



**Erie Family Health Center**

**Community Health Centers  
Responding to quality and service challenges  
while expanding under the  
Affordable Care Act**

Lee Francis, MD, MPH  
President and CEO  
Erie Family Health Center  
Chicago, IL



Erie Family Health Center | Centro de Salud Erie

**Trust. Heal. Care.**

# Erie Family Health Center Sites

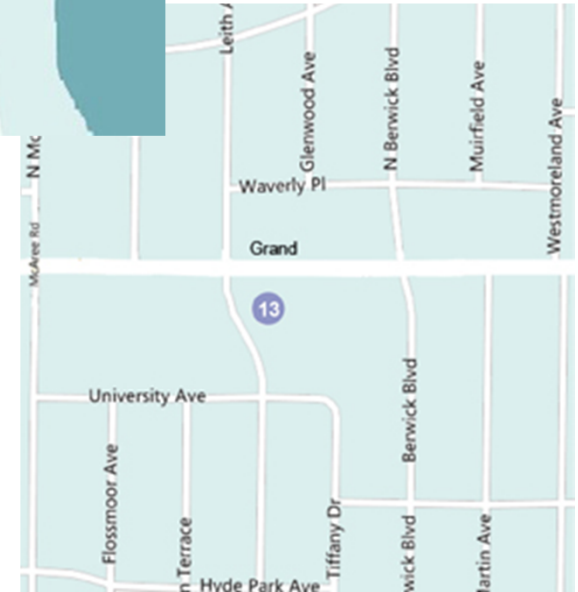
## Chicago



## Evanston



## Waukegan





# Erie Family Health Center Sites



- Joint Commission Accredited
- Erie named one of the Top Workplaces of 2010, 2011, 2012 and 2013 by the Chicago Tribune!



**Chicago Tribune**



<p><b>EXPAND INSURED</b></p> <p><b>AND</b></p> <p><b>EXPAND COMMUNITY CAPACITY</b></p> <p><b>(Best case?)</b></p>	<p><b>EXPAND INSURED</b></p> <p><b>AND</b></p> <p><b>NO EXPANSION OF COMMUNITY CAPACITY</b></p> <p><b>(Long lines)</b></p>
<p><b>NO EXPANSION OF INSURED</b></p> <p><b>AND</b></p> <p><b>EXPAND COMMUNITY CAPACITY</b></p> <p><b>(Unsustainable)</b></p>	<p><b>NO EXPANSION OF INSURED</b></p> <p><b>AND</b></p> <p><b>NO EXPANSION OF COMMUNITY CAPACITY</b></p> <p><b>(Status Quo)</b></p>



# Affordable Care Act Summary

**INSURANCE CARD = INSURANCE CARD**

# Health Care Reform and Health Centers

## *The* NEW ENGLAND JOURNAL *of* MEDICINE

ESTABLISHED IN 1812

JUNE 3, 2010

VOL. 362 NO. 22

### Health Care Reform and Primary Care — The Growing Importance of the Community Health Center

Eli Y. Adashi, M.D., H. Jack Geiger, M.D., and Michael D. Fine, M.D.

During the debate over U.S. health care reform, relatively little attention was paid to the long-established network of community health centers (CHCs) in the United States. And yet this unique national asset constitutes a critical element of any reform intent on expanding access to

were to be “of the people, by the people, for the people.”

