2017 Hackley Community Care

Strategic Pillar Report
Our mission is to support and promote our patient’s total health with quality, integrity, respect, and compassion.
Foundational pillars

people
service
quality
finance
growth/access
Be the employer of choice
2017 HCC Staff: 209

Today...214!
Staff Survey

Would you be proud to recommend HCC as an employer?

2017 staff responses

**Goal 93% “Yes” Response**
2017

STUDENT / PRECEPTORSHIPS

27 people rotated through HCC

What a great experience for students and staff!
2017
Wellness Works!
$8,761
Paid out to Staff!!
To make a difference by serving the whole person – medical, dental, economic, social, psychological and spiritual.

Guiding PRINCIPLES

...Is it good for the patient?
...Is it good for the staff?
...Is it good for the organization?
...Is it good for the community?
Match services with identified community needs
growth / access
HCC Services

- Medical Services
- OB Services and Family Planning
- Nurse Care Management
- Laboratory Services
- Dental Services
- Maternal and Infant Health Program
- School Based Services
- Community Health Workers
- Behavioral Health
- Group Visits / Classes
- Interpreter Services
- Minor Office Surgeries
- Spiritual Care Consultants
- Pharmacy
2017 Total Patients 17,534
TOTAL NEW PATIENTS

2017

2,976
2017

83,369

Total Billable Visits
in-house: 17,078
sent out: 43,278

2017

LAB

REFERRALS

Medical 15,957

Dental 1,322
PATIENT SATISFACTION SURVEY RESULTS

Objective: Increase the “Very Satisfied” patient satisfaction rate

2,142 Total Responses

- Ease of getting care: 73% very satisfied
- Staff relationships: 80% very satisfied
- Facility: 69% very satisfied
- Care coordination for medical services: 74% very satisfied
"Growth is never by mere chance; it is the results of forces working together."
INTEGRITY
Sincerity, honesty and candor
(doing the right thing)

RESPECT
High or special regard for patients and each other.
(treating others as you want to be treated)

COMPASSION
Giving, comforting and bringing hope.
(“being there” for others)

QUALITY
High degree of excellence. Going above and beyond.
(making a difference)
IMPROVE
PATIENT
OUTCOMES

QUALITY
• **Patient Centered Medical Home (PCMH) Initiatives**
  o National Committee for Quality Assurance (NCQA) for Baker and Leahy sites
  o Blue Cross Blue Shield of Michigan for all sites

• **State Innovation Model (SIM) Project (5 sites)**
  o 5 sites participating in State project

• **Quality Assurance / Performance Improvement Committee Workgroups**
  o Quality Assurance / Performance Improvement
  o Environment of Care
  o Access
  o Patient Satisfaction
  o Information Technology
  o SIM / Finality
  o EHR / Chronic Disease

• **Pay for Performance Measures**
  o HCC staff consistently monitor, track, and follow-up on pay for performance measures and patient compliance

• **Clinical Quality Measures**
clinical performance measures

*Outcome criteria based on federal UDS guidelines
PRENATAL LIFECYCLE

% of births less than 2,500 grams: 10%
1st Trimester: 76%
Dental Exams: 30%
% Breastfeeding 1 week after delivery: 81%
% Quit smoking by delivery: 59%
MIHP Active Smoker Quit Smoking by postpartum visit: 9%
BMI DX Documented for Patients with BMI greater than 30: 89%

2017
CHILD & ADOLESCENT LIFECYCLE 2017

Immunizations (24 mos)  43%
Obesity (13-17 yrs)  44%
Weight Assessment & Counseling (3-17 yrs)  81%
Annual Behavioral Risk Screen (9-17 yrs)  42%
% Active Smokers (13-17 yrs)  2%
Tobacco Use – Documentation of Assessment and Cessation Intervention for active Smokers (13-17 yrs)  77%
ADULT LIFECYCLE

Cervical Cancer Screening last 3 years  60%
Breast Cancer Screening  67%
Colorectal Screening  65%
Active Smokers (18+)  39%
Tobacco Assessment/Intervention (18+)  91%
Overweight & Obese Patients (18+)  50%
Adult Documentation of Weight Assessment (18+)  69%
**DENTAL:**

- Complete treatment plans within 12 mos: 40%
- Dentures delivered within 90 days: 85%
- Children at Moderate/High Risk for Caries received sealant: 49%
- Continuing Care: 83%

*2017*
2017

CHRONIC DISEASE MANAGEMENT

- CAD – Lipid Therapy
- IVD – Aspirin Therapy
- Hypertension <140/90
- Diabetes Control – HbA1c less than 8
- Diabetes Control – HbA1c less than 9
- Asthma Medication Treatment pharmacotherapy
- Depression Screening & Follow-up

