

Wellness West: Addressing Health Disparities on Chicago's West Side



Wellness
West

Partnering for Health Equity

September 12, 2024

Timeline of Illinois Health Equity Journey

2020

July

Illinois General Assembly passes enabling legislation to create healthcare transformation program

November

Illinois DHFS announced Equity Centric HealthCare Transformation Plan

2021

March

Gov Pritzker signed Community Driven, Equity-Focused Healthcare and Hospital Transformation Bill

June

Illinois announced awards totaling \$95M to Equity Healthcare Collaboratives and West Side Health Equity Collaborative was one of eight awardees

October

West Side Health Equity Collaborative formed as a non-profit.

2022

January

Relationships established with 30 providers across the West Side

February

First employee hired (more than 100 employees today)

April

First Health Risk Assessment completed (More than 7,500 completed today)

October

Name changed to “Wellness West”. Brand identification established. Website and social launched. First public Townhall held.

Timeline of Illinois Health Equity Journey



HTC

Healthcare Transformation
Collaboratives



HFS

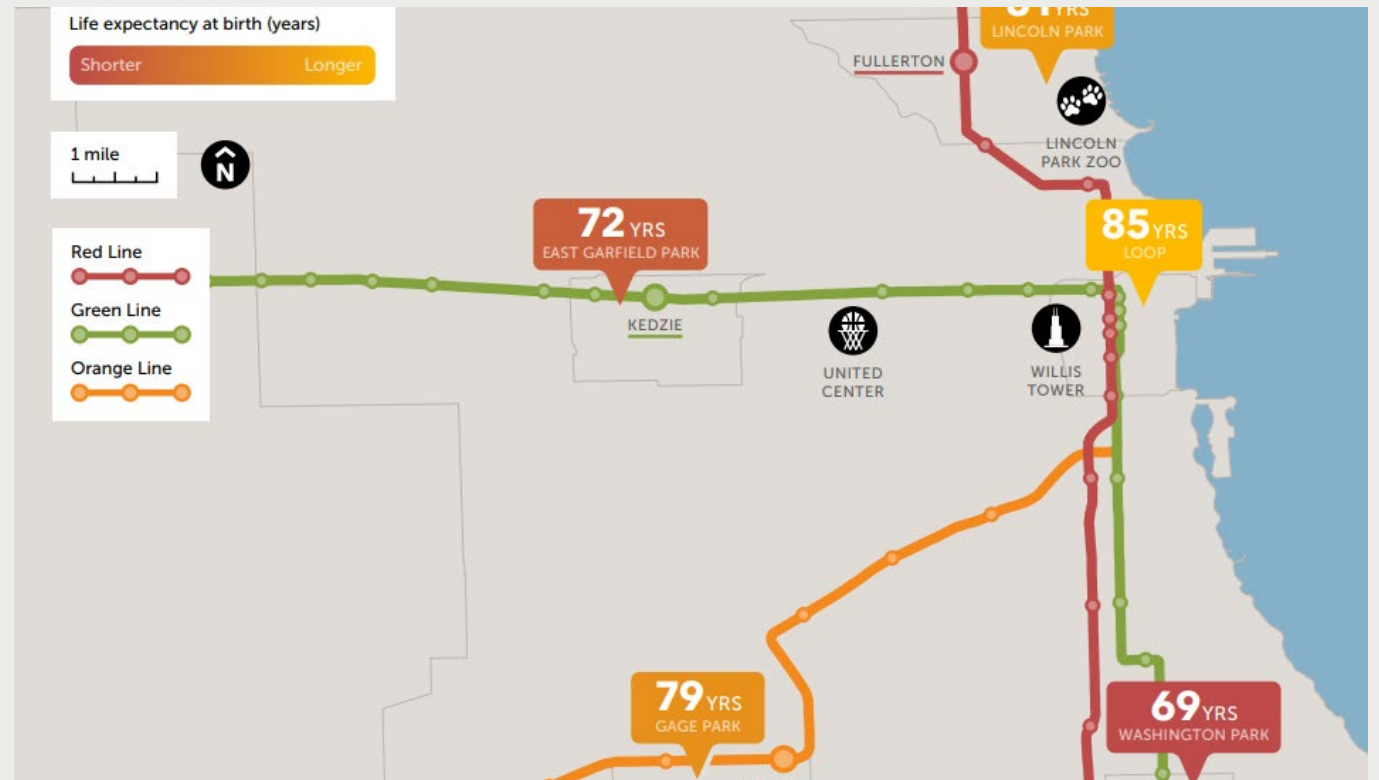
Illinois Department of
Healthcare and Family Services

15 innovative partnerships across the state focused on:

- Community Needs: For all levels of healthcare with an emphasis on addressing social and structural determinants of health.
- Health and Wellness: Improve health and wellness for individuals and communities.
- Tailored Solutions: Tailor solutions to meet the unique needs of individuals.
- Sustainable Investments: Invest in projects, large and small, that improve outcomes, decrease disparities, and are sustainable over time.

Why We Exist

- A baby born today in the Loop is likely to live to be 82 years old.
- But in West Garfield Park, the life expectancy is just 70 years.
- These disparities reinforce the fact that where you live, work and play can influence how long you live.



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Who We Are

Governing Board Members

- Access Community Health Network
- Alivio Medical Center
- Alternatives, Inc
- Ann & Robert H. Lurie Children's Hospital of Chicago
- Bobby E. Wright Comprehensive Behavioral Health Center
- Cook County Health
- Habilitative Systems, Inc
- Humboldt Park Health
- The Loretto Hospital
- North Lawndale Employment Network
- PCC Wellness
- Rush University Medical Center
- Sinai Chicago