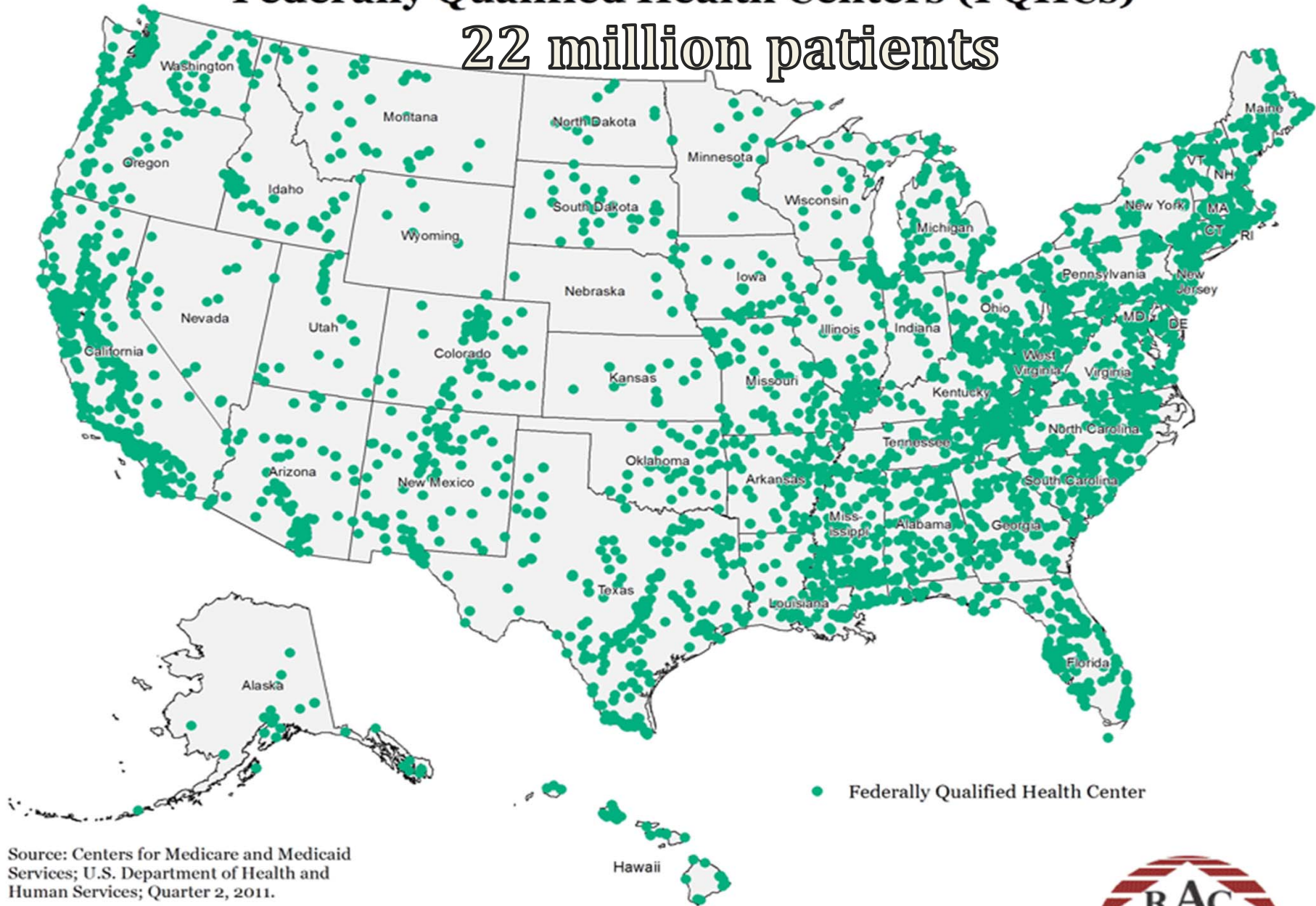
Now operating at more than 8000 sites, both urban and rural, in every state and territory (see Fig. 1), run by about 1200 CHC grantees, the centers are the medical home to 20 million Americans, 5% of the current U.S. pop-

often the sole health care provider available to these patients.

Beyond their commitment to the uninsured, the CHCs have always welcomed the insured in need of high-quality primary care. At present, 35% of CHC patients are beneficiaries of Medicaid, and 25% are beneficiaries of Medi-