92% 84% 62% 59% 34% 86% 44%
• Blood Pressure < 140/90 68%
• Fasting LDL < 100 39%
• HbA1c less than 8 69%
• HbA1c less than or equal to 9.0 79%
• ACE Inhibitors or ARB Medication 74%
• Microalbumin 60%
• Documentation of Eye Exams 33%
• Documentation of Foot Exams 16%
• Documentation of Dental Exams 11%
MOTTO
CAN DO

CUSTO\nMER\n DRIVEN

A\nHEAD OF THE\n TIMES.\nINNOVATIVE,\nCONTINUAL\nLEARNING AND\nGROWING

NO MARGIN –\nNO MISSION.\nFINANCIAL\NSTABILITY AND\nGROWTH

DE\NDICATION TO\nHCC MISSION AND\nVALUES

OPEN AND\nHONEST\nCOMMUNICATION
Be Sustainable, Profitable, & Accountable
FINANCE

Goal is to have at least a 3% profit margin in order to reinvest in services

2017

2.4% profit margin in 2017
TECHNOLOGY

MEDICAL

- EHR Allscripts Professional
  Implemented April 2003
- Bi-directional Lab Interface (Mercy Health & Quest Labs)
- E Prescribing
- Wellcentive Patient Registry
- HL7
- Azara DRVS Patient Registry

DENTAL

- Dentrix EHR
- Digital X-Ray
- Caesy Patient Education

PHARMACY

- Computer RX
- IVR for call-in patient refill requests
- Parata electronic inventory dispensing machine

2017
Be The Healthcare Provider Of Choice
Hackley Community Care

Special programs & Services
SLIDING FEE SCALE & PHARMACEUTICAL PATIENT ASSISTANCE PROGRAM

SLIDING FEE SCALE

714 Active SFS Patients

PHARMACEUTICAL PATIENT ASSISTANCE PROGRAM

2,164 Patients Served

67,438 Prescriptions

2017
COMMUNITY OUTREACH

HCC staff is committed to reaching out to the community at health fairs, festivals, back to school programs, church events, and other community outreaches.

2017

39 community events

5,556 patient contacts
GRANDPARENTS RAISING GRANDCHILDREN PROGRAM

**Provides support and education for grandparents raising their grandchildren.

- 51 families
- 73 kids

2017
RN CARE MANAGERS

Provide support and education to patients with chronic disease conditions, develops patients care plans, facilitates transitions of care, and promotes healthy lifestyles.

2017

2,185 patients

4,812 visits
Community Health Workers (CHW) identify and help eliminate barriers that affect patient's overall health. Community health Worker's come alongside the patient to provide education and resources in the areas of housing, education, insurance coverage, transportation, etc.
HCC Staff educate, assist and enroll clients into Marketplace and Medicaid Insurance Products.

2017

# of Services Provided

2,675

OUTREACH & ENROLLMENT
Feedback from both patients and staff is very positive – they like the teaching/learning style and interactions between patients.
This service provides eligible women clinical breast & pelvic exams, pap smears, and mammograms free of charge!

2,154 women seen in the BCCP program
2017

SCHOOL PROGRAMS

13,524 total visits

4,417 total patients

Muskegon High School

Muskegon Heights Public Academy

Muskegon Covenant Academy

Oakridge High School

Muskegon Middle School

Nelson Elementary

Marquette Elementary
INTEGRATED HEALTH CLINIC
Offering primary care services in HealthWest (CMH).

3,232 visits
579 patients

2017
2017

18 patients served

81 visits
HCC partners with Community EnCompass in signing patients up for the Muskegon Prescribes Food for Health program. HCC providers write a prescription for patients to participate in a 12 week program that offers cooking classes, education in nutrition, on-going support from a Community Health Worker and free fruits and vegetables from a community garden.

Number of patients that participated: 15
Number of patients that received screening: 1,018

Social Determinants of Health:
HCC screens patients for social determinants of health and links them to community resources.
HCC staff facilitate support groups that provide a safe and caring place for women experiencing postpartum depression.

Number of participants
16

POSTPARTUM DEPRESSION WORKGROUP
(YOU ARE NOT ALONE)

2017
HCCC staff pay $2.00 to wear jeans on Friday. Money collected is donated to community agencies.

$4,800 donations in 2017

$51,025 total donations since 1997

2017

CASUAL FOR A CAUSE
WE BELIEVE IN MAKING A DIFFERENCE

hackley community care