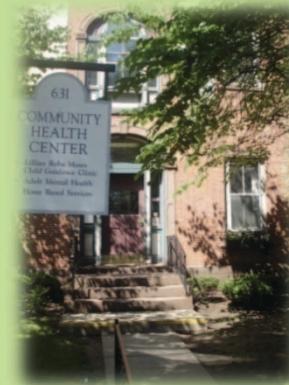




Reform and Transform: Ensuring the Right Skill Mix for Primary Care



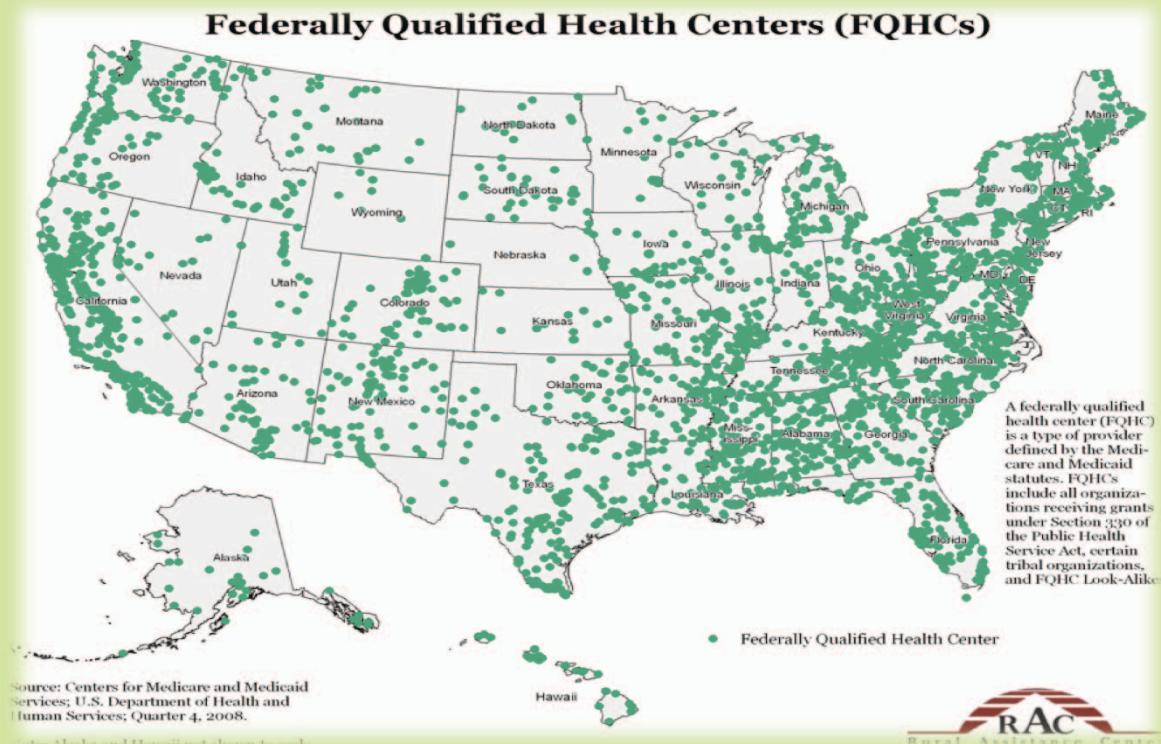
Margaret Flinter
Vice President & Clinical Director
CHC Inc.

