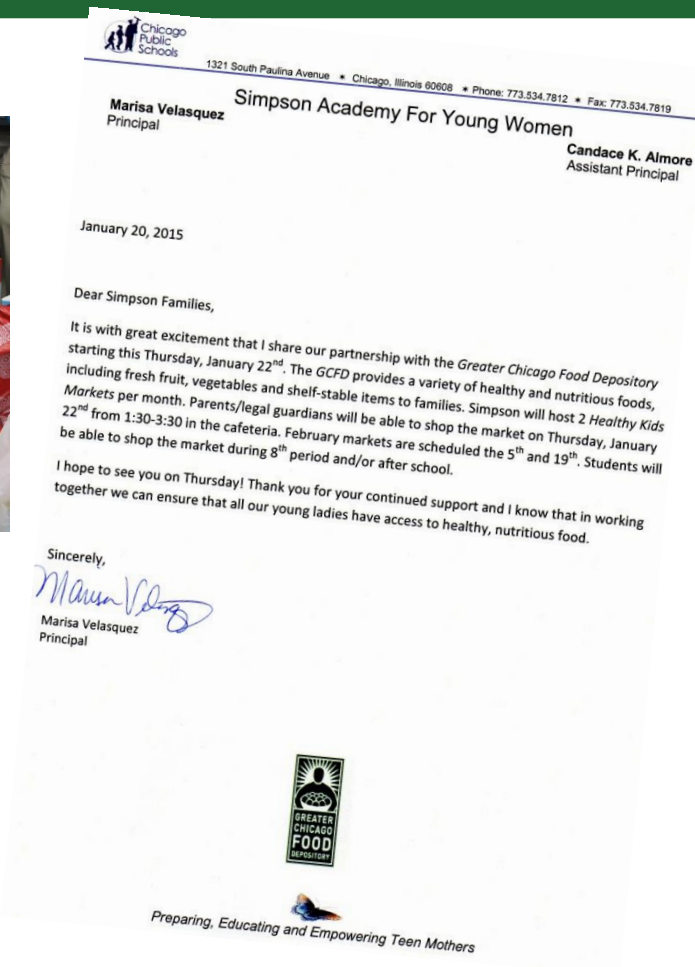
Mentoring and Role-Modeling: Rush Volunteers



Inspiring Action: Rush Employees



Inspiring Action: Rush Partnerships



Transforming Lives

- **Improved Health Outcomes**
 - One stop suite of onsite resources
 - More coordinated response to health disparities
 - Patient centered care
 - Increased access and coordinated care
- **Increased School Performance**
 - 15% Growth in school attendance
 - 20% Reduction in truancy
 - 100% Graduation rate (CPS average is 69.4%)
 - All girls pursue post secondary education or vocational training
- **Engagement of Rush employees, students and volunteers**
 - Consistent mentoring relationships and support system
 - Increased service opportunities
 - Providing for basic needs
 - Training future healthcare workers

Transforming Lives



Creating Equitable Communities



Improving Healthcare Quality Among Priority Patients

**Suzanne Wilson, RN, ACM, MBA, Director
Care Coordination and Resource Management
AnMed Health
Anderson, South Carolina**

Wednesday, November 4, 2015

AnMed Health Quick Facts

- ✓ 690 Beds
- ✓ Level II Trauma Center
- ✓ ED Visits: 112,329
- ✓ Medical Staff: 466
- ✓ Employees: 3,600



Affiliations

2009



Carolina's HealthCare System

Uncompromising Excellence. Commitment to Care.

2013



A 14 – year PDSA Cycle!

- ✓ 2001 – 2002 **PLAN** (Infrastructure)
- ✓ 2003 – 2008 **DO** (Implementation)
- ✓ 2009 – 2013 **STUDY** (Competence and Quality)
- ✓ 2014 – **ACT** (Audit and Monitor)

- ✓ Applicable law or **comprehensive vision**?
- ✓ Compliance or **cultural and linguistic competence**?
- ✓ Executive authorization or **executive leadership**?
- ✓ Functional accountability or **system integration**?

In December 2000, The US Department of Health and Human Services' Office of Minority Health (OMH) in collaboration with the Office of Civil Rights (OCR) issued the Fourteen National Standards for Culturally and Linguistically Appropriate Services (CLAS)

Disparity in the delivery of health care to certain racial, ethnic and linguistic groups

Requirements and recommendations providing "guidance on how to prepare for, or respond to culturally sensitive or linguistically challenging situations."

Prior to CLAS, federal, state and local entities independently developed standards: language programs to comprehensive diversity programs.