Our Focus Areas

Almost 200,000 Attributed Lives Across the West Side

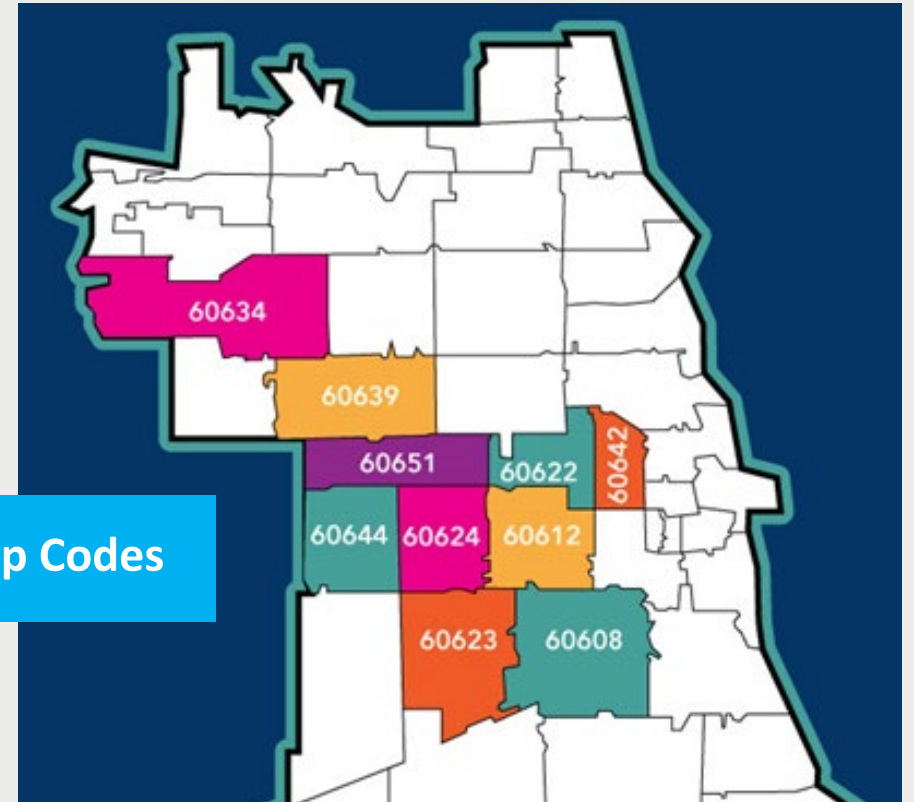
Insurance Status

- Medicaid or Uninsured

Medical Conditions

- Severe Mental Illness (SMI)
- Substance Use Disorder (SUD)
- Mild to Moderate Depression
- Pediatric Health
- Hypertension (HTN)
- Diabetes Mellitus (DM)

Zip Codes



Integrated Delivery System: Provider Network

Partnerships across the health care continuum



Community Health Centers

- Access Community Health Network
- AHS Family Health Center
- Alivio Medical Center
- Aunt Martha's
- Chicago Family Health Center
- CommunityHealth
- Erie Family Health Center
- Esperanza Health Centers
- Friend Health
- Tapestry 360 Health
- Lawndale Christian Health Center
- Near North Health Center
- PCC Wellness
- PrimeCare Health



Hospital Systems

- Ann & Robert H. Lurie Children's Hospital of Chicago
- Cook County Health
- Humboldt Park Health
- The Loretto Hospital
- Rush University Medical Center
- Sinai Chicago
- Ascension Saints Mary and Elizabeth Medical Center
- Saint Anthony Hospital



Community Mental Health Centers

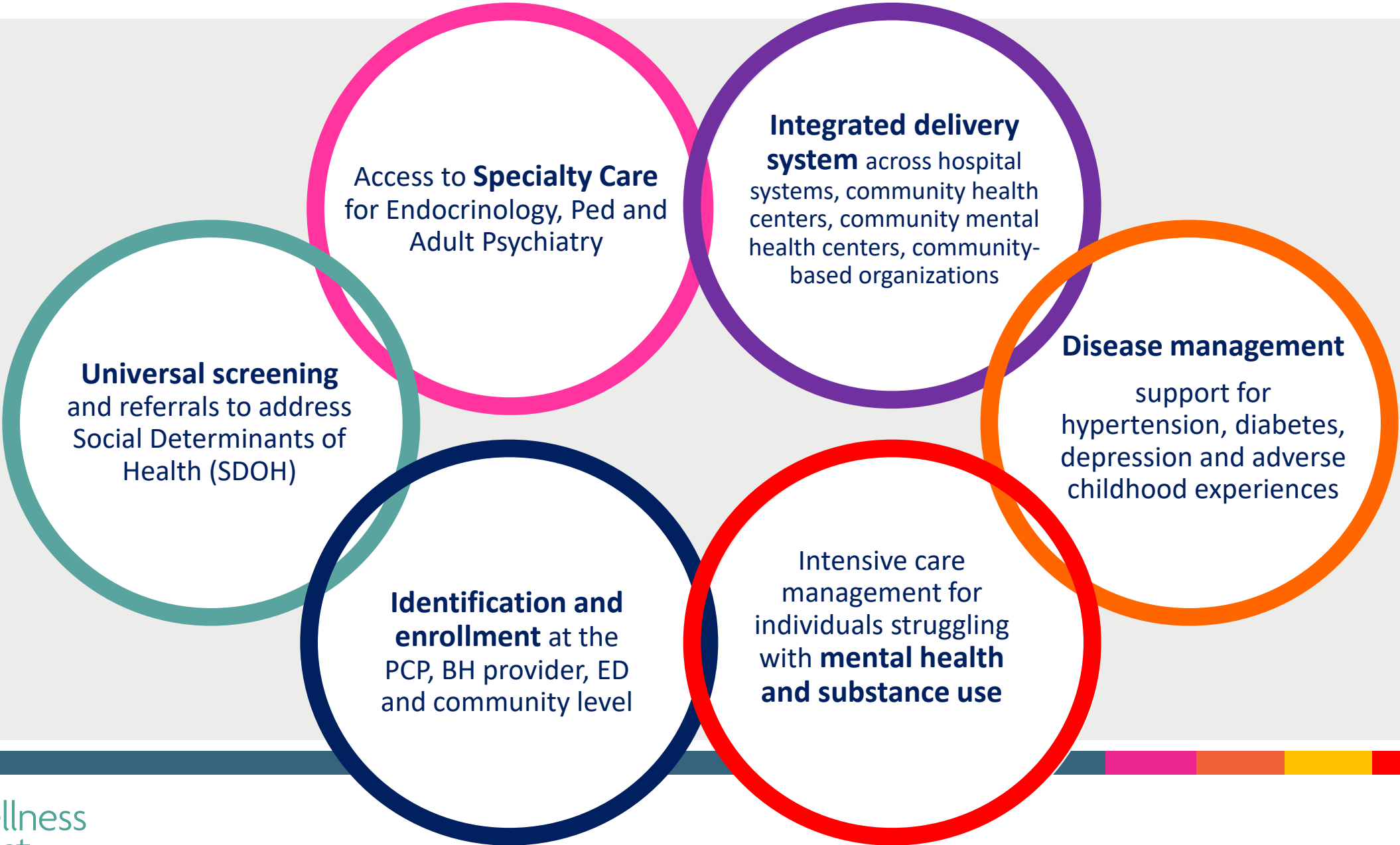
- Bobby E. Wright Comprehensive Behavioral Health Center
- Habilitative Systems, Inc.
- Rincon Family Services
- Healthcare Alternative Systems (H.A.S.)



