



MY CARE

DuPage County Health Department
 Wheaton, Illinois
 Jason Knorr, MS, LCPC
 jknorr@dupagehealth.org
 (630) 221-7981



Population of Focus



The MYCARE program will focus on two subpopulations

- Minorities (Black or Hispanic), and
- DuPage County residents who have no health insurance or primary care provider upon entry into the MYCARE program

Disparities were evident

	DuPage County	DCHD BHS Clients
Black	4.5%	12.0%
Hispanic	13.3%	11.0%
Uninsured	9.2%	48.0%
No PCP	17.0%	68.0%

Expected enrollment

- Year 1: 250 clients
- Year 2: 225 clients
- Year 3: 225 clients
- Year 4: 150 clients

Total program enrollment: 850 clients



Implementation Practices



To meet cultural needs,

- DCHD direct care employees receive training on cultural competency, motivational interviewing, harm reduction, and crisis prevention
- DCHD employs bilingual/bicultural (Spanish and English) staff, and these positions are embedded throughout the organization (Customer Service, Call Center, Front Desk, Client Benefiting, Intake/Assessment, Outpatient Services, Crisis Unit Services)

Wellness programs specific to MYCARE clients only

- Diabetes Education, and
- Nutrition, Exercise, Wellness and Recovery (NEW-R)

Outreach to engage sub-populations

- Conducted during consumer-based community meetings
- Enrollment staff available during open clinic times at five separate DCHD locations plus residential sites



Implementation Practices (continued)



Organizational goals

- Appropriate goals have been established. DCHD's mission includes assuring the provision of accessible, quality service, and its target population overlaps with the MYCARE target population. DCHD assists all eligible clients with applying for and securing benefits.

Workforce preparation and CLAS requirements

- Bilingual staff in key positions; Translation services are available in person or through a language line; sign language services available; DCHD and MYCARE documents translated into Spanish (Self-Reported Medical History, Consent for Treatment, Client Handbook, brochures)

Peer Voice

- Implement Wellness Recovery Action Plan (WRAP) program at DCHD Transitional Services Center

ACA compliance in DuPage County

- DCHD received \$1.1 Million in Federal/State grants. Implementing *Enroll DuPage* where trained staff will enroll eligible DuPage County persons into Medicaid and the Health Insurance Marketplace





Challenges and

Initial challenge in developing Impact Statement

- We had difficulty deciding whether to target the LGBT population. DuPage is a conservative County where clients may feel pressure not to identify as LGBT, so underreporting may occur.

How challenge was addressed

- Decided not to include LGBT as a population of focus but did implement a field in an electronic report to capture LGBT status for potential future use

Implementation challenges

- Process of enrolling clients into services
- Bottlenecks with administrative functions, e.g., data entry
- Staff availability to support Primary Care provider staff during clinics

How challenge was addressed

- Implemented improved workflows and identified clerical staff to support non-billable activity

Location challenges

- Primary Care is offered at one DCHD location which is challenging for clients located across the county due to limited public transportation
- Building renovations/construction

How challenge was addressed

- Enhanced coordination with community providers
- Relocated other clinic services, cross-trained staff, and adjusted clinic flow



Data and Collection

Measures

Health outcome goals

- 80% of clients will demonstrate improvement from baseline Global Assessment Functioning score plus any two health indicators (BMI, waist circumference, BP, Breath CO, HDL, LDL, TRI, Plasma Glucose and/or HgbA1c)
- 80% of clients demonstrate improvement from the baseline number of ER visits for
 - Mental/Behavioral-related hospitalizations, and
 - Medical-related hospitalizations

We collect data specific to this population through:

- Self-Reported Medical History
- Daily Living Activities (DLA-20): Adult Mental Health
- National Outcome Measures (Client-Level Measures)
- Transformation Accountability (TRAC)
- DCHD Electronic Medical Record (CareLogic)
- Illinois Health Information Exchange (ILHIE)





Data and Collection



Measures (continued)

- Improvement of the health status of our subpopulation will be measured as the percent who reach program goals
 - GAF score plus any two health indicators
 - Reduce number of ER visits for
 - Mental/Behavioral-related hospitalizations, and
 - Medical-related hospitalizations
- We will compare subpopulation data collected at baseline to data collected at each 6-month reassessment period and program completion

The MYCARE subpopulation will be compared to

- Total MYCARE client population
- DCHD Behavioral Health Services client population
- DuPage County population



Successes to Date



Subpopulation Improvements

- Program enrollment began on February 14, 2013
- To date, a total of six (6) clients have completed the 6-month reassessment
- No subpopulation reassessment data is available for analysis

Workforce and Organization Improvements

- Cross-sectional, team focused approach in providing medical and behavioral health services
- DCHD has more efficiently utilized CMAs and RNs across the agency
- We are seeing a culture shift with direct care staff, support staff and leadership towards an integrated treatment approach. MYCARE is becoming the way we practice business, not just a DCHD program.





Looking Ahead



To sustain services, we will

- Implement a more assertive enrollment strategy that focuses on our subpopulation

Accomplishments for the next six months

- Increase staff competencies in collecting LGBT status
- Streamline the integrated clinic workflow process
- Implement process to enable electronic receipt of labs from Quest
- Improve our billing process by identifying CPT codes for wellness reimbursement, specifically dietetic consults
- Implement a Diabetes Wellness Education Program (or an equivalent)
- Incorporate peer voice goals into each wellness program
- Conduct client satisfaction survey to gather feedback and help improve implementation and services
- Develop a Consumer Wellness Fair project plan

