



# 7/27/20 REGIONAL RESOURCE BRAINSTORMING NOTES

## Health centers participating in the breakouts:

**Kansas City Area:** Atchison Community Health Clinic, Health Partnership Clinic, Heartland Community Health Center, Vibrant Health

**Rural Areas:** First Care Clinic, Hoxie Medical Clinic, Konza Prairie Community Health and Dental Center, Salina Family Healthcare Center

**Wichita Area:** Community Health Center in Cowley County, GraceMed Health Clinic, Health Ministries Clinic, HealthCore Clinic, PrairieStar Health Center

	Kansas City Area	Rural Areas	Wichita Area
<b>Does your health center collect SDOH data?</b>			
	<ul style="list-style-type: none"> <li>Heartland just purchased PRAPARE template, has been introducing it in BH.</li> <li>Health Partnership purchased PRAPARE-BHC will begin using it in August. They just implemented the SDOH module in DRVS last week.</li> </ul>	<ul style="list-style-type: none"> <li>First Care collects data. The barrier is time. The screening does not take too much time but addressing the discovered SDOH can take time. They want to ensure that the patient receives the services they are scheduled to receive.</li> <li>Konza Prairie – Most of theirs is gathered during wellness visits. Otherwise, it depends why the patient is visiting.</li> <li>Salina – Initially, they collected HRSA SDOH. Providers refer patients to Care Coordinators. They have created a modified SDOH; some data, like safety in the home, are not asked because the patient may be answering in his/her home. They are limiting use to specific visit types due to time needed for the assessments.</li> </ul>	All are collecting SDOH data.

	Kansas City Area	Rural Areas	Wichita Area
<b>If collecting, how is the data used?</b>			
	<ul style="list-style-type: none"> <li>Heartland is looking at UDS SDOH elements regarding clinical disparities</li> <li>Health Partnership also has a homeless grant so they structure many things around that.</li> <li>Atchison isn't doing anything with the data as they have not decided what they will do with it yet.</li> </ul>	<p>Salina staff are in the process of creating a report to pull SDOH needs. They also track resources through dummy billing codes to see how patients needed medication vouchers, food assistance, etc.</p>	<ul style="list-style-type: none"> <li>HealthCore has a food bank event on the 5<sup>th</sup> Saturday of the month. Patients indicating food needs on PRAPARE are invited along with other patients.</li> <li>PrairieStar introduces those with transportation needs to their program. Provider patient discussions direct need for 340b program and PAP programs. Patient satisfaction coordinator used to coordinate 340b and PAP. Food needs are coordinated via the patient satisfaction coordinator and through a handout. PRAPARE outcome is a wonderful opportunity for integrated BH.</li> <li>GraceMed in Topeka has a voucher system for transportation assistance that the quality coordinators can coordinate.</li> <li>Health Ministries has started screening those that have difficulty making it to their appointments to see how they can help them get to their appointments.</li> </ul>
<b>If not collecting, what are the barriers?</b>			
	<ul style="list-style-type: none"> <li>Not having the template.</li> <li>Not having the bandwidth to learn one additional new thing with COVID, and/or to hire new staff to do it.</li> <li>Not knowing if you have enough data.</li> </ul>	<p>Time to address needs in the screening.</p>	<ul style="list-style-type: none"> <li>Cowley – finding the staff to collect the data using the PRAPARE tool.</li> <li>PrairieStar – timeframe does not always work for the patient or the amount of time available during the visit.</li> </ul>
<b>What enabling services does your health center provide?</b>			
	<ul style="list-style-type: none"> <li>Heartland – Peer support services for Substance Use disorders and Food pantry.</li> <li>Atchison has a garden. They share the vegetables with patients in the waiting room, and at the farmer's market. Staff work to help patients at the market. They provide vouchers that help patients</li> </ul>	<ul style="list-style-type: none"> <li>Hoxie – They provide a language line, have van vouchers for transportation, and cash vouchers for qualified patients for food and other needs.</li> <li>Konza Prairie employs a nutritionist. They help supply groceries for patients with the highest need. Konza Cares – Donations are</li> </ul>	<p>Those in this breakout reviewed the enabling services questionnaire responses and discussed that there are many more offered than listed on the sheet. The questionnaire responses are included at the end of this document.</p>

	Kansas City Area	Rural Areas	Wichita Area
	<p>purchase farmer's market produce. This is the 3<sup>rd</sup> year with the garden. All staff volunteer. As the produce is gathered, they put it into the lobby. The nurse educator will often supply a related recipe.</p> <ul style="list-style-type: none"> <li>Heartland staff have concerns about the elderly population. Does anyone work with local elder services?</li> </ul>	<p>received from the community and are used for medications, bills, co-pays, etc.</p> <ul style="list-style-type: none"> <li>Salina – Interpreter, transportation, food and transportation vouchers, in-house pharmacy with Simple Sync so all medications are refilled on the same day and bubble packaging to help patients understand which medications to take and when. They refer to community resources that are not available in-house. They also have a certified diabetic educator (their pharmacist).</li> </ul>	
<b>What are the gaps in enabling services at your health center?</b>			
	<ul style="list-style-type: none"> <li>Heartland – elder service programming, BH resource shortage (the issue is actually connecting the patients). It's there for substance use but not for mental health. Insurance companies control how many BH providers can be in your area (they decline to credential).</li> <li>Health Partnership – undocumented patients who would qualify for aid but due to status don't.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>Not enough staff.</li> <li>Finding a referral source for patients for CCR Screening.</li> <li>Other organizations get tapped out early and are not available.</li> </ul>
<b>What are gaps in the region?</b>			
	BH providers in Douglas County	<ul style="list-style-type: none"> <li>Hoxie – Their community assistance van is not operating at full capacity due to COVID; their drivers are primarily retired people.</li> <li>First Care – Demand on services has increased. They are not seeing gaps but the potential exists.</li> </ul>	
<b>Advocacy:</b>			
		Salina uses SDOH on an individual basis - e.g. addressing barriers for patients in their chronic care program.	