Community-based Organizations

- Alternatives, Inc
- Bethel New Life
- Breakthrough
- Equal Hope
- Healthy Hood
- Heartland Human Care Services
- La Casa Norte
- North Lawndale Employment Network
- Oak Park Regional Housing Center
- Puerto Rican Cultural Center
- Spanish Coalition for Housing
- Thresholds
- United for Better Living
- Westside Health Authority
- Erie House
- Taller de Jose
- Universidad Popular
- YMCA

What We Set Out To Do: Our Model of Care



Wellness West: Roles across Collaborative

We have 142+ new jobs within our target area



At Medical Homes

Community Health Workers
% of RN, BH

Disease Management for
patients with Hypertension,
Diabetes, Depression



At Community-based Organizations

Community Health Workers
Extension of MedHome Care
Team focused on
community navigation and
SDOH



At Community Mental Health Centers

BH Care Managers
Peer Support Specialists
Focused on Intensive Care
Management for patients
struggling with severe
mental illness and/or
substance misuse



At Hospitals

Community Health Workers
Emergency Department
Navigators
Focused on identifying
patients in the Emergency
Department

Practice-level Care Coordination Embedded in Primary Care Practices, Hospitals and CMHC settings

Patient-specific care facilitated by care coordinator

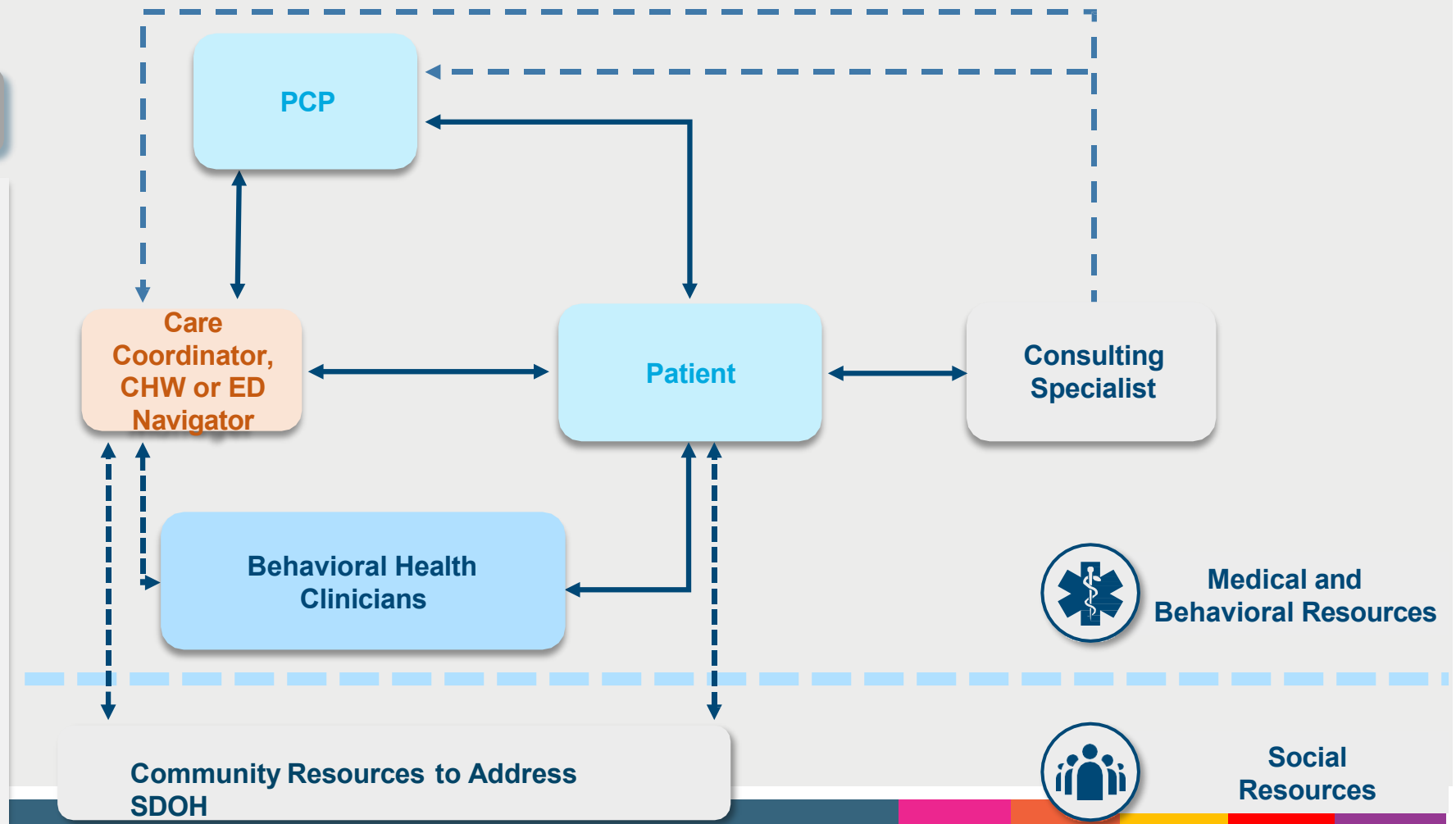
Wellness West model enables...

