



DuPage County Health Department

Jason Knorr – Project Lead

Wheaton, IL
Cohort V



GENERAL OVERVIEW

- DuPage County Health Department
Wheaton (2), Addison, Lombard, Westmont, West Chicago
- Behavioral Health Services –
 - 218 Staff (psychiatric, C&A and Adult Outpatient, Residential, Crisis Unit)
 - 7000 clients served annually
- Public Health Services
 - WIC, Family Case Management, Healthy Families, HealthWorks, Dental, TB, Immunization, Vision and Hearing, STD Clinic, Refugee
- Environmental Health Services / Epidemiology



MYCARE INTEGRATED MODEL

VNA Health Care – FQHC

2 days a week – 12 hours

Staffing:

- Advanced Practitioner Nurse
- Clinic Assistant
- Registration

Services on site:

- Primary Care
- Laboratory
- Genoa Pharmacy



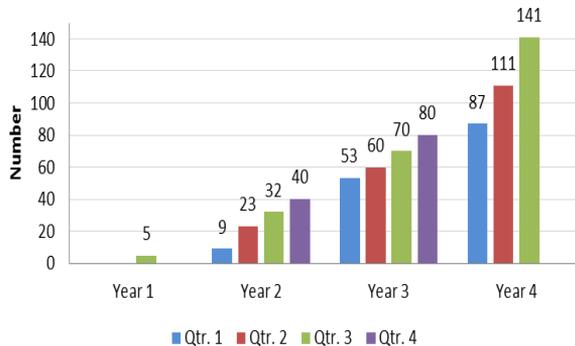
MYCARE ACCOMPLISHMENTS

List 1-2 achievements you are most proud of. Identify related challenges and how you overcame them.

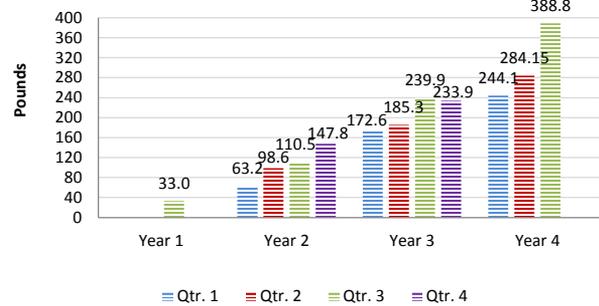
- ✓ **Program Development:** NEW-R, CTQ, Diabetes Education, Getting Unstuck, Seeking Safety, Chronic Pain Self-Management
- ✓ **Culture Change** – 4 locations and Residential programming are completing NOMs and H-Indicators this has birthed and Agency Initiative to put Health and Wellness Screening Process in place for all DCHD clients.

MYCARE ACCOMPLISHMENTS

Cumulative Number of Enrollees per NEW-R Session by Quarter



Cumulative Weight Loss per NEW-R Session by Quarter



If I Knew Then What I Know Now.....

What is one piece of start-up advice you would give to cohort VIII or future grantees?

- Keep your foot on the gas! Keep all stakeholder in the loop with your work.
- Recruit staff from all levels and areas to get involved and participate in projects. (Therapists, Dietitians, Dentists, Front office) Promotes Culture change!
- Evaluator - Data entry
- Communicate with your Primary Care Partners (Administration and Direct Care Staff)
- Keep up with procedure changes and edit your policies.

What would you recommend grantees NOT do?

- Avoid doing the NOMs and H-indicators at separate times.

What is one recommendation to newer grantees regarding sustainability?

- Use your data to drive and develop programming/groups that are billable services. (NEW-R, DE, Getting Unstuck, Seeking Safety, Chronic Pain Self-Management)



Moving Forward

What will change about your model/services?

- VNA Health Care (FQHC) -> to AMITA Health
- Expand services to all DCHD clients. Vision of Executive Director.

Biggest challenge and effort to sustain services

- Making integrated care practices standardized across divisions.
Culture Change is ongoing.
- Competing priorities within the agency.
- Billing Analyst



DCHD

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