



Mini-Rotation on the Health Care System

Theme: Quality Measures and Perspectives

Topic: Community Health and Health Disparities

Faculty: Myechia Minter Jordan, MD, MBA, President and CEO, The Dimock Center (Community Health Center)

Objectives:

By the end of this session, participants should be able to:

- Promote an understanding of the role of Community Health Centers (CHCs) in the health care system
- Understand the role of CHCs in reducing health care disparities
- Understand emerging health center initiatives: integrated care, quality improvement and cost containment
- Discuss Dimock's approach to the "Triple Aim"
- Discuss and understand career pathways in health services administration

Overview of the presentation (August 2015):

Community Health Centers described

- CHCs in Massachusetts: numbers of sites, patients, and board members; services
- State-of-the art facilities; federal funding for new and improved facilities, new technology, and staff expansion
- Economic impact: expenditures, payroll, employees
- Mission, vision, values

Role in state and national health reform:

- Launch of early and massive outreach & enrollment campaigns for newly insured
- Recruitment of primary care providers to low-income communities
- Expansion of primary/preventive care to thousands of previously uninsured state residents
- *Nationally*, community health centers are a cornerstone of the President's plan to grow the nation's primary care infrastructure

Services at speaker's CHC

- Health services, child and family services, behavioral health services
- Number of patients; visits per year

Health disparities

- Definition and terms
- Summary of research on disparities by race and ethnic minorities
- Patients in Massachusetts health centers compared to general population: Medicaid enrollment, poverty, uninsured

Addressing poverty as determinant of disparities

- CHC efforts around educational opportunity (e.g., GED preparation programs, computer courses, skill-building classes)
- CHC efforts around economic opportunity (e.g., employment, training and career building)
- CHCs' social services and support systems (e.g., outreach, insurance enrollment, translation services, health education, domestic violence prevention, patient support groups, partnership with local farmers' markets)
- Comprehensive, culturally competent care

Framework for optimizing care

- The Triple Aim (improving patient experience, improving the health of populations, and containing per capita costs)
- Design of a Triple Aim enterprise

Outcomes at the speaker's CHC (Dimock Center)

- Illustration: Behavioral Health Pediatric Integrated Program
- Clinical performance measures: Dimock, Massachusetts, U.S.
- Cost per patient: Dimock, Massachusetts, U.S.