Patients

- ✓ Personalized, whole-person care
- ✓ Better navigation to access health care needs
- ✓ Elevated patient engagement and trust

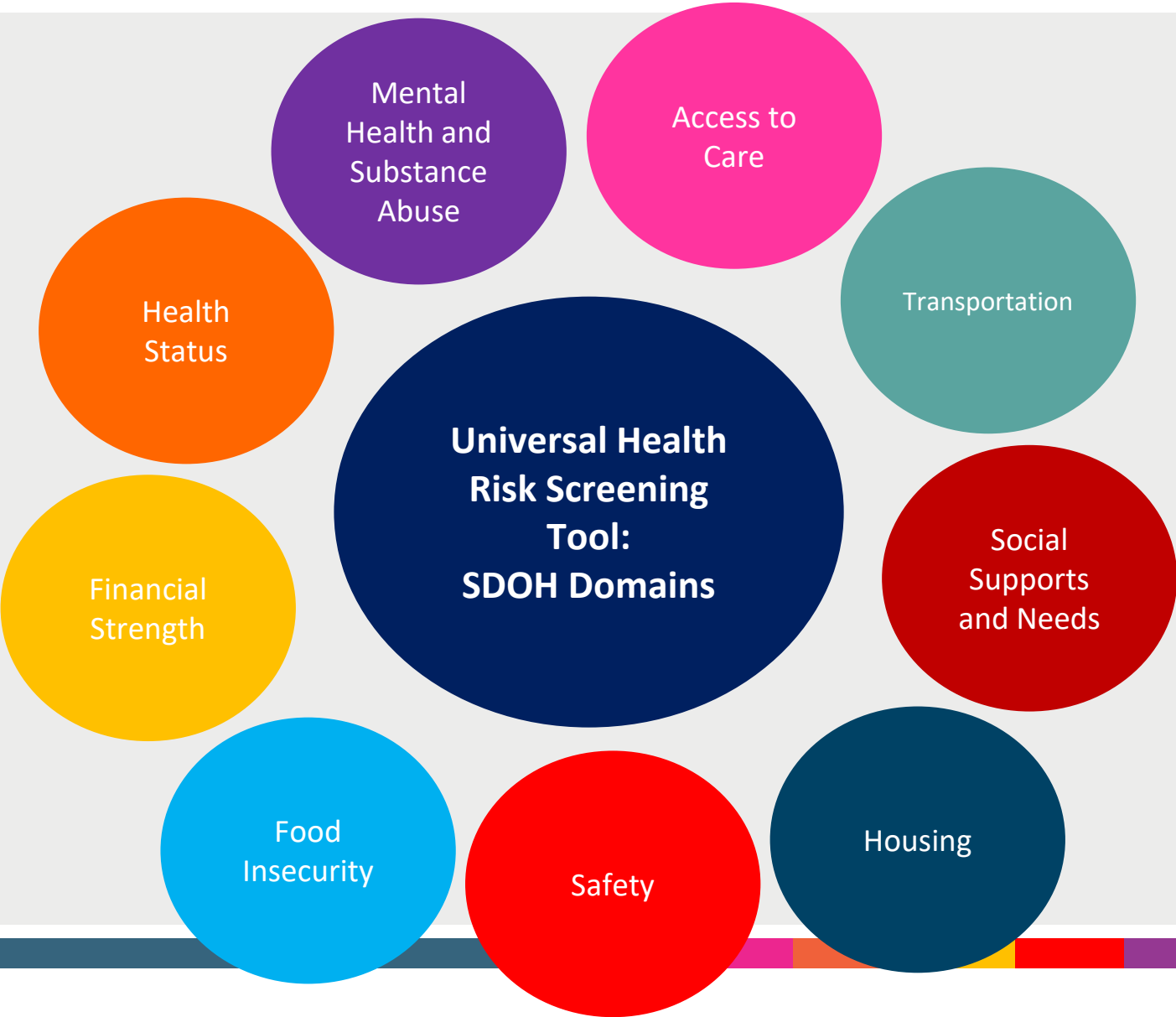
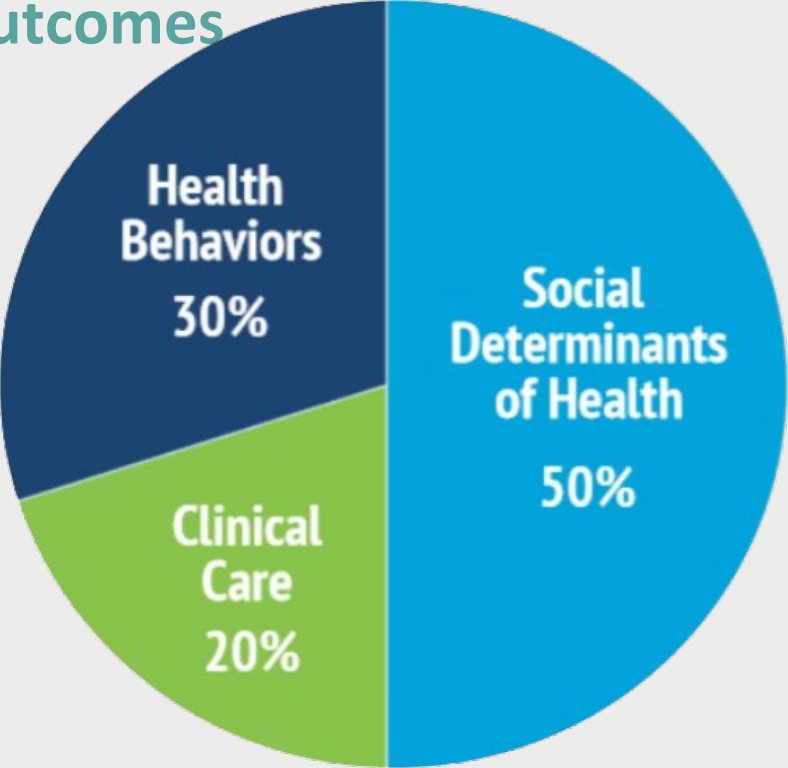
Providers

- ✓ Establishment of trust between providers and patients
- ✓ Care teams that are part of the medical home and direct access to other care team members
- ✓ Facilitate free flow of timely information and warm handoffs



Social Determinants of Health

Social determinants influence 50% of a community's health outcomes



Impacting SDOH: Investing in What Matters to Residents

SDOH Portillo

Social Support & Connectedness

- Contingency Management - LIVE
- Daycare Assistance
- After School Programming
- Wellness Support

Housing

- Permanent Supportive Housing Program - LIVE
- Housing Stability
- Homeless Prevention