	Kansas City Area	Rural Areas	Wichita Area
<b>What kind?</b>			
	<ul style="list-style-type: none"> <li>IRIS for county specific gaps</li> <li>Heartland – Good Douglas County list, but recruitment of staff, patients, marketing- to help people understand what community health centers do and who they can serve. Education.</li> </ul>	Current focus is primarily on gathering data.	
<b>Short-term goals?</b>			
	Train staff on how to use PRAPARE in a very sensitive way- the way you ask questions is key		
<b>Long-term goals?</b>			
	Document referrals in the EHR		
<b>Is your health center using any tools to facilitate community referrals for enabling services?</b>			
		<ul style="list-style-type: none"> <li>Salina – It depends on the referral – some will be in notes while others have a more formal referral, which can then be tracked as a referral loop.</li> <li>Konza Prairie – Their Patient Resource Coordinator helps patients who do not want to be in the chronic care management program. The PRC makes a note of their discussion with the patient and referrals that were recommended.</li> </ul>	
<b>Point Care?</b>			
	Health Partnership		
<b>Iris?</b>			
	Future	Saline County has Iris but it was just getting started when COVID hit.	

The next two pages show the 12 responses to the enabling services questionnaire, organized by breakout area.

Area	Health Center	Survey Contributor	Enabling Services Currently Offered																
			Care/Case Management	Child Care	Clothing Assistance	Financial Counseling	Food Assistance	Garden Fruits and Vegetables	Health Education (patient and/or community)	Housing/Shelter Assistance	Insurance and Eligibility Assistance	Interpretation	Legal Assistance	Medication Assistance	Outreach	Parenting Workshops	Prescription Delivery	Transportation	Utility Assistance
KC	Atchison Community Health Clinic	Dorothy Glbson				x		x	x		x	x		x	x			x	
KC	Health Partnership Clinic	Maria Hensley							x		x	x		x				x	
Rural	First Care Clinic	Rhiannon Maier	x						x			x		x	x				
Rural	Genesis Family Health	Samuel Goetschius	x		x		x		x	x	x	x		x	x		x	x	x
Rural	Heart of Kansas	Heather Hicks									x	x		x					
Rural	Hoxie Medical Clinic	Whitney Zerr	x			x	x		x	x	x	x		x	x			x	x
Rural	Salina Family Healthcare Center	Melodie Reich	x		x		x		x		x	x		x	x		x	x	
Wichita	GraceMed Health Clinic Inc.	Monica Juarez		x		x	x		x	x	x				x	x		x	x
Wichita	Health Ministries Clinic	Kaely Burgess	x						x		x	x		x	x		x	x	
Wichita	HealthCore Clinic	David Stowell	x				x		x		x	x	x	x	x	x	x	x	
Wichita	Hunter Health	Joanna Sabally	x						x		x	x		x	x	x		x	
Wichita	PrairieStar Health Center	Mona Broomfield	x						x	x	x	x		x	x			x	
			8	1	2	3	5	1	11	4	11	11	1	11	10	3	4	10	3

Area	Health Center	Survey Contributor	Other Enabling Services Currently Offered																	
			No-Show Consultations	Assistance with Med Assist Applications	Chronic Care Management	Prior Authorizations	Medication Therapy Management	Diabetic Meal Program	YMCA Program	Patient Farmer's Market with Fresh Fruits & Vegetables	Link to Local Network of Services	Job Fairs	Advanced Care Planning	Care Coordination	Transitional Care Management	Clinical pharmacist for medication management	Diabetes Education via CDE	Assistance with CPAPs and other DME	Pharmacy service Simple Sync or bubble packaging	BH Consultation and Referrals
KC	Atchison Community Health Clinic	Dorothy Gibson						x	x	x										
KC	Health Partnership Clinic	Maria Hensley																		
Rural	First Care Clinic	Rhiannon Maier									x									
Rural	Genesis Family Health	Samuel Goetschius																		
Rural	Heart of Kansas	Heather Hicks																		
Rural	Hoxie Medical Clinic	Whitney Zerr																		
Rural	Salina Family Healthcare Center	Melodie Reich											x	x	x	x	x	x		
Wichita	GraceMed Health Clinic Inc.	Monica Juarez																	x	
Wichita	Health Ministries Clinic	Kaely Burgess	x	x	x	x	x									x				
Wichita	HealthCore Clinic	David Stowell										x								
Wichita	Hunter Health	Joanna Sabally																		
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12

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