PLAN: Chief Collaborative Officer

Administration, **Human Resources**, Medical Staff, **Financial Services**, Quality/Safety Nursing/Patient Care Services, Emergency Services, Women's Health, Children's Health, **General Counsel**, Community Relations, Public Relations, **Corporate Compliance**, Internal and External Stakeholders, Patients, Families, Health Information Management (Medical Records,) Local, National and International Corporate Communities, Training and Organizational Development, Physician Network Services, Regional Colleges and Universities, etc.

PLAN: Identify and Quantify

✓ Diversity

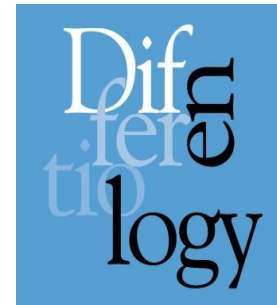
Traditional \Longrightarrow Inclusive

✓ Data

Episodic \Longrightarrow Unified Medical Record

✓ The Secret Sauce!...DOCUMENTATION

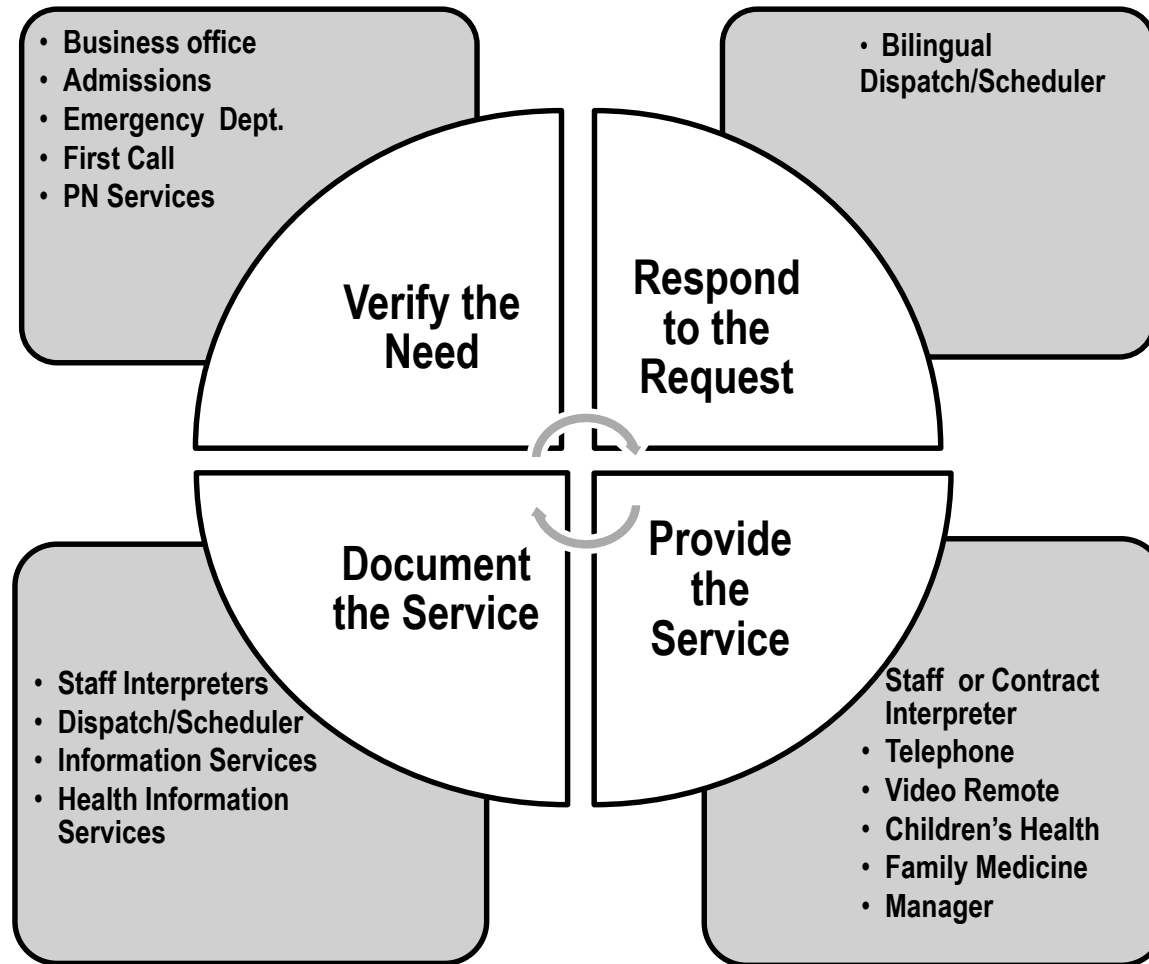
Most of the time \Longrightarrow Every patient, every time



