

# Citizens Oversight Committee March 2016

## Family Health Center

Together, our Promise is YOUR HEALTH.®



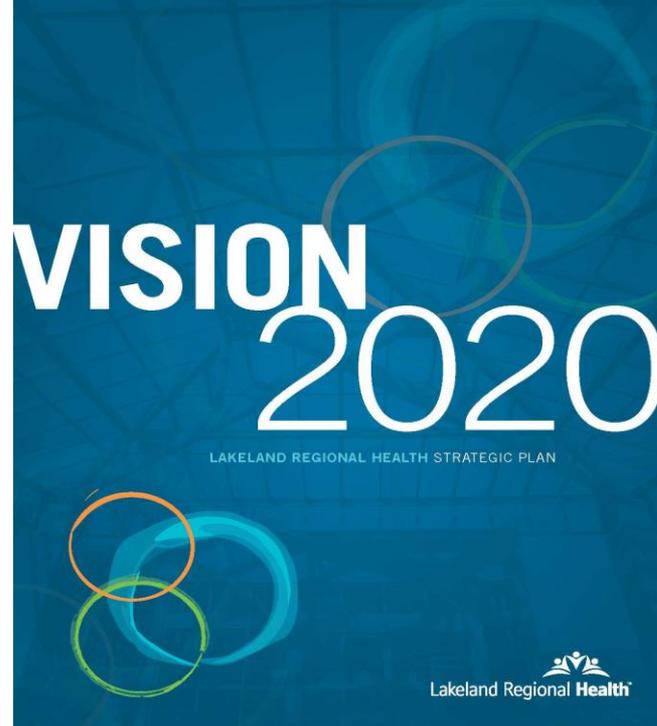
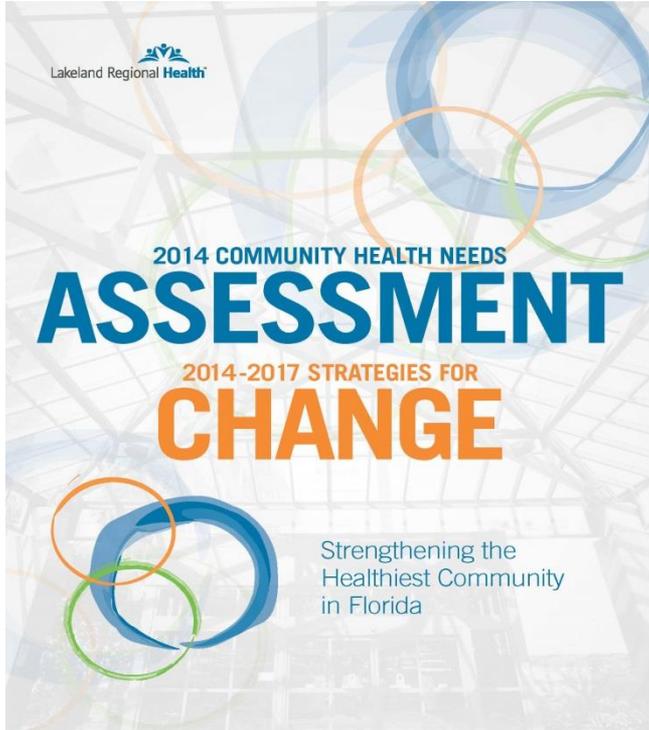
Lakeland Regional **Health**®

# Caring for Our Community

As a not-for-profit safety net healthcare system, we know that to best care for our patients, families and neighbors, we must:

- Deliver nationally recognized, safe, high quality healthcare provided by exceptional physicians, nurses and team members
- Increase access to preventative and essential healthcare services
- Decrease cost

# Our Call to Action and Our Vision



For a copy of these publications, visit [myLRH.org](http://myLRH.org).

# Family Health Center

## Location:

300 Parkview Place, Lakeland, FL 33805

Phone: 863.687.1300

## Hours of Operation:

- Monday - Friday, 8:00 am - 8:00 pm
- Saturday - Sunday, 8:00 am - 5:00 pm

# Access to Care

Patients are referred from a variety of sources:

- LRH Emergency Department
  - Those with non-emergent health concerns
  - Underinsured/noninsured patients
  - Appropriately in need for Primary Care
- Polk HealthCare Plan
- Medicaid Share of Cost
- Eligible inpatient discharges

# Family Health Center Team

- Three Physician Providers
- Five Advanced Nurse Practitioner Providers (ARNP)
- Licensed Mental Health Counselor
- Clinical Pharmacist
- Social Worker
- Registered Nurse/Clinical Supervisor
- Twelve Medical Assistants
- Three Financial Counselors
- Five Registration team members
- Referral Coordinator
- Phone Agent
- Practice Administrator



