

**THE HEALTH DISPARITIES  
COLLABORATIVES:  
Enhancing Quality and Reducing  
Disparities**

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# **OVERVIEW**

## **URBAN HEALTH PLAN**

### **BRONX, NEW YORK**

- Founded in 1974 by local physician, Dr. Richard Izquierdo
- 34 + years of service to the South Bronx community
- 4 Primary Care traditional Practice Sites in the South Bronx and Corona, Queens
- 5 School Sites (3 more coming soon)
- 2 Homeless Shelters
- 1 Adult Day Treatment Program
- 1 Boys and Girls Club (Dental only)
- 2008 Volume: 168,000 Users: 31,000
- Predominantly Latino Population (82%)

# SERVICES

- Primary Care Services
  - Diagnostic and Testing Services
  - Specialty and Ancillary Services
  - Support Services
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- All supported by a fully implemented electronic health record system since September 2006

# Staffing

- Total of 400 staff members
- 84 new hires in 2008 (combination of new positions and vacancies)
- 60% of our staff are community residents
- Largest employer in our zip code
- One of the poorest congressional districts in the country

# COMMUNITY HEALTH STATUS

	HUNTS POINT % of residents	BRONX % of residents	NYC % of residents
HEALTH RATING	<b>43</b>	28	21
ACCESS TO CARE	<b>35</b>	26	24
GO TO ED WHEN SICK	<b>16</b>	14	8
ASTHMA (ADULT)	<b>9</b>	7	5
DIABETES(ADULT)	<b>17</b>	12	9
DEPRESSION (ADULT)	<b>9</b>	7	6
<b>CERVICAL CA SCREENING</b>	<b>86</b>	84	80
<b>BREAST CA SCREENING</b>	<b>89</b>	79	76
<b>COLON CA SCREENING</b>	<b>52</b>	49	47
<b>LIVING IN POVERTY</b>	<b>45</b>	31	21

# HIGHER RATES OF....

- Late Prenatal Care
- Teen Pregnancies
- Overall Death Rates
- Asthma Hospitalizations (Pediatrics and Adults)
- Cancer Deaths
- Mental Health Hospitalizations
- Avoidable Hospitalizations
- Lack of Health Insurance
- POVERTY

# OUR RESPONSE TO HEALTH DISPARITIES

- Quality Transformation
  - Health Disparities Collaborative
  - Organizational Integration of the Collaborative Models
- Asthma, Depression, HIV, Diabetes, Cancer Screening, Childhood Obesity, Geriatric Services, Pediatric Prevention, Teen Pregnancy

## Asthma Outcomes:

- Registry Size 5900 asthmatic patients from 2100 patients
- Reduced Pediatric hospitalizations ages 5 to 12 by 60% in our community
- Symptom Free Days 10.8 out of 14 from 4 symptom free days
- Persistent Asthmatics on Anti inflammatory Meds 97.2%
- USA EPA “National Exemplary Award”

*Urban Health Plan, Inc.*

# OUR RESPONSE TO HEALTH DISPARITIES

## Depression Outcomes

- ❑ 55% of our depressed patients reported an improvement with their daily living as assessed through a standardized depression screening tool from not being measured in the past

## HIV Healthy Behaviors

- ❑ 82% of our HIV patients practice safe behaviors up from 38%

## Diabetes Outcomes

- ❑ 7.8 HgA1c (> 2500 patients)
- ❑ 7.2 HgA1c (+65)

# OUR RESPONSE TO HEALTH DISPARITIES

## Cancer Screening

- ❑ Increased mammography screening by 30%

## Geriatrics

- ❑ 50% of our elderly population have received the pneumococcal vaccine up from 38%
- ❑ 70 % of our elderly have ADL functional assessments performed up from 15%

## Immunizations

- ❑ 80% of our children have up to date immunizations by age 2 up from 70%

## Teen Pregnancy

- ❑ 96.3 % of adolescents avoid pregnancy – never before measured

# CHILDHOOD OBESITY

	<b>UHP</b> % of children ages 3 and 4 (Dr. Ally)	<b>South Bronx</b> % of residents	<b>NYC</b> % of residents
Underweight	<b>11</b>	5	5
Healthy Weight	<b>76</b>	49	53
Overweight	<b>4</b>	16	15
Obese	<b>9</b>	31	27

# PATIENT TESTIMONIALS

*“My name is XX and my daughter YY has asthma. I have been with the Asthma Program for over 7 years. Sylvia educated me on how to control my child’s asthma and it is the best thing ever. The asthma program has helped me to know when and how to give my child her asthma medication. It is nice to know that I can come in anytime to learn about my child’s asthma and also I got a nebulizer on the spot without going to the pharmacy. I am glad this program is able to show me how to keep my child healthy.*

*Mother of Asthmatic Child*

# PATIENT TESTIMONIALS

*“I’ve cut out juice and now just give my daughters water. I’ve also started letting my girls try to feed themselves with spoons, rather than me feeding them, because I have a tendency to overfeed them. This way, my girls stop eating when they feel full.”*

*Mother of 30 months old and 4 years old children.*

*SF’s five children have been Urban Health Plan’s patients for almost all of their lives. For years Suzanne frequented the emergency room to manage her children’s asthma. Over five years ago the children began Urban’s Asthma Relief Street Program. “With their provider we developed an action plan that helped us to manage the medication and identify triggers that set off their attacks. We no longer visit the emergency room for nebulizer treatments. My children do not miss school because of the asthma. I do not know what I would have done without Urban Health Plan’s Asthma Relief Street Program.”*

# Impact on Social and Economic Determinants of Health

- Jobs, Jobs, and more Jobs.....
- Case Management efforts
- Club TIA: youth development
- Project HOPE
- Proposed Charter School for Health and Science
- Summer Youth Employment Opportunities
- Internships and Volunteers that lead to Employment
- Support of Nursing Training Programs

# Business Case for Quality

- Special Project – NYC DOHMH
- Collaborating Partner: Affinity Health Plan
- Goal: UHP will demonstrate the economic value of our asthma quality initiatives and strengthen our ability to negotiate with 3<sup>rd</sup> party payors.
- Results:

UHP was more cost effective than all other Affinity Network providers with the care of asthmatic patients during 2006-2007

UHP cost Affinity 22% less for the adult asthmatic population and 39% less for the pediatric population during this time period.

# IMPACT OF THE COLLABORATIVES AT URBAN HEALTH PLAN

- One Word: Transformational
- We have transformed our organizational culture into one focused on performance improvement and innovation
- Have pushed down the responsibility for improvement into the organization...everyone is involved
- Have adopted the methodology for program development work as well as performance improvement
- Have institutionalized the infrastructure to sustain this defining work in the future

# Overall Impact of Urban Health Plan in our Community

- **Cost** Effective Care
- Outstanding **Quality** of Care
- Excellent **Access** to Care
  
- The care our patients receive are incomparable to any other. The dedication, drive and passion of our staff surpasses the very best.
- We truly have made a difference in our community

# CONTACT INFORMATION

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