# Federally Qualified Health Centers (FQHCs)

## 22 million patients



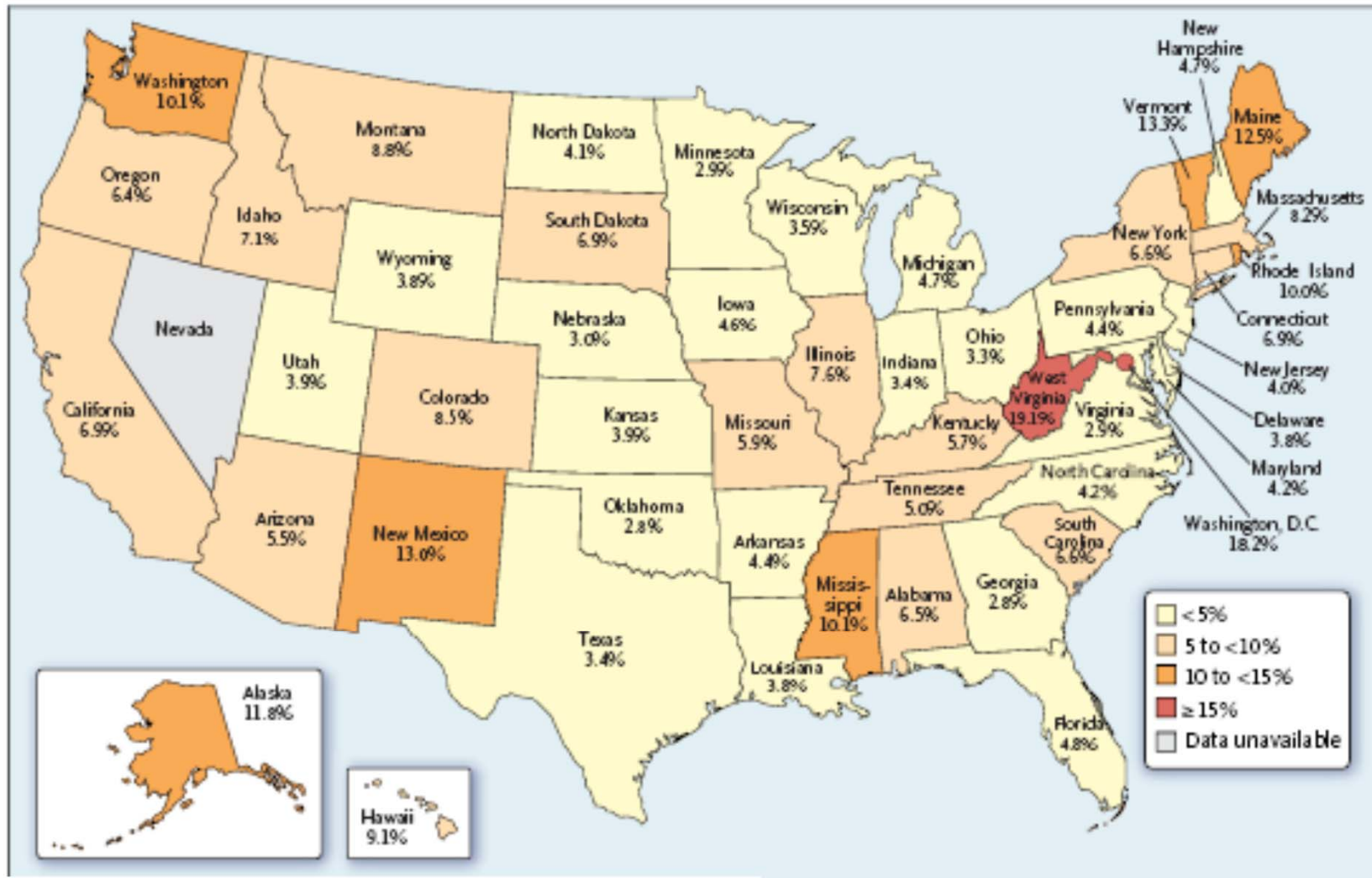
Source: Centers for Medicare and Medicaid Services; U.S. Department of Health and Human Services; Quarter 2, 2011.