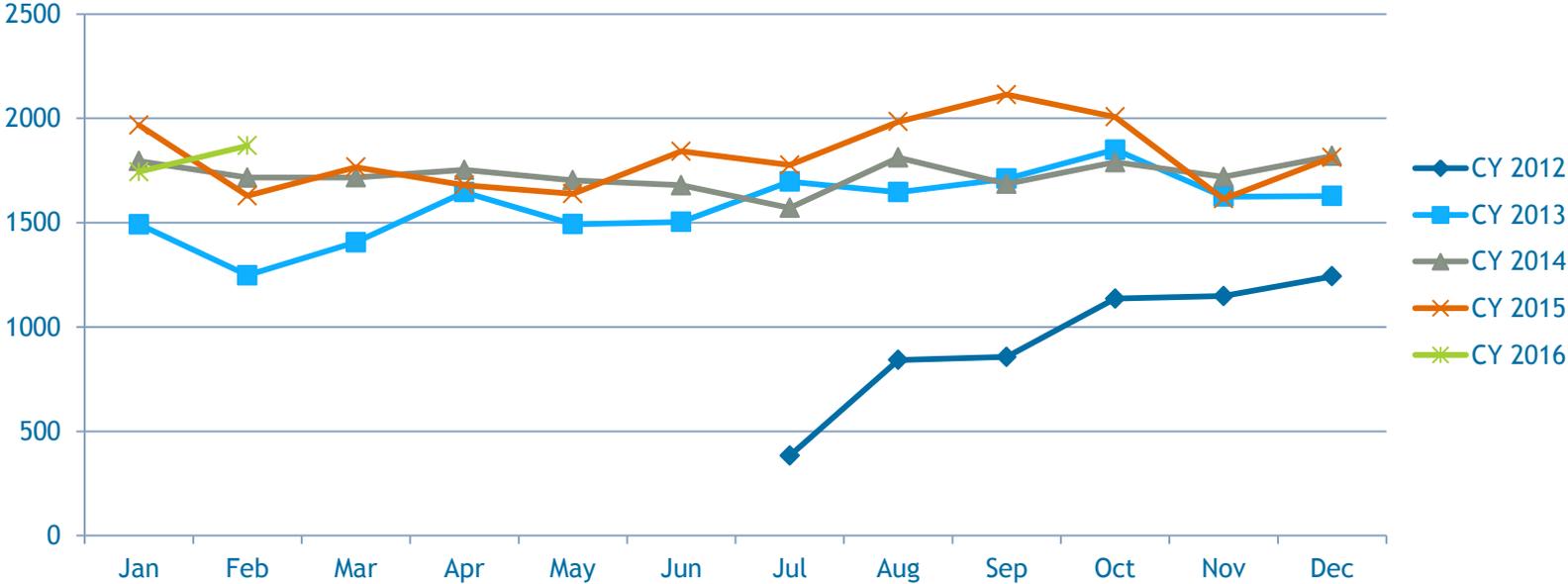
# Family Health Center Statistics

Avg. # of patients seen per week day: 103

Avg. # of patients seen per weekend day: 21

Patient Satisfaction Score - 97.6%

# Family Health Center Visits July 2012 - February 2016



# What We Can Do...

## Treat:

- High blood pressure
- DM I & II Uncontrolled
- Depression/Anxiety Disorder
- URI
- Refer for Dental Disorder
- Joint Pain
- Sinusitis / Colds / Flu
- Abdominal Pain
- Thyroid Disorder
- High cholesterol

## Provide:

- Well visits
- Basic laboratory studies
- Limited vaccines
- Prescription assistance for those who qualify
- Limited radiology studies
- Patient Portal access
- 24 Hour Call Service staffed by ARNP team members



# Additional Services Provided

- **Vaccinations**
  - Influenza, Tdap, Td, Pneumonia, Gardasil
- **EKG Testing**
- **Licensed Mental Health Counselor**
  - Available for both urgent and scheduled needs
- **Clinical Pharmacist - Complex management**
  - Blood thinners, COPD, Hypertensive, Diabetic and Lipids patients
- **Social Worker**
  - Prescription discounts, medical equipment, transportation needs
- **Financial Counselors**
  - Help patients qualify for Polk HealthCare Plan or LRH Charity Care
- **Access to Limited Specialty Care**
  - Dedicated Referral Coordinator