February 8, 2010



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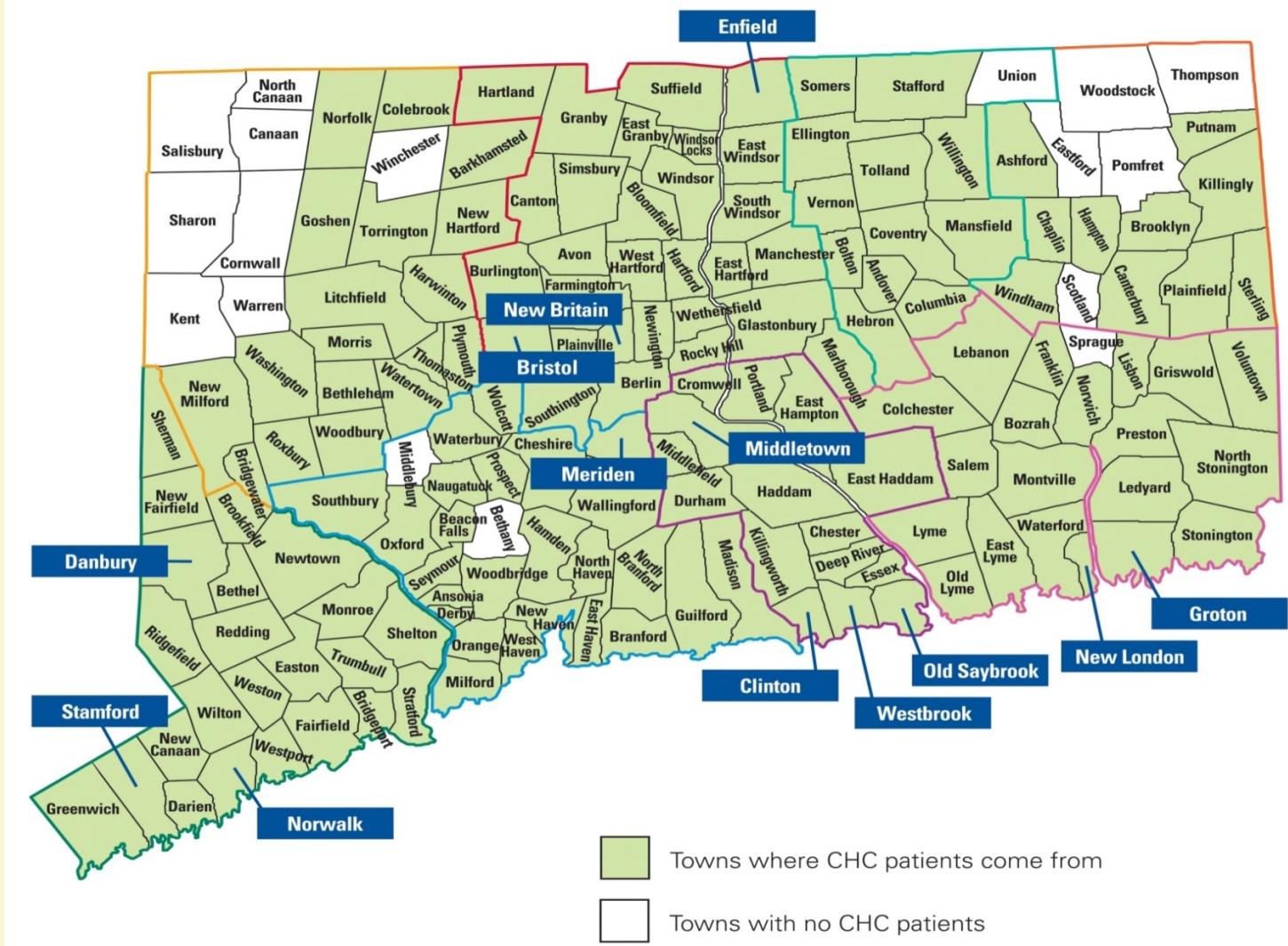
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CHC Inc. and the State of CT

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Part 2: What Does It Mean?

300,000 visits (medical, dental, behavioral health)

72,000 patients call CHC their “Health-Care Home”

35,000 people received medical care

4,200 people received mental health care

26,000 people received dental care

10,114 people received “other enabling services”
(transportation, eligibility, group education)

CHC patients come from 152 of the 169 cities and towns in Connecticut

What Does It Mean?

It means we provide services to all 111 of the cities and towns in Connecticut.

Over 61,000 people live in rural areas.

Over 61,000 people live in urban areas.

Over 61,000 people live in suburban areas.

Over 61,000 people live in tribal areas.