Note: Alaska and Hawaii not shown to scale

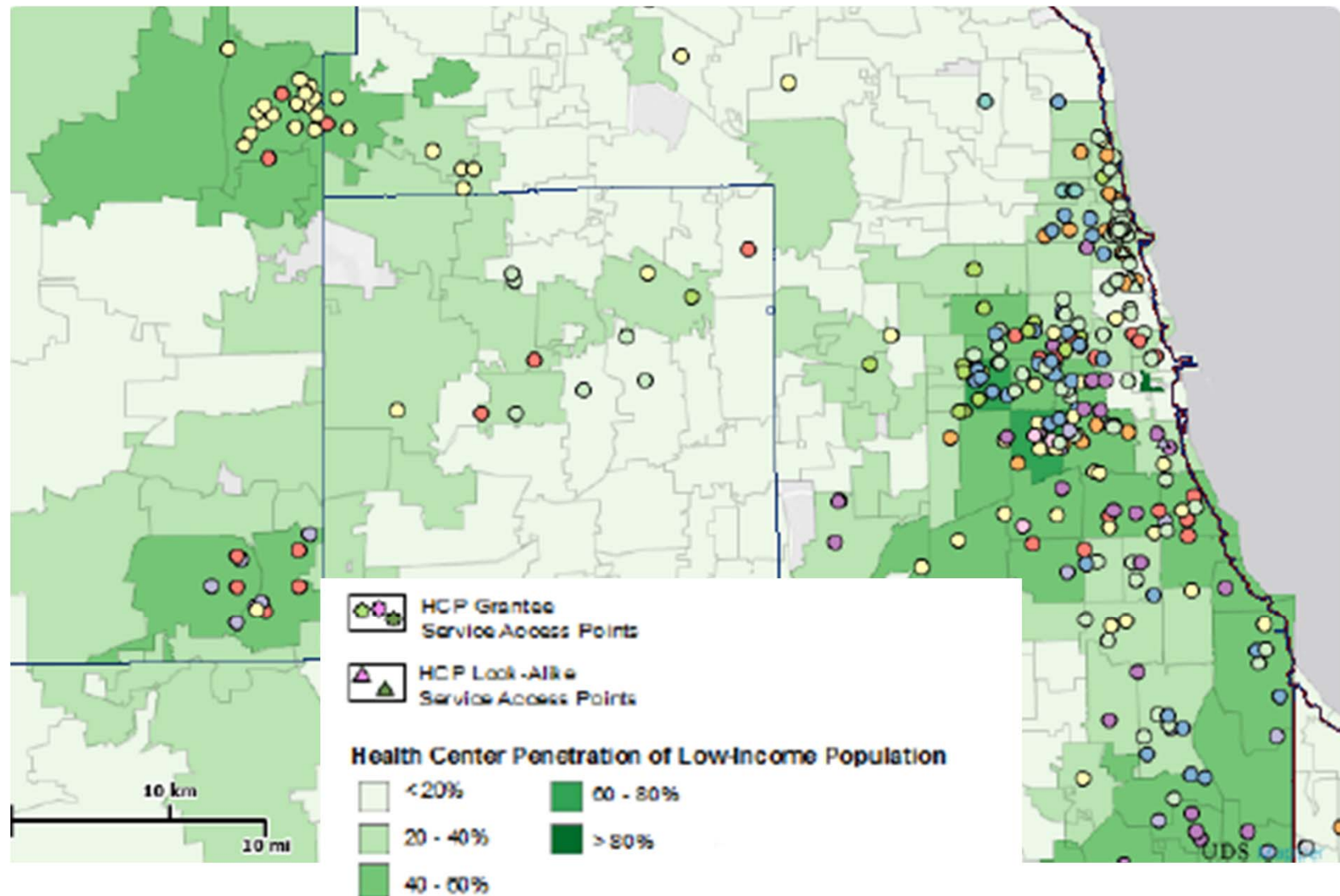