# Family Health Center Quality Metric Report as of December 2015

## Family Health Center Meaningful Use Stage 1 Clinical Quality Measures

### Lakeland Regional Family Health Center

1- Year Rolling Rate			Apr14- Mar15	May14- Apr15	Jun14- May15	Jul-14 - Jun-15	Aug-14 - July15	Sept-14 - Aug-15	Oct-14 - Sep-15	Nov-14 - Oct-15	Dec-14- Nov-15	Proposed Short Term Goal
Tobacco Cessation Intervention	28b	NUM	1713	1667	1599	1591	1587	1563	1538	1536	1514	Reach 80%
		DEN	2103	2050	1968	1947	1934	1904	1875	1877	1846	
		%	81.5%	81.3%	81.3%	81.7%	82.1%	82.1%	82.0%	81.8%	82.0%	
Diabetes: HbA1c Poor Control (HbA1c>9.0%)	59	NUM	219	218	215	208	215	237	235	243	239	<15%
		DEN	1135	1140	1144	1130	1116	1190	1193	1196	1191	
		%	19.3%	19.1%	18.8%	18.4%	19.3%	19.9%	19.7%	20.3%	20.1%	
Adult Weight Screening and Follow-up (ages 18-64)	421.2	NUM	3511	3593	3684	3496	3448	3444	3387	3386	3266	Reach 55%
		DEN	6220	6094	5966	5877	5844	5841	5851	5980	5906	
		%	56.4%	59.0%	61.7%	59.5%	59.0%	59.0%	57.9%	56.6%	55.3%	
Hypertension Blood Pressure Management	18	NUM	696	695	733	739	781	800	768	752	735	Reach 50%
		DEN	1473	1431	1411	1376	1409	1413	1382	1384	1365	
		%	47.3%	48.6%	51.9%	53.7%	55.4%	56.6%	55.6%	54.3%	53.8%	

# Cost of Services Provided

## 2015-16 Continued LIP Funding

Number of unduplicated people served

	Lakeland Regional Health Family Health Center	Florida Department of Health-Polk	Peace River Center	
# Underinsured Patients	270			
# Uninsured Patients	1,959			
<b>Total:</b>	<b>2,229</b>	<b>0</b>	<b>0</b>	<b>Attachment A</b>

## Cost Value of Services July 2015 - December 2015

Scope of Services	Total Visits		Total Services		Value of Services Provided	
	Underinsured(PHP)	Uninsured	Underinsured(PHP)	Uninsured	Underinsured(PHP)	Uninsured
Salaries, Benefits	786	6,881	962	9,375	\$ 102,058	\$1,083,074
Lab Services			201	13,728	2,120	168,009
Radiology			-	311	-	21,004
Pharmaceuticals			197	2,201	3,275	766,411
Behavioral Health Integration	6	354				
Dental Care						
<b>Total</b>	<b>792</b>	<b>7,235</b>	<b>1,360</b>	<b>25,615</b>	<b>\$107,453</b>	<b>\$2,038,498</b>
					<b>Total Value of Service</b>	<b>\$2,145,952</b>

# Comparison of Costs

- Average Emergency Department (ED) cost:
  - \$475/patient/visit
- Average Family Health Center cost:
  - \$205/patient/visit
- Equates to a \$270 savings each time a patient is treated in the FHC instead of the Emergency Department.

# Patient Success Stories

## Success Story # 1

Provider: Cynthia Dean, ARNP

52 year old patient presented as a Emergency Department referral in October of 2012 for “ear pain and other issues”. Patient was evaluated for the ear pain but our clinician also recognized the signs/symptoms of diabetes. Patient was treated for the ear pain and routine lab work performed. Lab results confirmed Diabetes, Type 2 diagnosis. Patient received education regarding her diagnosis, dietary considerations and advice to become more active.

Over the next year, the patient’s HgA1C and glucose levels slowly decreased, but their quality of life was not significantly better due to a newly identified concern of hip pain. In late 2013, Radiology studies showed marked degenerative changes with nearly bone-grinding on-bone presentation as well as osteophyte formation of the femoral head. The patient was referred to our LRH Orthopedic partner for further evaluation. Conservative treatment options were recommended and improvements were noted.

In November 2015, the patient’s health had improved to the point where she was a good surgical candidate for the recommended procedure. Today, the patient is doing well, has lost nearly 40 pounds and her discomfort is managed with non-steroidal medications as a bridge to eventual surgery.

No additional ED visits have been required since October 2012.

# Patient Success Stories

## Success Story # 2

Provider: Tammy Harris, ARNP, Alexa von Lindeman, MD

64 year old patient presented as a Emergency Department referral in February of 2015 for “medication refills”. Patient presented with high blood pressure, but otherwise indicated that he felt fine. Patient was evaluated and routine lab work ordered.

Patient returned two weeks later for follow up and lab result review. Patient once again presented with very high blood pressure. Medication was adjusted and the patient was counseled regarding weight management, to stop smoking and was referred to the FHC Mental Health Counselor for stress management techniques.

As of today, the patient’s blood pressure is well controlled. Down from 168/97 to 120/79 and the patient has lost a total of 26 pounds as well. Feeling much better!!!

No additional ED visits have been required and the patient continues to do well.

Thank you.  
Any questions?