Over 61,000 people live in cities with more than 100,000 people.

Over 61,000 people live in small towns.

What Does It Mean?

It means we provide services to all 111 of the cities and towns in Connecticut.

It means we provide services to all 111 of the cities and towns in Connecticut.

It means we provide services to all 111 of the cities and towns in Connecticut.

It means we provide services to all 111 of the cities and towns in Connecticut.

How Does It Work?

It means we provide services to all 111 of the cities and towns in Connecticut.

It means we provide services to all 111 of the cities and towns in Connecticut.

It means we provide services to all 111 of the cities and towns in Connecticut.



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eClinicalWorks 8.0

Progress Notes

64 Y, F | Sel | Info | Hub

Allergies: Billing Alert Wt: 155 lbs. Appt(L): 10/28/09 Ins: Medicare Acc Bal: [REDACTED] CLICK TO EDIT waiting for records from Guar: [REDACTED] Gr Bal: \$0.00 PCP: [REDACTED] 08 pod 11/25 Language: [REDACTED] Translator: No SECURE NOTES pap 08 waiting for fx 11/13/08 monofil. foot check done. ; colonoscopy? Tinnitus check at next visit ADV DIRECTIVE

Medical Summary | Alerts | Labs | DI | Procedures | Growth Chart | Immunization | Encounters | Patient Docs | Flowsheets | Notes

SF Rel Default Encounters 05/07/2009 SE

Community Health Center, Inc.

05/07/2009 Progress Notes: [REDACTED] ARNP

Current Medications

Lactinol-E 10-3500 as directed BID
Freestyle Lite Test Strips xx as directed use as directed TID ac
Aspir-Low 81 mg 1 tab(s) once a day
Nexium 40 mg 1 cap(s) once a day
BD UF orig pen needle 29 G x 1" as directed use as directed
AeroChamber xx as directed with pravastatin 40 mg 1 tab(s) for high cholesterol once a day (at bedtime)
Lantus Solostar Pen 100 units/mL 30 units once a day (at bedtime)
metformin 500 mg 2tab(s) for diabetes 2 times a day
benazepril 10 mg 1 tab(s) for high blood pressure once a day
Singulair 10 mg 1 tab(s) for allergies and asthma QD

Reason for Appointment

1. Dm
2. Med refills

History of Present Illness

Diabetes:
64 year old female presents with c/o Diabetes type 2.
Denies : dizziness, foot problems, polyuria, polydypsia, polyphagia, fatigue, glucose monitoring Fastings range from 100-200, evening 140-220.
medication adherence Stopped taking evening dose of Metformin, thinks it interupts her sleep (has been sleeping much better since she stopped this dose)..
General:
Also with c/o worsening allergies for past 3 days, itchy eyes are bothering her the most. Denies cough, ear pain, fever, stomach ache, n/v/d/c. Still taking Singulair.
Ringing in ears is better than it was, but still present. Worse at night. Has been happening for over 2 months now. Comes in waves or pulses, hears at night when

Overview History CDSS OS Labs|DI

Advance Directive

Problem List

- 250.00 DIABETES TYPE II
- 401.1 HTN Benign hypertension
- 272.0 HYPERCHOLESTEROLEMIA
- 443.9 Peripheral vascular disease NOS
- 493.90 ASTHMA MODERATE PERSISTANT
- 300.4 Depression with anxiety

Current Medications Stop Date

- Singulair 10 mg tablet 11/07/2009
- amoxicillin 500 mg capsule
- Freestyle Lite Test Strips xx strips
- Lactinol 1% lotion
- Prilosec 40 mg delayed release capsule
- pravastatin 40 mg tablet
- Freestyle test strips XX XX
- Lantus Solostar Pen 100 units/mL solution
- Freestyle lancets XX XX
- Patanol 0.1% solution
- Aspir-Low 81 mg tablet
- lisinopril 20mg tablet
- FREESTYLE FREEDOM MONITOR XX XX
- metformin 1000 mg tablet

Print Fax Play Addendum Details Scan Templates Claim Letters Ink eClinicalWorks ([REDACTED])