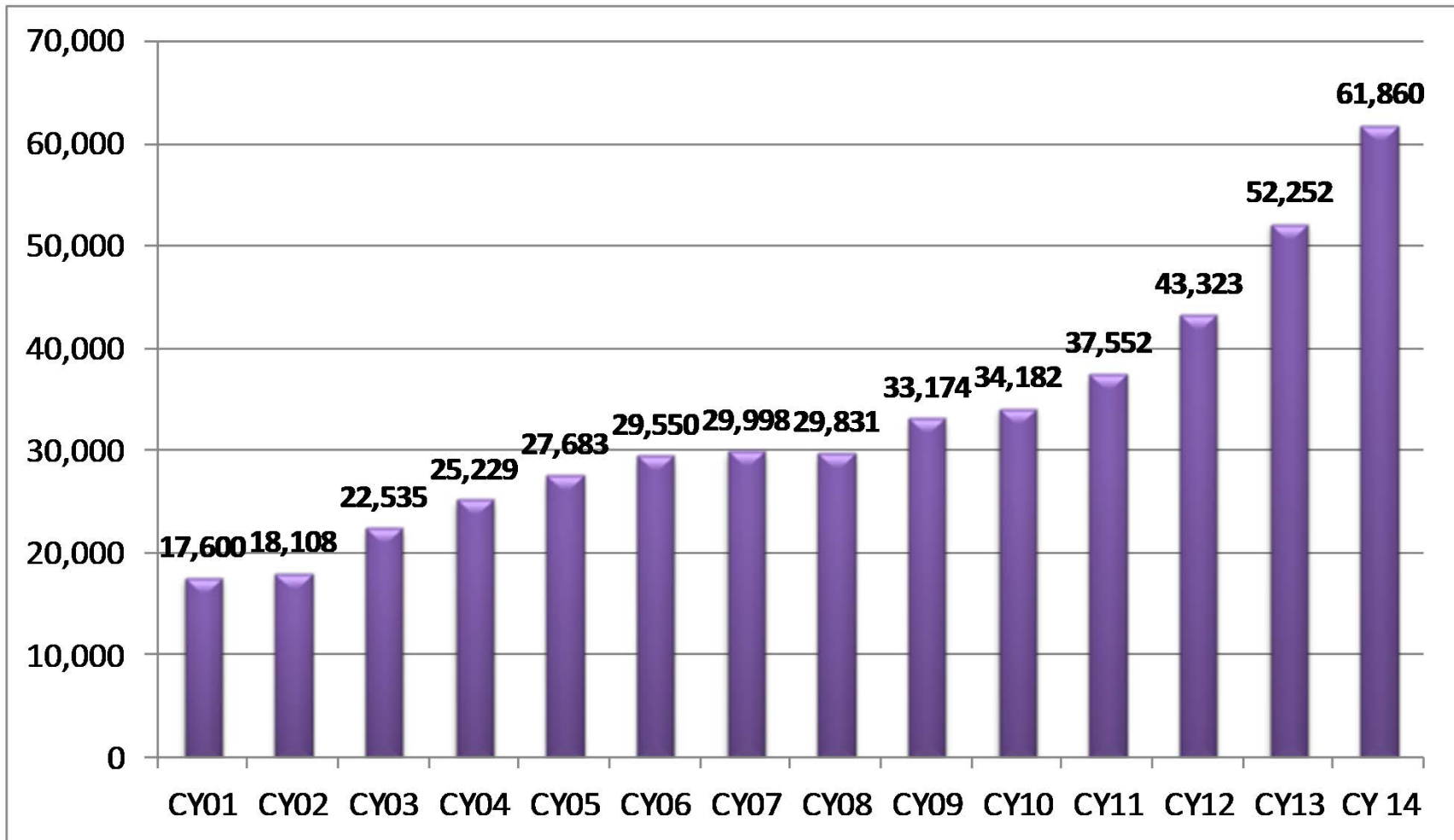
# Percentage of Population Served by CHCs