"The science of different-ness."
John A. Miller, Jr. LFACHE
President Emeritus



DO: Standardize and Mitigate

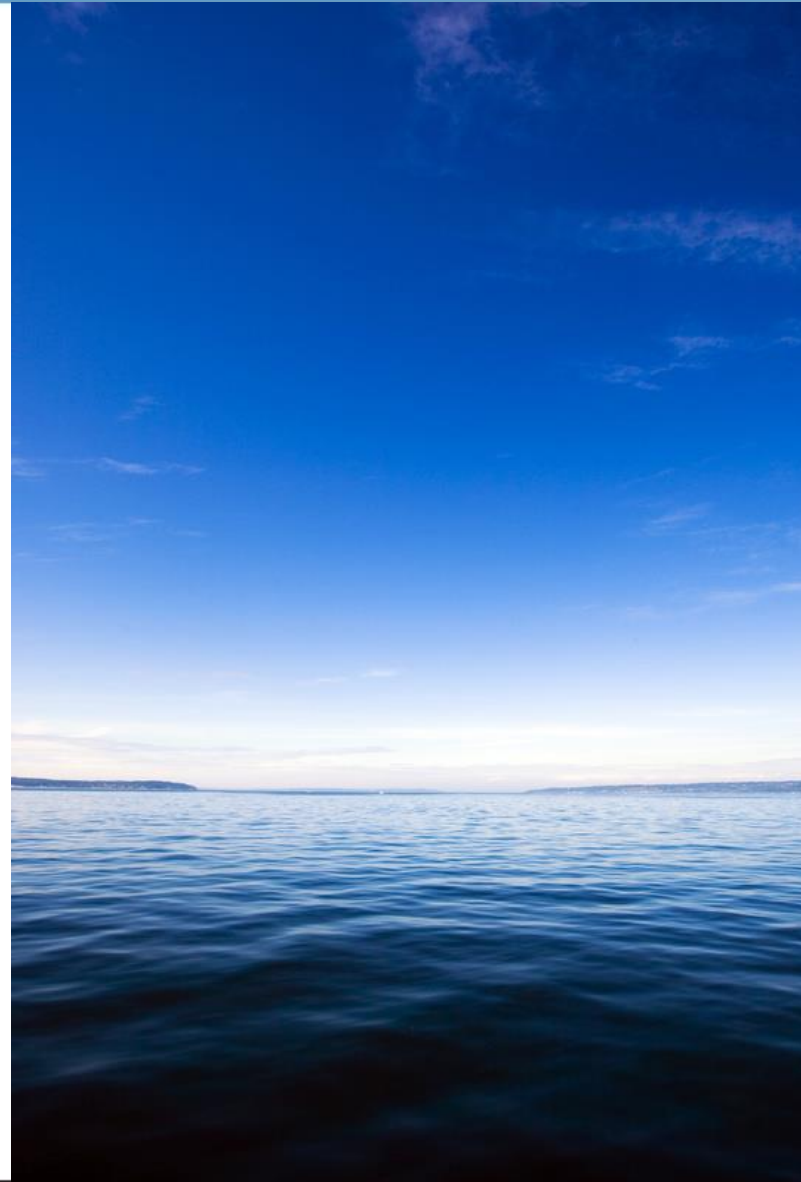


STUDY: Audit and Monitor

- ✓ Stratified Patient Satisfaction
- ✓ Language Service Compliance Plan
- ✓ Disparities Dashboard
- ✓ Limited English Patient Perception
- ✓ Cost per interpretation encounter
- ✓ Clinical Outcomes

ACT: On the Horizon

- ✓ Transitional Care Coordinator
- ✓ ED Case Management and Discharge Planning
- ✓ SC HOP
- ✓ Video Remote Interpreting
- ✓ Language Service Compliance Plan – Year 1 Data



interactions
language demographics
md service gender
employee nursing patient race
services origin
countries



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2015 Webinar Series

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<https://www.surveymonkey.com/r/11-4-15-hpoe-webinar>

Digital and Social Media Presence

With Hospitals in Pursuit of Excellence's Digital and Mobile editions you can:

- Navigate easily throughout the issue via embedded search tools located within the top navigation bar
- Download the guides, read offline and print
- Share information with others through email and social networking sites
- Keyword search of current and past guides quickly and easily
- Bookmark pages for future reference



Important topics covered in the digital and mobile editions include:

- Behavioral health
- Strategies for health care transformation
- Reducing health care disparities
- Reducing avoidable readmissions
- Managing variation in care
- Implementing electronic health records
- Improving quality and efficiency
- Bundled payment and ACOs
- Others

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2015 Webinar Series

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- November 12
 - [Mass Media Messaging to Improve Population Health](#)

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