Bridging Communities to Health Systems:

Moving from Programs to Strategy

Saint Francis: Beginning

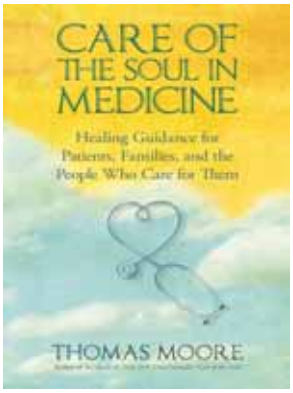
SISTERTALK HARTFORD (1980's)

SISTERTALK NEW YORK (2010)

The translational phase

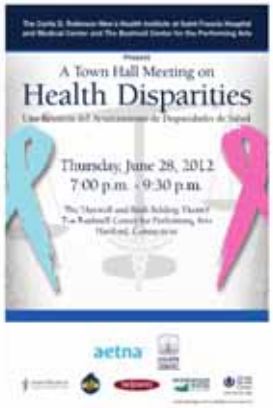
- Supportive context of the church
- Promote trust through CBPR with church leaders
- Enhance motivation through translation of principles into language of faith
- Enhance self-efficacy by peer delivery of message
- Promote dissemination through user friendly kit

Pastoral Counseling Training (1990's – Ongoing)



The Men's Health Institute

TS A GEE THANG



The Community

Social Determinants

Saint Francis *Care*
Center for
Health Equity

Opening Day

The Health Equity Team

The Premise

- Population health management required a dedicated community site with easy and free access, where a dedicated group of professionals would focus solely on health equity priorities (informed by the community, stakeholders and Saint Francis). This meant bridging between health resources and the community. Led by a culturally diverse team.
- Focus groups, partnership meetings, sustained liaison with outreach sites.
- A "platform" to engage service lines to understand and reach the community they serve..

The Strategy

- Collection and Use of REAL Data
- Greater Diversity on Governance and Management
- Cultural and Inclusiveness Training
- Advocacy
- Community Engagement (including Partnerships)
- Research (CBPR)
- Community Needs Assessments
- Implementation Plan

Strategic Priorities for Community Benefit:

Improve Communication

Example: Work with a new immigrant group results in better understanding.

Remove Barriers to Healthcare

Example: Collaboration with community agency improves health outcomes for a patient.

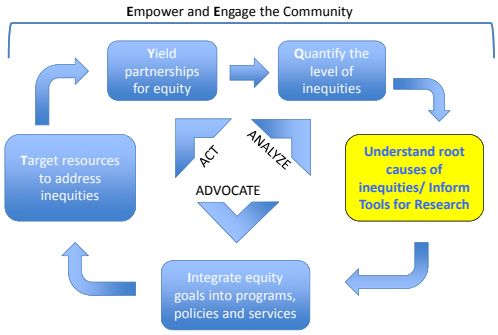
Provide Coordinated Care

Example: A patient with complex health issues gets the services needed to return to health.

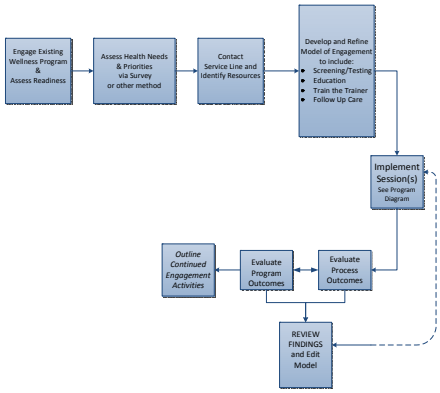
Target Social Determinants of Health

Example: Financial counselors help patients enroll in needed health insurance.

EQUITY Model



CDRCHE Engagement Model for Existing Wellness Program



SAINT FRANCIS Care

COMMUNITY SOLUTIONS

2011

8,020 residents visit ED at St Francis Hospital

- Total of 13,347 visits
- Average cost: $1,318
- Median cost: $ 615

Estimated annualized neighborhood **ED cost: $17,591,300**

2012

- **1% of all ED patients** at St Francis account for **10.3% of ED visits**
- **5% of all ED patients** at St Francis account for **20.2% of ED visits**
- More than **60** Northeast **residents use ED > 6 times**

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Question to Cigna Team From Community Solutions and St. Francis

What if this was a client whose business you just won. What would you do, how would you solve the problem and improve health, wealth and life?