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- **Pass a preparatory order** **to** **apply** **final** **fixes**.
 - **Pass a preparatory order** **to** **apply** **LT** **preliminary**
 - **Pass a preparatory order** **to** **hold** **the** **final** **fix**
 - **Operate** **preliminary** **vertical** **redundant** **healing** **apparatus**
 - **Operate** **vertical** **redundant** **healing** **apparatus**



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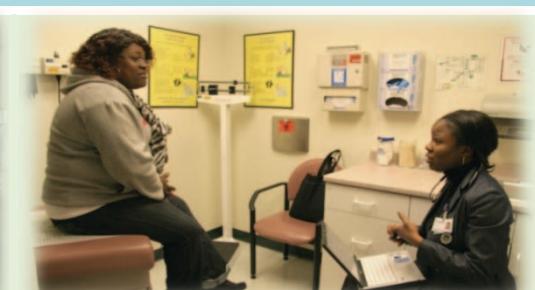


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R&C Ptic R&C R&C





10 things a patient can do

- Ask questions about your care and treatment options
- Encourage health professionals to refer you to a specialist if you don't feel satisfied
- Properly follow your physician's instructions and medications
- Tell your doctor if you are experiencing side effects or discomfort
- Ask questions about your diagnosis and treatment options
- Ask your doctor if you are experiencing side effects or discomfort
- Ask your doctor if you are experiencing side effects or discomfort
- Ask your doctor if you are experiencing side effects or discomfort
- Ask your doctor if you are experiencing side effects or discomfort
- Ask your doctor if you are experiencing side effects or discomfort



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**Community
Health Center, Inc.**

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Receptionist Competency Checklist

Receptionist Competency Checklist

Receptionist Competency Checklist

<u>Competency</u>	<u>Operational definition</u>	<u>Measurement method</u>	<u>Verbalizes/ Demonstrates Correct Behavior- Date</u>	<u>Initials of Reviewee</u>	<u>Initials of Reviewer</u>
Make announcement on overhead page system	Uses correct code "[Name], please call ext. xxxx"	Simulated skill demo			
Answer telephone promptly	Within 30 sec.	Service level in ACD by individual			
Verbally interact with patients per CHC scripts	Follows dental, medical and behavioral health script.	Phone monitoring and direct observation			
Use the language line	Follows written instructions.	Correct language identified and translator on line.			
Transfer telephone calls	Successful transfer.	Skill demo			
Record telephone encounters with pertinent information in ECW and on paper as appropriate. Hub update pharmacy.	Uses written English adequate to clearly communicate content of message; brevity; lack of ambiguity; timely transmission, list pharmacy; record name of person calling and tel. number where they can be reached. Spell checks. Appropriate content.	Check with Shanti. Review of five appts on five different days.			
Route messages to triage nurse or providers	Timeliness of routing. Follows appt allocation guidelines. Follows guidelines for paging nurse.	Review of messages.			
Update patient pharmacy information in ECW	Complete and accurate info.	Feedback from pts			
Use appointment allocation guidelines correctly	Appointment Allocation Guidelines.	Feedback from nurses , providers and supervisor			
Apply advanced access guidelines to schedule appointments	Appropriate mix of appts. Smart scheduling process. Balanced schedule for providers.	Visual check based on color codes of one day's schedule. Acceptable/Unacceptable rating.			
Schedule, cancel and reschedule appointments	Apts are correctly entered and documented in Centricity: appropriate appt type selected, note in appt as to appt reason, apt scheduled with appropriate provider, recall is attached, pt demographic info verified, authorization for Beh. Health attached.	Review of five appts on five different days.			
Process check-in and no show patient appointments	Correct in notation in system. Ensure correct demographic, pharmacy and insurance Info .Record no shows in encounter for provider if appropriate.	Direct observation of a patient check-in.			
Respond appropriately to walk-in appointments	Says, "We discourage walk-in appts. Our preference is to schedule an appt for the provider you want to see. " or "If you would like to establish care here, we will set you up with an ATC apt who can register you for care here."	Anecdotal review and skill practice			
Register patient in Centricity, fully populating required fields	Name, address, DOB, sex, SS #, insurance, tel #, guarantor info if under 18 yo, release of info, HIPAA form, current sliding fee scale. Obtains email address or populates field with "none" or "refused."	Pull five pt records			
Respond appropriately to angry or agitated patients	Treats angry or agitated patients with respect, and refers patient to senior receptionist or supervisor if needed.	Observation/Patient feedback			
Obtain medical release as needed	Correctly completes medical release in terms of date, person providing info, what info is needed, to whom request is going, reason for request, statement that pt is transferring out, patient signature, length of time for release, witness.	All reqd info is included and correct			
Obtain and scan required documents into ECW	Proof of income, insurance cards, profile and HIPAA. Scanned to correct pt record and assigned to appropriate person.	Direct pt record audit -- frequency based on perf. Record of employee			
Fax info from ECW (medical receptionist/medical records clerk only)	Uses FAX prompt in ECW.	FAX completion records in ECW			
Update patient information in Centricity	Name, address, DOB, sex, SS #, insurance, tel #, guarantor info if under 18 yo, release of info, HIPAA form, current sliding fee scale. Obtains email address or populates field with "none" or "refused."	Feedback from pts, Pt Accounts and nurses			
Confirm appointments with patients	Pts called day before appt. and message left if person not reached.	Pull five pt records			