# Community Health Centers, Chicago, 2014

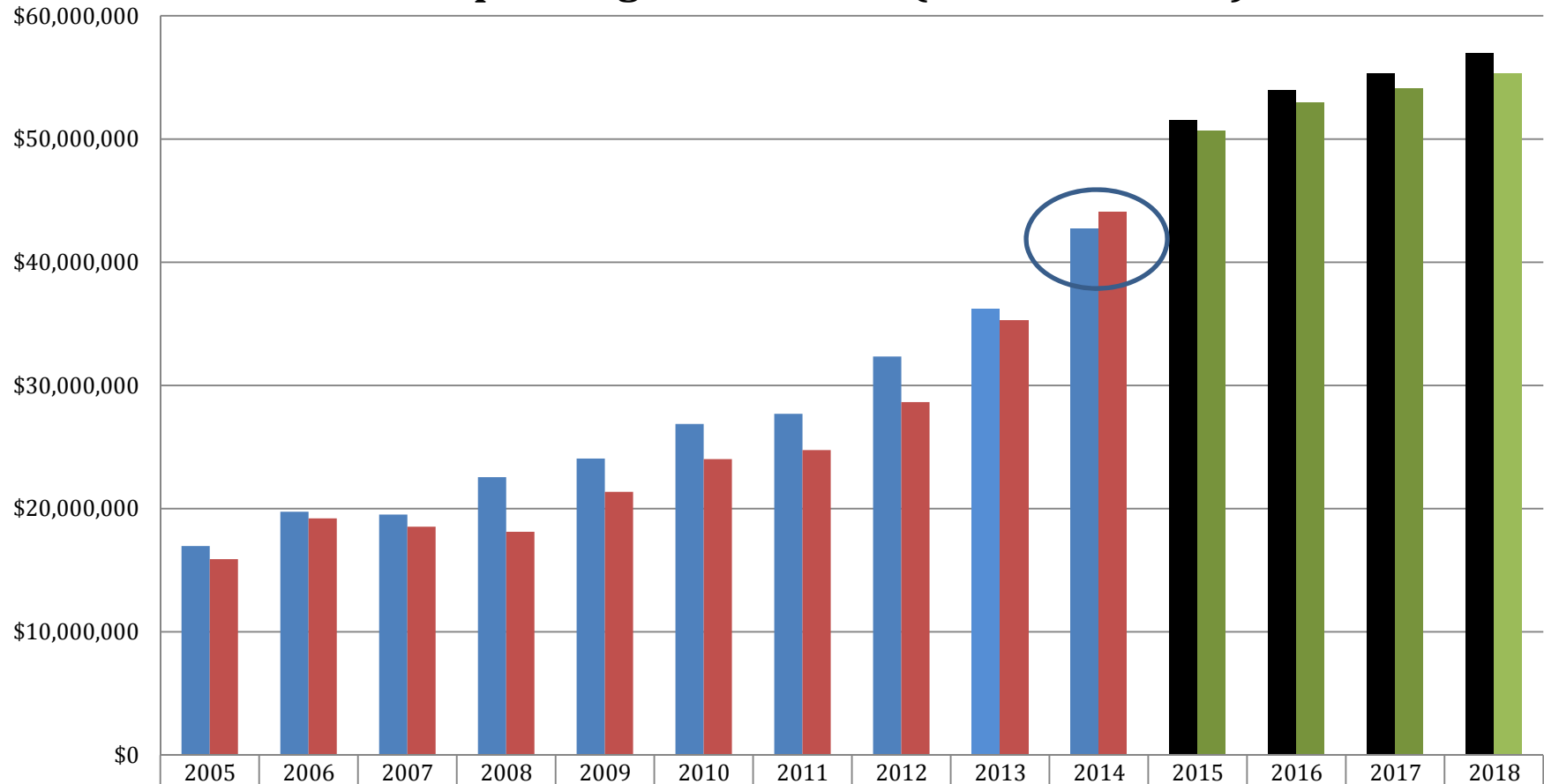


# Erie Family Health: Patients are Growing in Number



# Growth to Meet Need

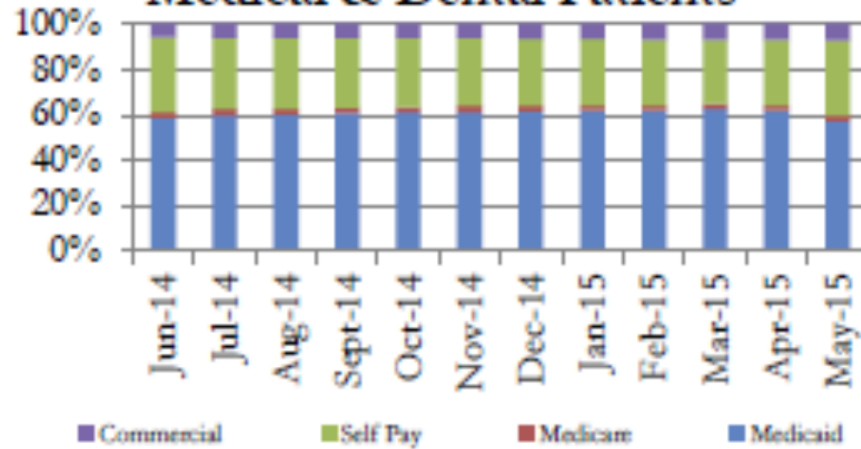
**Erie Annual Operating Performance (\$s in thousands)**



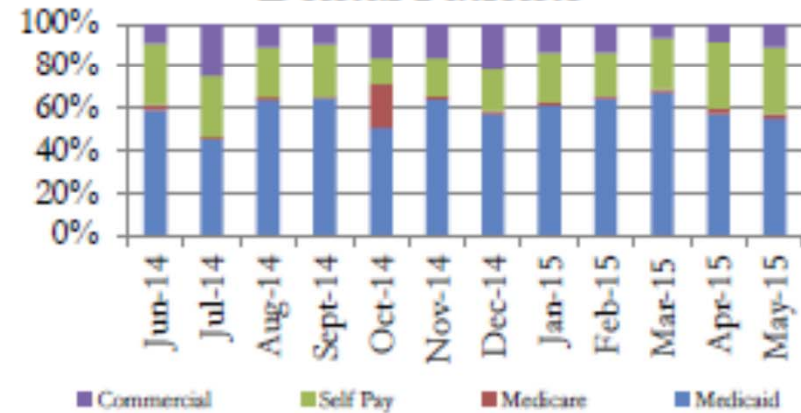
■ Total Revenue	\$16,963	\$19,753	\$19,519	\$22,551	\$24,067	\$26,879	\$27,702	\$32,342	\$36,242	\$42,757	\$51,567	\$53,954	\$55,320	\$56,960
■ Total Expenses	\$15,899	\$19,214	\$18,534	\$18,123	\$21,362	\$24,021	\$24,752	\$28,645	\$35,318	\$44,085	\$50,687	\$52,952	\$54,080	\$55,328

# Current and New Patient Payer Mix

**Payor Mix of Unduplicated Medical & Dental Patients**



**Payor Mix of New Medical & Dental Patients**



# Medicaid in Illinois: “Before”



- ONE plan
- ONE payor
- NO pre-authorizations
- STANDARD procedures for vaccines, medications, dental care, behavioral health etc.
- BROAD hospital access



# Medicaid in Illinois: Transition



“New” Managed Care Organizations



Accountable Care Entities (ACE)



Coordinated Care Entities (CCE)



Primary Care Case Management (PCCM)



