Access Community Health Network: Looking Beyond Our Walls
Key Objectives

• Share ACCESS’ experience as a FQHC serving the Chicago area
• Discuss the challenges of ACA and new opportunities
• Highlight the transformation of internal practices
• Explore how we learn from our patients and their needs ‘beyond our walls’
• Describe how ACCESS connects with existing resources and advocate for those resources that don’t exist
About ACCESS

• ACCESS is one of the largest federally-qualified health center (FQHC) organizations in the country.
• Accredited by The Joint Commission, ACCESS operates 36 health centers across Chicago and Cook and DuPage counties.
• This year, ACCESS will serve more than 180,000 low-income individuals and families, including more than 30,000 uninsured patients with more than 608,000 visits.
• ACCESS is proud to be named a Level 3 Patient-Centered Medical Home Recognized Practice by NCQA.
ACCESS partners with patients at all points of care, providing high quality, patient-centered health services accessible to all in their own communities.
FY’17–’19
ACCESS COMMUNITY HEALTH NETWORK
STRATEGIC PLAN

PATIENT ENGAGEMENT
ACCESS is the health care home of choice and is committed to creating an experience at all points of care in partnership with patients to manage their total health.

STRATEGIC PARTNERSHIPS
ACCESS has an integrated network of partners with high quality services and data to address the medical, behavioral, social and economic factors that have the greatest impact on health outcomes and total cost of care.

FINANCIAL FUTURE
ACCESS has a strong business model, which leverages its financial strength and assets to invest in workforce, technology, integrated systems and infrastructure to support growth and transform care.

WORKFORCE ENGAGEMENT
ACCESS has a culture that develops, recognizes and rewards our diverse workforce in an environment that promotes teamwork, communication and transparency.

LEADERSHIP IN COMMUNITY HEALTH
ACCESS is an advocate for health equity, partnering to develop best practices in community health and share solutions to improve population health outcomes.

MISSION, VISION & VALUES

MISSION
ACCESS partners with patients at all points of care, providing high quality, patient-centered health services accessible to all in their own communities.

VISION
ACCESS is the health care home of choice, partnering with patients and communities to improve total health and create health equity.

VALUES
CARING
We embrace the diversity of our patients, staff and communities, and engage them with mutual respect, compassion, trust, integrity and responsibility.

COMMITTED
We pursue excellence through innovation and disciplined approaches to deliver patient-centered care, in an environment of collaborative learning and professional growth.

CONNECTED
We engage in partnerships that add value to our patients and promote the total health of the communities that we serve.
Community Engagement

We have to reach people where they live, work and play.
The Value Equation

- Volume-Driven Healthcare
- Value-Driven Healthcare

Cost vs. Quality

More Services
The Affordable Health Care Act: Where are We Now?

Current Status of State Medicaid Expansion Decisions

- **Blue**: Adopted (32 States including DC)
- **Orange**: Not Adopting At This Time (19 States)
A study published online September 15\textsuperscript{th} by the American Journal of Public Health analyzed cost and quality care measurements in 13 states found that patients who received the majority of care at CHCs saved an average of $2,371 in total spending compared to non-health center patients.
Roadmap to Value: Stepwise Approach

- Full
- Partial
- Global Compensation
- Bundled Payments
- Shared Savings
- Upside Only
- Care Coordination
- P4P
- FFS

Maturity Model/Level of Clinical Integration Required to Succeed

Capability to Manage Risk

Time

High

Low
Patient Engagement
Background: The Patient Experience

- Long wait times regardless of having a scheduled appointment
- No ability to get appointment based on when convenient for the patient with often weeks before availability of next scheduled appointment with many providers
- Staff found it difficult to plan for a patient visit because of high ‘no-show’ rate by patients
Putting the Patient At the Center of Care
ACCESS’ Quantitative Story

Metrics:

- Cycle Time
- No-Show Rate
- Third Next Available Appointment (TNAA)
- Patient Satisfaction
- Communication with Patients and Staff
Meaningful Metrics: Cycle Time
Meaningful Metrics: No-Show Rate

Average no-show rate

Overall Avg. No-Show Rate

Percentage of no-shows

Average Goal

Baseline: 22%
Meaningful Metrics: TNAA

Average TNAA

- Full-time PC = 3 days; Full-time OB = 5 days
- Full-time PC = 75% decrease from baseline; Full-time OB = 50% decrease from baseline

Overall Avg. Third Next Available Appointment

- Days: 0, 2, 4, 6, 8, 10
- Months: Feb-13 to Jun-16
- Average, Full Time OB, Full Time PC, Goal
- Baseline: 10.5 days

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TRANSFORMING COMMUNITY HEALTH CARE

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Meaningful Metrics: Patient Satisfaction

Patient Satisfaction Results FY 2013 – FY 2016 Q-2

- Receptionist Friendly & Helpful: Goal 85% Excellent
  - FY 13 Q1: 73%
  - FY 13 Q2: 77%
  - FY 13 Q3: 78%
  - FY 13 Q4: 80%
  - FY 14 Q1: 81%
  - FY 14 Q2: 82%
  - FY 14 Q3: 85%
  - FY 14 Q4: 85%
  - FY 15 Q1: 85%
  - FY 15 Q2: 85%
  - FY 15 Q3: 85%
  - FY 15 Q4: 85%

- MA Friendly & Helpful: Goal 85% Excellent
  - FY 13 Q1: 73%
  - FY 13 Q2: 78%
  - FY 13 Q3: 80%
  - FY 13 Q4: 81%
  - FY 14 Q1: 83%
  - FY 14 Q2: 84%
  - FY 14 Q3: 83%
  - FY 14 Q4: 83%
  - FY 15 Q1: 81%
  - FY 15 Q2: 79%
  - FY 15 Q3: 80%
  - FY 15 Q4: 80%
  - FY 16 Q1: 78%
  - FY 16 Q2: 78%

- Provider Answers Your Questions: Goal 85% Excellent
  - FY 13 Q1: 77%
  - FY 13 Q2: 76%
  - FY 13 Q3: 80%
  - FY 13 Q4: 80%
  - FY 14 Q1: 81%
  - FY 14 Q2: 83%
  - FY 14 Q3: 84%
  - FY 14 Q4: 83%
  - FY 15 Q1: 77%
  - FY 15 Q2: 76%
  - FY 15 Q3: 80%
  - FY 15 Q4: 80%

- Calls Get Through Easily: Goal 70% Excellent
  - FY 13 Q1: 53%
  - FY 13 Q2: 55%
  - FY 13 Q3: 59%
  - FY 13 Q4: 57%
  - FY 14 Q1: 59%
  - FY 14 Q2: 58%
  - FY 14 Q3: 59%
  - FY 14 Q4: 61%
  - FY 15 Q1: 56%
  - FY 15 Q2: 55%
  - FY 15 Q3: 71%
  - FY 15 Q4: 70%
  - FY 16 Q1: 72%
  - FY 16 Q2: 75%
  - FY 16 Q3: 76%
  - FY 16 Q4: 79%

- Overall Experience: Goal 70% Updated for FY 16, 80% Excellent
  - FY 13 Q1: 66%
  - FY 13 Q2: 66%
  - FY 13 Q3: 69%
  - FY 13 Q4: 71%
  - FY 14 Q1: 70%
  - FY 14 Q2: 73%
  - FY 14 Q3: 75%
  - FY 14 Q4: 76%
  - FY 15 Q1: 79%
  - FY 15 Q2: 78%
  - FY 15 Q3: 78%
  - FY 15 Q4: 78%
  - FY 16 Q1: 78%

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Workforce Engagement