INITIALS: TDH DATE: 10/10/14

INITIALS: APB



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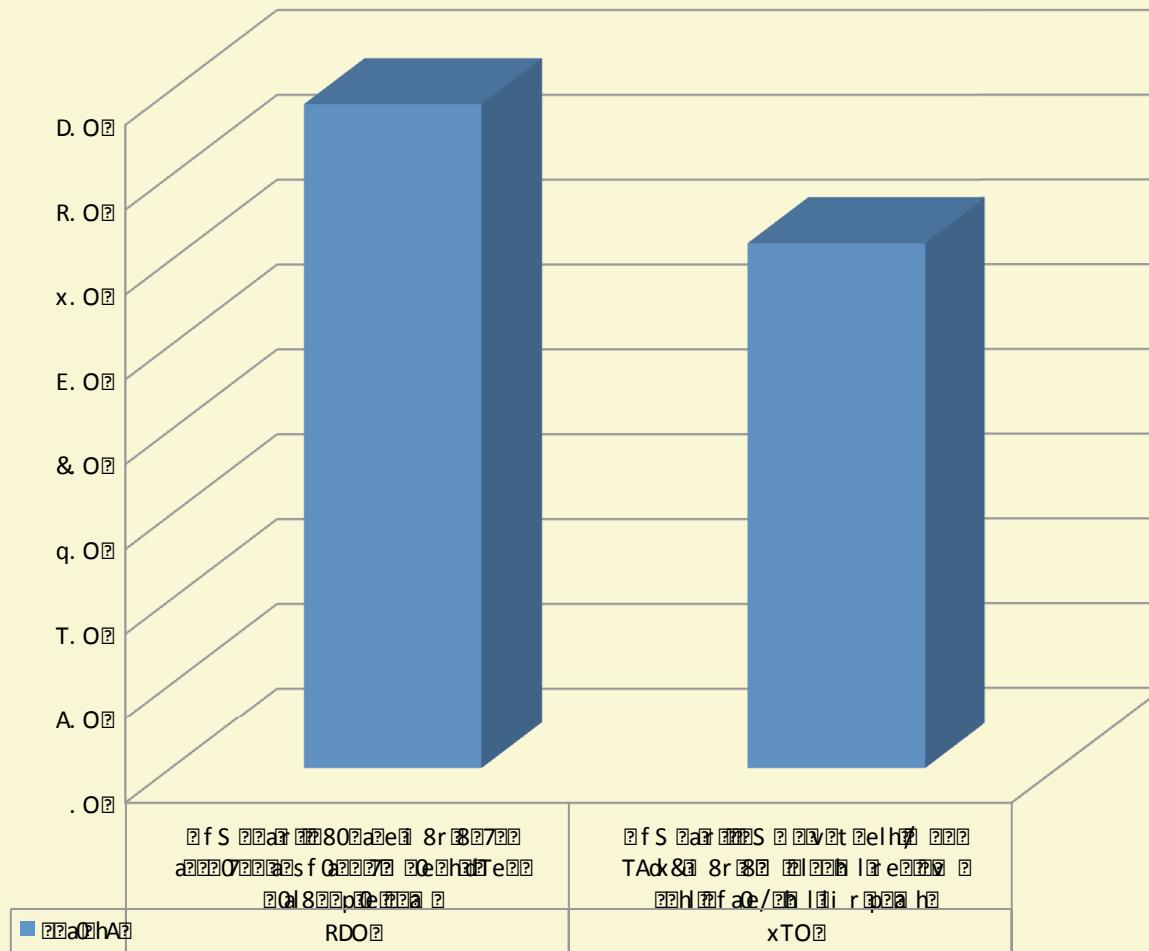
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What happens var 7??