Access to Care

- Co-pay assistance - LIVE
- Transportation

Financial Strain

- Patient Emergency - LIVE
- Utility Support
- Daycare Assistance

Safety

- Violence Prevention Support (restorative justice)
- Mindfulness programming

Food Security

- Fresh Funds Instacart Health - LIVE
- Snap benefit extension

Technology: MHNConnect

MHN Connect: *Communication, Collaboration & Coordination*



Hospitals &
Emergency Rooms



FQHCs & PCP
Offices



Community Based
Organizations &
Social Service
Agencies



Care Management
Entities

IMPACT

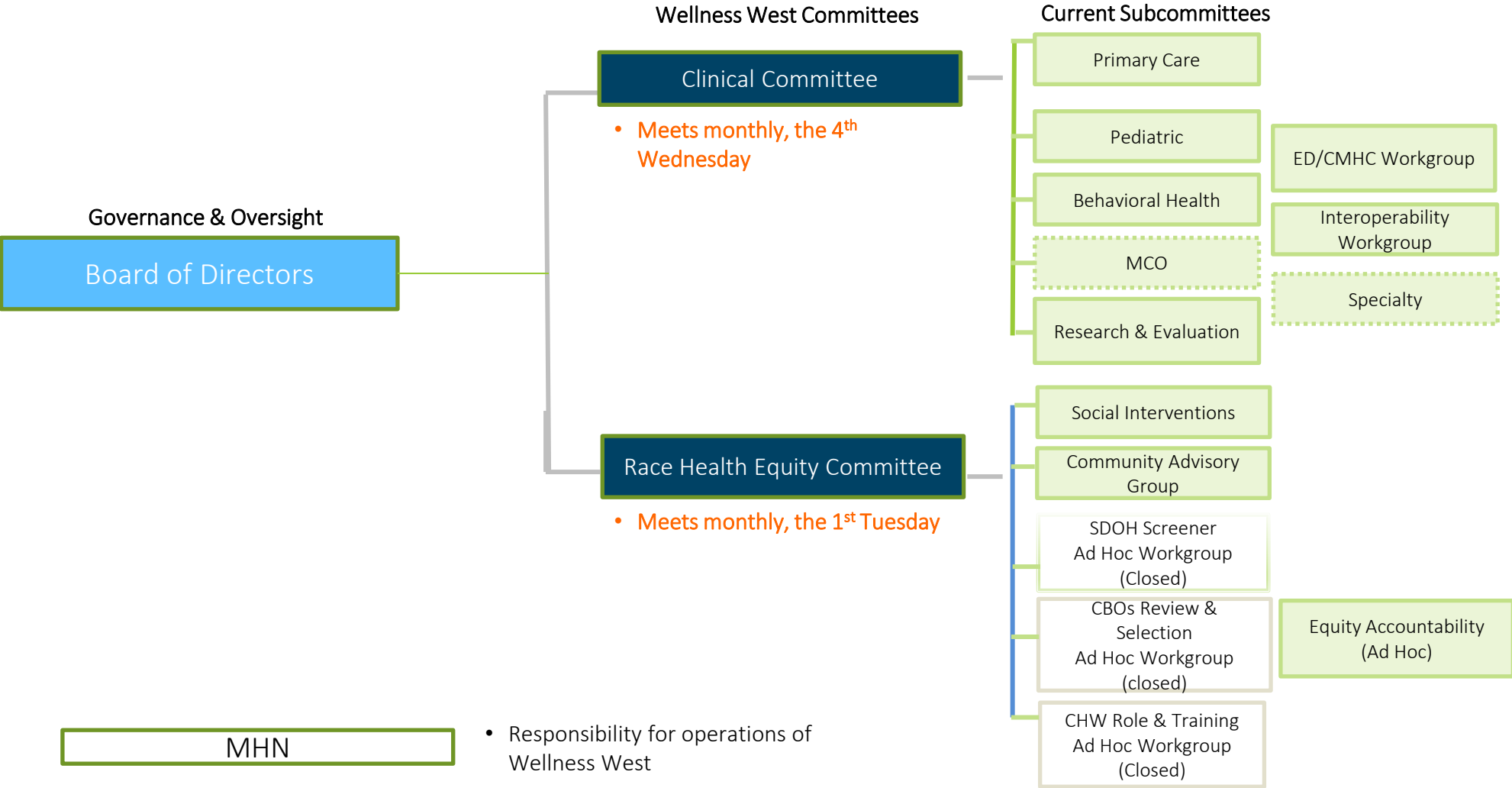
- 360° view of patient
- Real-Time Alerts Intervention
- Common Community Assessments
- Coordinated Community Workflows
- Bidirectional Community-Based Communication
- Access to Specialty Care via eConsult