Pilot



Phasing out

# Medicaid in Illinois: "After"





# Quality and changing landscape

Erie Family Health Center – June 2015

**Alliance of Chicago**

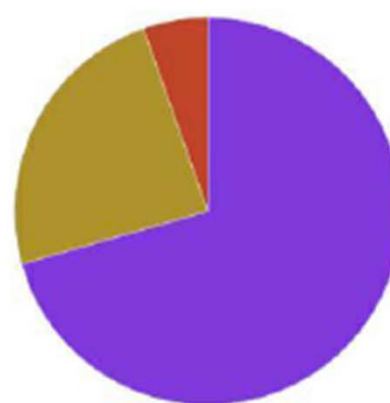
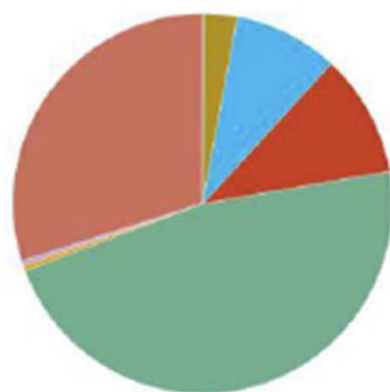
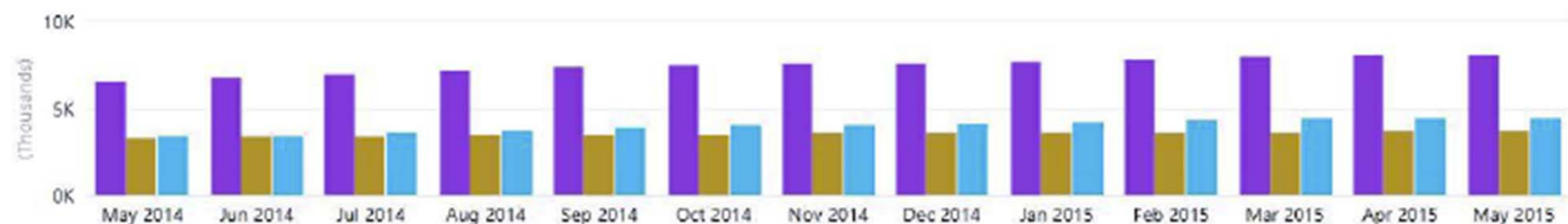
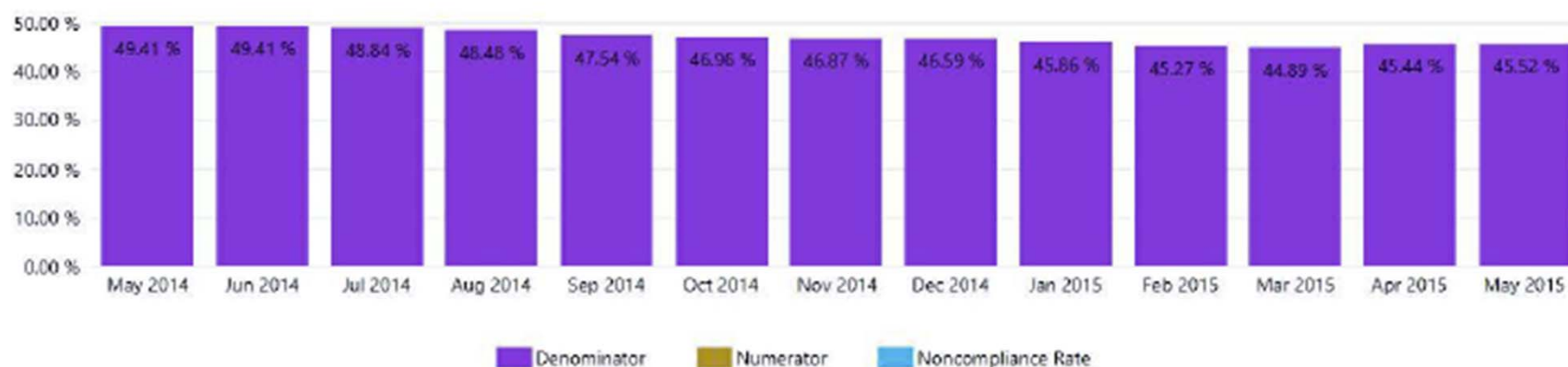
**Performance Dashboards**