Reproductive: Hypothesis			If previous population effect of age T. N T. N		
Actual			If age T. N T. N		
Age	Persons	FS	Offspring victims	Offspring victims	Offspring victims
CHC of Clinton	211	74	35%	48%	49%
CHC of Danbury	47	14	30%	15%	25%
CHC of Enfield	43	12	28%	28%	36%
CHC of Groton	333	135	41%	35%	32%
CHC of Meriden	394	188	48%	57%	58%
CHC of Middletown	270	136	50%	47%	54%
CHC of New Britain	546	208	38%	40%	52%
CHC of New London	562	210	37%	39%	35%
Agency	2406	977	41%	43%	45%
Number of People Reproducing: Hypothesis					
Actual			If age T. N T. N		
Age	Persons	FS	Offspring victims	Offspring victims	Offspring victims
CHC of Clinton	211	150	71%	71%	64%
CHC of Danbury	47	12	26%	21%	17%
CHC of Enfield	43	19	44%	44%	46%
CHC of Groton	333	89	27%	24%	21%
CHC of Meriden	394	326	83%	83%	77%
CHC of Middletown	270	206	76%	80%	72%
CHC of New Britain	546	408	75%	79%	75%
CHC of New London	562	361	64%	60%	50%
Agency	2406	1571	65%	65%	59%
Number of People Reproducing: Hypothesis					



Community Health Center, Inc.

Participation in Medicaid C 2011

Provider Type	Practice #	Site #	7 Disenrollment P. %	7 Enrollment P. %	7 Disenrollment P. %
CHC of Clinton	724	445	61%	63%	60%
CHC of Danbury	320	119	37%	35%	25%
CHC of Enfield	348	87	25%	27%	33%
CHC of Groton	795	270	34%	32%	25%
CHC of Meriden	1422	876	62%	62%	64%
CHC of Middletown	1249	756	61%	60%	56%
CHC of New Britain	1781	1112	62%	62%	57%
CHC of New London	1804	1079	60%	60%	59%
Agency	8443	4744	56%	56%	54%

Disenrollment P. % = Percentage of patients leaving the program / Total patients leaving the program / Total patients in the program

Participation in Medicaid C 2011

Provider Type	Practice #	Site #	7 Disenrollment P. %	7 Enrollment P. %	7 Disenrollment P. %
CHC of Clinton	613	488	80%	75%	70%
CHC of Danbury	366	164	45%	44%	33%
CHC of Enfield	420	202	48%	46%	50%
CHC of Groton	587	359	61%	59%	56%
CHC of Meriden	1321	1067	81%	82%	83%
CHC of Middletown	1047	907	87%	87%	83%
CHC of New Britain	1503	1255	83%	83%	82%
CHC of New London	1605	1211	75%	76%	75%
Agency	7462	5653	76%	76%	75%