Our Structure

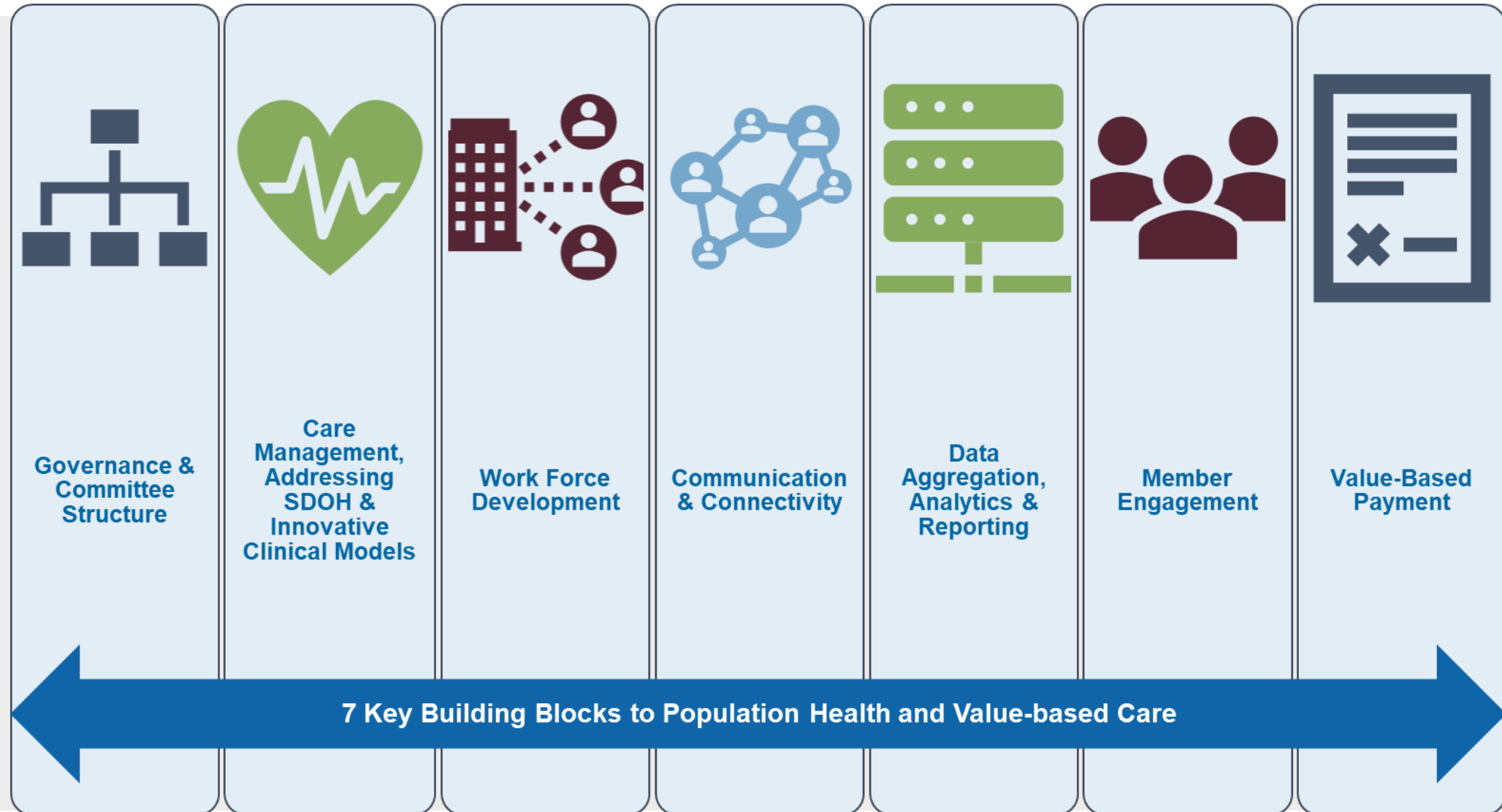


Committee Structure



Not Started -----

Framework for a Successful Provider Network



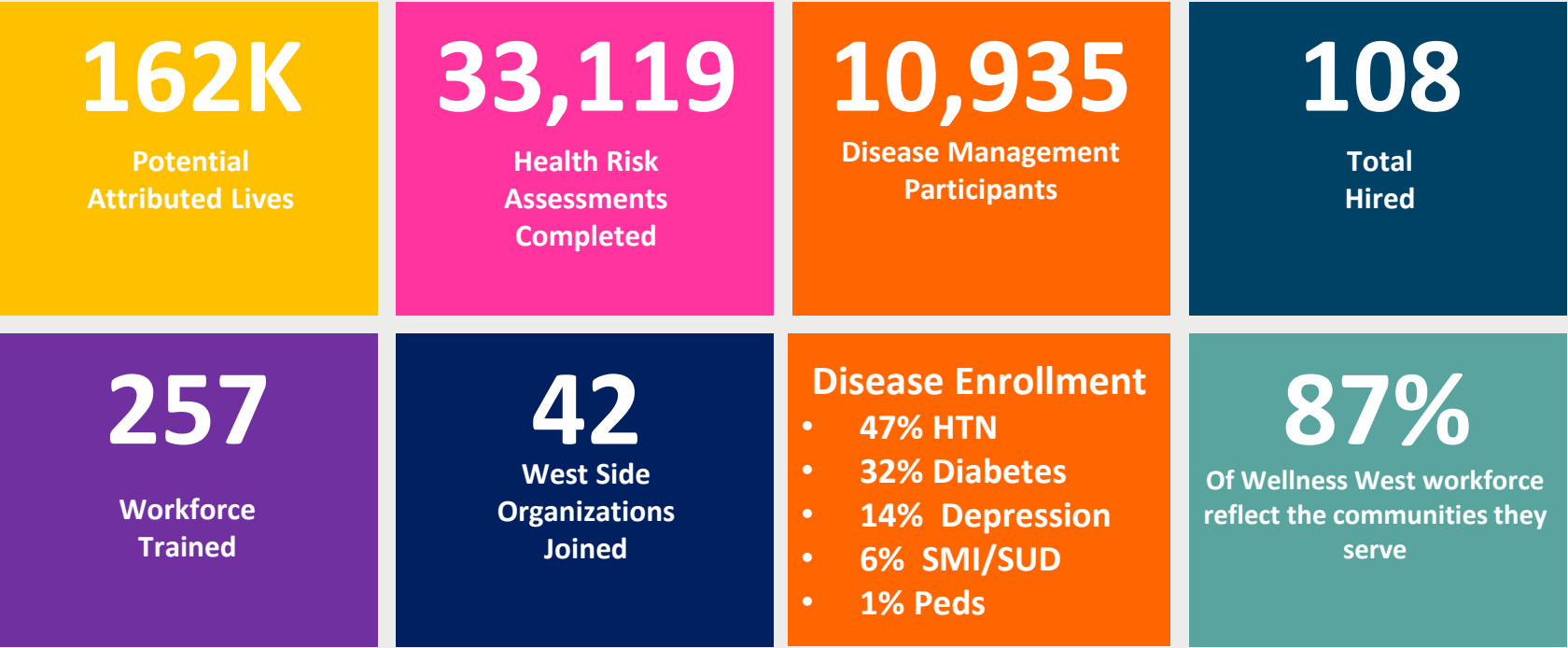
Race & Health Equity Framework

Commit to Addressing Inequities	· Acknowledge the trauma institutions have caused through adherence to racist and discriminatory practices over time (e.g. health care, public health) and clearly lay out strategies to address them now (1a)
	· Provide public updates on plan timeline, progress, successes and challenges and how they will be addressed (1b)
	· Commit financial and human resources to addressing health equity goals (1c)
Mobilize Data and Advocacy	· Examine data to identify patterns in access, quality, and outcomes by race, ethnicity, income, age, language, immigration status, gender identity and sexual orientation (2a)
	· In partnership with community groups, develop and commit to data-informed goals that reduce disparities (2b)
	· Lobby and advocate for adequate resources to reduce the negative impact of social drivers of health (e.g. housing, food security, financial, employment and immigration status) (2c)
Practice Operational Equity	· Adopt processes within Wellness West committees that foster shared ownership, establish decision making protocols, make space for all voices, and promote trust and openness to change (3a)
	· Use established criteria to inform major decisions (e.g. Racial Equity Impact Assessment Toolkit) (3b)
	· Understanding the large number of West Side residents employed by partner agencies, conduct organizational equity assessments of all Wellness West organizations to understand experiences of staff and guide policy changes (3c)
	· Ensure that the Wellness West-funded staff are paid equitably (3d)
Partner with the West Side Community	· Engage with West Side agencies doing similar work to identify collaboration opportunities (4a)
	· Expand membership of community advisory groups to represent those most impacted by inequities (4b)
	· Engage community experts in human-centered design in development of protocols for CHW-led and other service delivery (4c)
	· Develop networks and mechanisms through which to seek rapid input from community members (4d)
	· Collaborate with West Side business owners to address obstacles to employee care (4e)
	· Support community-led efforts to address racial reconciliation (4f)