Key Objectives

Increase life expectancy

Change the dynamics of the Northeast neighborhood from one of loss to hope and health. Current life expectancy is **10 years less** than national average.

Make effective and efficient use of health care resources

Resources exist from several areas including public and private resources. However, the **understanding and ease of use** of these resources are low. By improving the effective and efficient use of care we can reduce cost and improve health

Improve score on the "Well-being" index

Health includes all aspects of life, clinical & behavioral health, social services, and safety. The index measures **perceived support** in achieving their individual health goals.

Actions

Neighborhood Awareness and Engagement

Establish neighborhood and community relationships with key stakeholders, including, residents, physicians, business owners, to understand the challenges and opportunities.

Build Longitudinal Person-Level Dataset

Collect all available public health, community, consumer, survey, and health related datasets; consolidate into a commonly accessible platform.

Deep Partnerships with Key Enablement Partners

Reinforce existing Community Solutions charter and engage key partners, including, state of CT, Husky, St Francis, etc.

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SHACOYA: NORTHEAST HARTFORD, CT

SAINT FRANCIS Care

About Shacoya

Shacoya, a 21-year-old single mother, was referred to our team after visiting the Emergency Room 25 times in 9 months with poorly managed stomach pain.

CS TEAM

- Identified lack of primary care and substandard housing as roots of health problems
- Pulled together existing services

→

HOSPITAL

- Provided data on Shacoya's frequent ER utilization

PRIMARY CARE

- Taught how to manage pain
- Helped taper off addictive medications

JOB CENTER

- Helped find work to afford apartment with proper utilities

MOTHER

- Provided childcare during working hours

→

11 MONTHS LATER

- ER usage down 76%
- Shacoya employed full-time
- Applying to night school
- Successfully engaged in pain management
- Mother and daughter stably housed

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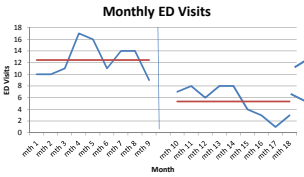
SAINT FRANCIS Care

COMMUNITY SOLUTIONS/SFH – 9 MONTH TEST CASE ER COST IMPACT



9 Month ED Utilization Pre and Post-Intervention

Pre-Intervention: 112 ED Visits

~$150k ED Cost

57%
Reduction in ED Visits

9 Months
11 Patients

Post-Intervention: 48 ED Visits

~$60k ED Cost

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SAINT FRANCIS Care

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COMMUNITY SOLUTIONS APPROACH

WHAT WE DO
- Efficient, **scalable** solutions to homelessness and housing instability
- Neighborhood turnaround efforts in **communities** of concentrated poverty
- **Insights** driven consulting around complex social problems

HOW WE THINK
- **People and communities** deserve and demand smart, inclusive design thinking
- A focus on outliers— the **hardest**, **costliest cases**— can yield lasting solutions that work for everyone
- Better outcomes are possible at lower public cost

HOW IT WORKS
- **Insights** to identify systemic breakdowns (direct & indirect)
- Understand deeply **local experiences**
- **Connect and optimize** resources & services around common objectives and goals
- Use performance data to drive iterative, **continuous improvement**

KEY INITIATIVES
- **Homelessness:** Zero – by 2016 end chronic and veteran homelessness nationally
- **Neighborhood Transformation:** Northeast, Hartford, CT and Brownsville, Brooklyn, NY
- **Consulting:** Extending insight to local communities throughout US

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Business Plan

MIRACLES XXVI Gala
Saturday, September 19, 2015
6:00 PM – Midnight

Connecticut Convention Center
100 Columbus Boulevard
Hartford, CT06103

MIRACLES XXVI
Saturday, September 19, 2015
Connecticut Convention Center, Hartford, CT

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