**Electronic Health Record Patients**



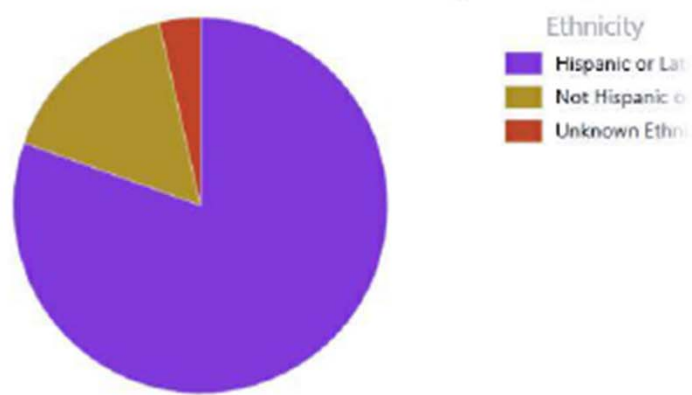
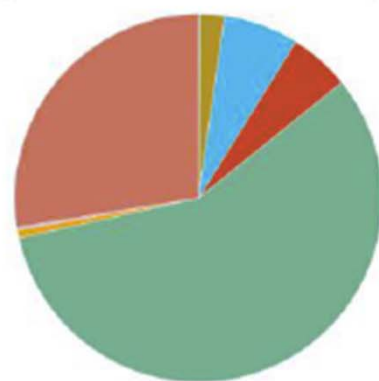
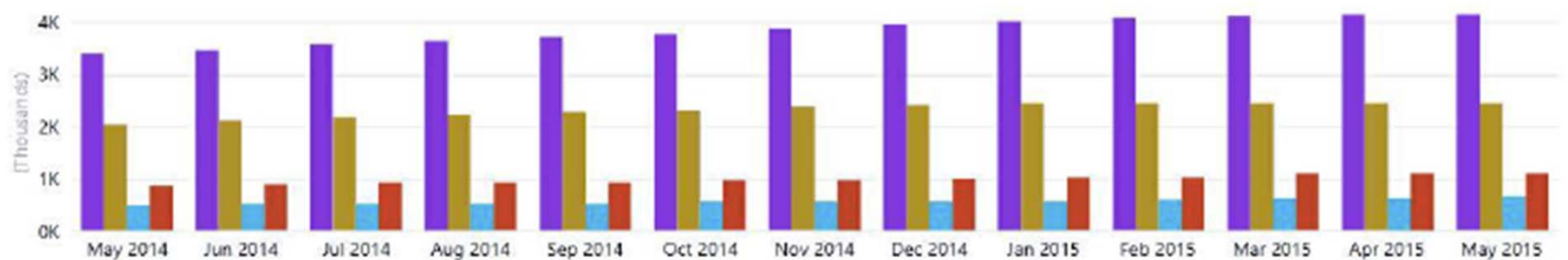
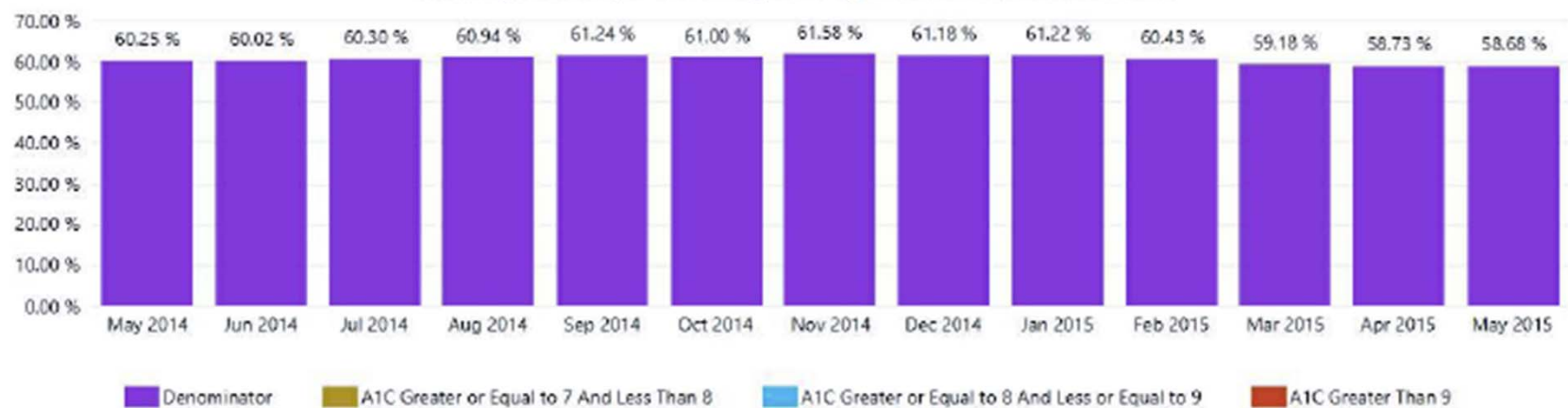
## Colorectal Cancer Screening

Percentage of patients aged 50 to 75 who had appropriate screening for colorectal cancer



## Section C - Diabetes by Race and Ethnicity

Percentage of adult patients with Type I or Type II diabetes with last A1C <8%





# Affordable Care Act Summary

**INSURANCE CARD = INSURANCE CARD**



Dr. Lee Francis, a Cook County Hospital employee, speaks at a rally for higher wages Wednesday outside the hospital.

Staff photo by Jean Lachat

# Hospital workers rally

# Lessons Learned: “The 2,000 Rule”

- Cook County Hospital and MPH training
  - Social aspects of health and health care
  - Talking, listening, examining and touching
  - Direct philosophical transfer to community setting
  - Inherent public health approach

The 2,000 Rule

# Lessons Learned

- What do patients, families, communities want?
  - Access to best regardless of the ability to pay
  - To be listened to, not talked to
  - The highest standard of care
- What is best?
  - Coordinate and manage care in between visits
- What does our staff really want?
  - The same thing – and...
  - Fair compensation, benefits
  - Opportunity to work at the top of their licenses

# THANK YOU