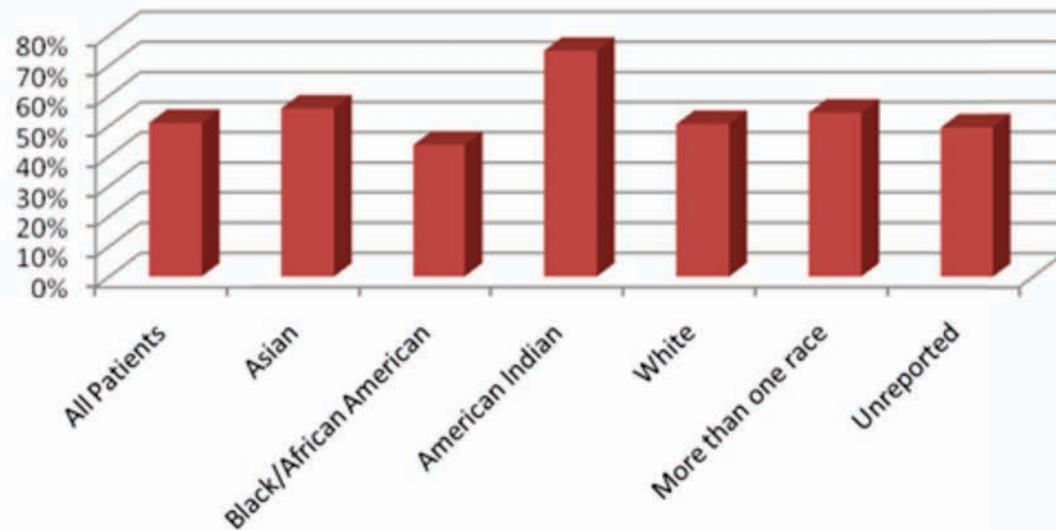
Disenrollment P. % = Percentage of patients leaving the program / Total patients leaving the program / Total patients in the program



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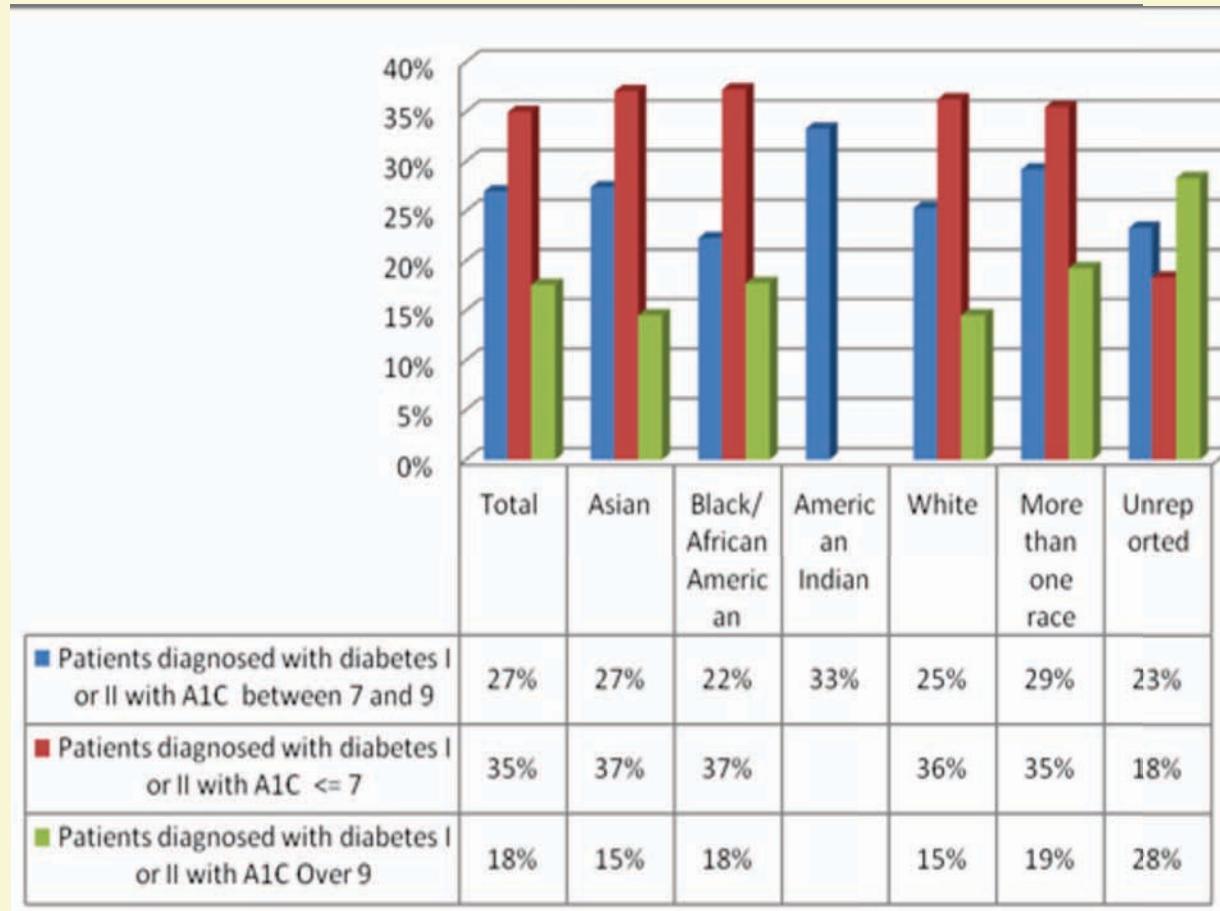
Patients diagnosed with hypertension whose blood pressure remained less than 140/90 during measurement year