	· Expand communication strategy to include digital platforms for announcements, invites (4g)
Address the Bias in our Systems	· Understand how racism and discrimination manifest inside our organizations and build capacity to address them (5a)
	· Build staff capacity through training on anti-racist, trauma-informed, respectful, culturally humble, and competent care (5b)
	· Survey patient and clients on their experiences with Wellness West agencies and commit to addressing gaps and inequities (5c)
	· Revise human resource and care protocols and policies as needed to align with health equity goals (5d)

Our Outcomes



High level Snapshot



Overall Snapshot as of 8/2/24

Performance Dashboard: Improved Chronic Disease Management Control

2023 Performance

	Hypertension		Diabetes	
	Initial Percent controlled at enrollment	Long Term Impact Percent controlled at 6 months engagement	Initial Percent controlled at enrollment	Long Term Impact Percent controlled at 6 months engagement
Overall	53%	80%	46%	62%
IL FQHC Avg @ 12 mts	63.35%		68%	

Hypertension

* 80% controlled at 6 months

Diabetes Control

* 62% controlled at 6 months

Performance Dashboard: Improved Mental Health Outcomes

2023 Performance

	Depression Improvement Rate*		
	Initial Percent controlled at enrollment	Last PHQ-9 > 5 and not significantly improved (less than 50% improvement from the initial PHQ-9)	Last PHQ-9 > 5 and significantly improved (50% improvement or more from the initial PHQ-9)
Overall	16%	77%	11%

Depression

- 28% of patients received follow up in July
- 16% controlled at initial assessment
- 11% significantly improved on their phq-9 score

Performance Dashboard: SMI and SUD

7-day & 30-day BH Follow up from ED:

Measure of Effectiveness	2024 Target Goal
Successful contact with Behavioral Health Care Manager	30% of visits completed within 7 days
	40% of visits completed within 30 days

*Key Improvement Area

7-day

Organization	24-Jul	YTD
Community Mental Health Centers (CMHCs)		
Bobby E. Wright	0%	11%
Habilitative Systems, Inc	40%	29%
Rincon	0%	52%
H.A.S.	n/a	31%
TOTAL	18%	30%
GOALS	30%	

YTD 30% of patients received a follow up within 7 days

30-day

Organization	24-Jul	YTD
Community Mental Health Centers (CMHCs)		
Bobby E. Wright	0%	15%
Habilitative Systems, Inc	40%	34%
Rincon	0%	61%
H.A.S.	n/a	39%
TOTAL	18%	36%
GOALS	40%	