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Franchise?

Franchise is a business model where one company (the franchisor) grants another company (the franchisee) the right to use its brand, trademarks, and operating procedures in exchange for a fee. Franchising allows individuals to start their own businesses without having to create everything from scratch.

Franchise Type	Description
Business Opportunity	Business opportunity refers to a situation where an individual can purchase a business or a share of a business from the owner.
Franchise System	A franchise system is a business model where one company (the franchisor) grants another company (the franchisee) the right to use its brand, trademarks, and operating procedures in exchange for a fee.
Joint Venture	A joint venture is a business arrangement between two or more companies where they work together to develop a new product or service.
Partnership	A partnership is a business arrangement where two or more individuals work together to run a business.

Franchise Opportunities

Franchise opportunities are available in various industries, including food service, retail, automotive, and service industries. Some popular franchise opportunities include McDonald's, Wendy's, KFC, Domino's Pizza, and 7-Eleven. Franchising allows individuals to start their own businesses without having to create everything from scratch.



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Health Reform in CT

Health reform in Connecticut is part of a national effort to improve the quality and affordability of health care in the state. The goal is to ensure that all residents have access to affordable, high-quality health care services.

Agencies involved in the implementation of health reform include the Department of Public Health, the Office of Health Policy and Planning, and the State Health Authority.

Timeline: The implementation of health reform in Connecticut began in 2010 and will continue through 2014.

Key provisions of the Affordable Care Act (ACA) that have been implemented in Connecticut include:

- Expansion of Medicaid to low-income individuals.
- Establishment of a state insurance exchange.
- Implementation of health insurance mandates.
- Creation of a state health authority to oversee the implementation of health reform.

&g Bar 70% of health care costs by 2014. This includes a 10% reduction in hospital admissions and a 5% reduction in emergency room visits.

Eg Expansion of Medicaid to low-income individuals.

xg Expansion of Medicaid to low-income individuals.

Rg Expansion of Medicaid to low-income individuals.





Pr S S Pe l h? a?? f ?ht r e h?u?

P Pp2PpPPrnC PpupP P P P tP P P tP P P P P
P P P PaP hOP Pele P P P GeOP P Capr aC P
P Capr aP P 06s e P PeleP aP aP e 7Pt reP
P r S S f e0P P P P 18P P elP aP e P g i i g P 8P Ag P r S P
S Pa/ a P l 3 P 8P Ag P r S P
Dx. gq&Rgx NRA P nl gq x TT P