YTD 36% of patients received a follow up within 7 days

As of 8/2/2024

Performance Dashboard: SDOH (HRSN) Prevalence

85%

Percent of Participants
Screened Positive for One
SDOH

3.1

Average # of SDOH per
patient

4.2 avg SDOH
for AA Patient

2.5 avg SDOH
for Hispanic
Patient

7%

Don't feel
safe at home

28%

Give themselves
Poor Health Rating

6%

Use Drugs other
than those
prescribed

3%

Identified as being
homeless/sheltered

19%

Need Transportation
Assistance

36%

Experience food
insecurity

16%

Identified as
needing housing

14%

Struggle to pay
for medication

14%

No access to the
internet

15%

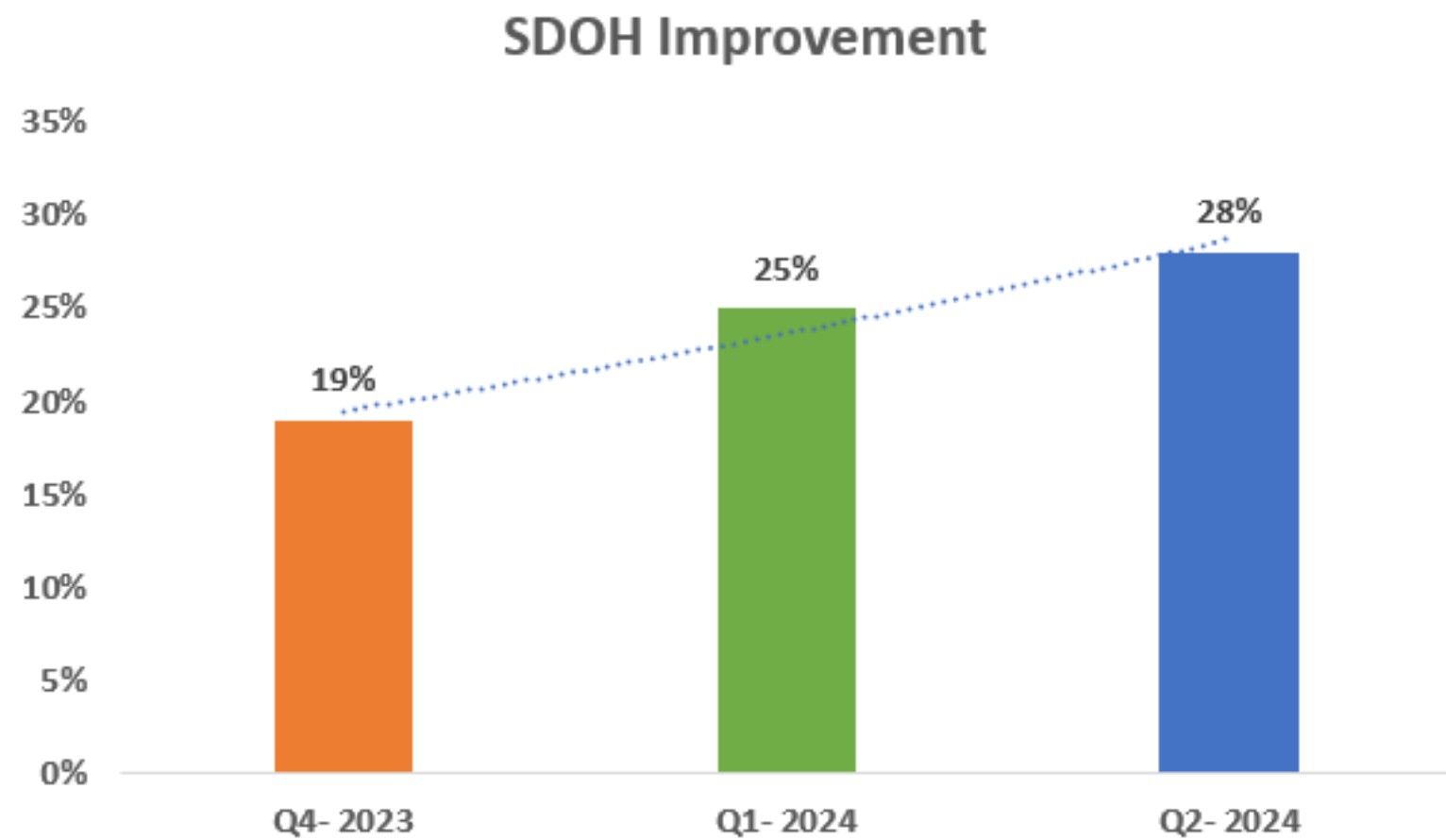
Need Help Making
Appointments

24%

Struggle paying
utility bills

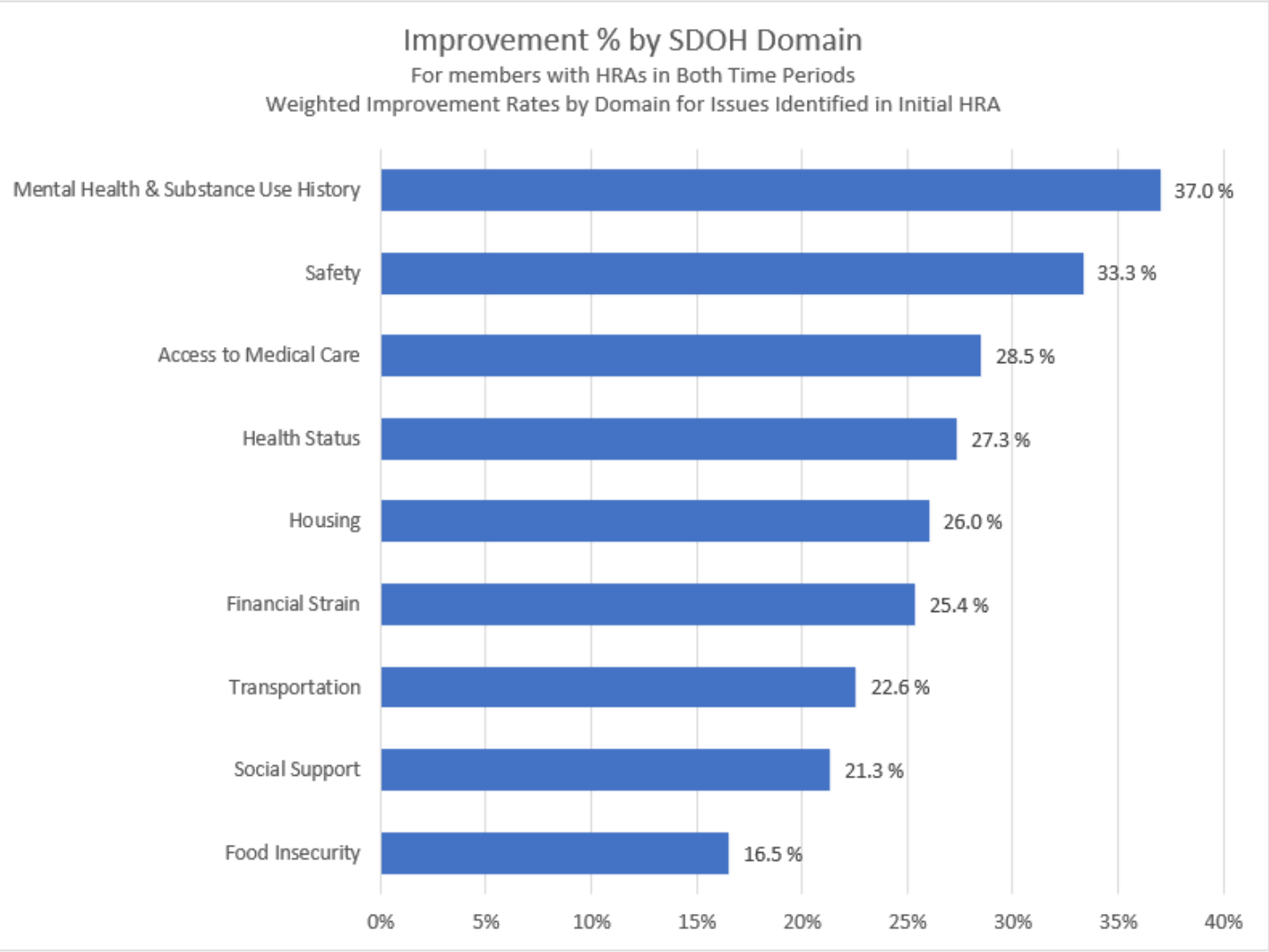
As of 8/22/24

Performance Dashboard: SDOH Improvements



Performance Dashboard: SDOH Improvements

Timeframe Initial assessment April 2023 – September 2023 and
rescreened between October 2023 and March 2024:



Mental Health and
Safety Domains
experience the
greatest
improvements

What Does the Future Holds for the Collaborative

- ✓ Accelerating Outcomes
- ✓ Workforce Development
- ✓ CHW Reimbursement
- ✓ MCO partnership
- ✓ CBO integration
- ✓ Engaging the unengaged patients

Thank You!

