

Bringing IT To The Safety Net And To The Community

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The Role of Community Clinics

- Integrated with public hospitals, the VA system, and donated care; community clinics are the lynchpin for the “safety net” of the US care delivery system
- Currently over 1,000 Clinics are in operation, located in 3,600 urban and rural communities
- Together they serve over 15MM individuals a year; 40% are uninsured and 36% are on Medicaid
- Funding sources include federal allocations, CMS FFS reimbursement, commercial reimbursement and philanthropy
- Gateway to more than just health services; Located in high-need areas and open to all; Critical to maintaining the health of the community



Why Are Community Clinics Particularly Important to the Future of IT Enhanced Care Management?

- The clinics deliver preventive care, acute care, and chronic care to a substantial part of the population
- Clinics have an established track record of innovation, collaboration, scrappy self-reinvention, and endurance
- Various critical IT initiatives have been funded and incubated over last 10 years; extends far beyond efforts of typical commercial delivery environments
- Clinic's commitment to "mission" allows the usual resistance to IT related changes in organizational dynamics & work-flows to be overcome.

"When the going gets tough, the tough implement IT solutions"



This Is Really Hard Work; Why are Some Community Clinics and Consortia Already Engaged?

"No Margin,...No Mission"

- Sustainable and predictable revenue
 - Accurate coding; risk contracting; P4P
- Improved operating efficiency
 - Efficient resource use; process improvement; planning
- Expanded opportunities
 - Grants; collaborations; new programs
- Contractual and accreditation mandates
 - Meet JCAHO & other standards; what's up the road?



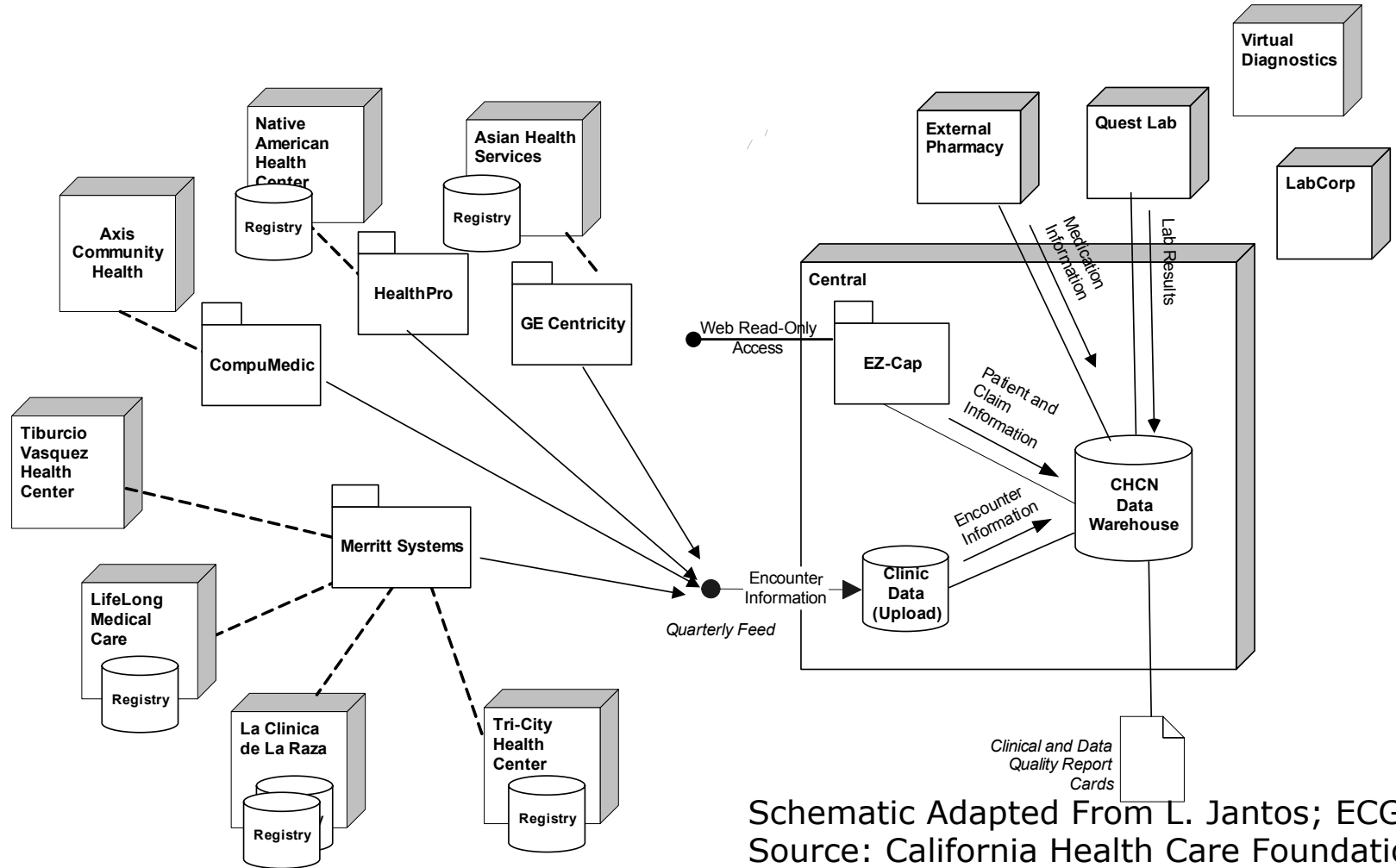
Lets Look at an Example: Community Health Care Network

- CHCN is a non-profit founded in 1997 as a partnership of 7 long established community health centers in Alameda County, CA
- CHCN Mission: Provide management services to its member clinics
- HC's are staffed by 85 physicians and 40 mid-level practitioners; 20 different sites; 80 languages; 80,000 patients.
- Largely serves low income patients (Latino, Asian, African American) from communities with well documented health disparities
- How do they currently manage information?



Findings and Implications

Current IT Environment: CHCN



Schematic Adapted From L. Jantos; ECG Source: California Health Care Foundation



Is There a Typical Clinic IT Environment? Not Really...

- Enormous variation in basic infrastructure capabilities
 - Hardware, software, networks
- Enormous variation in underlying capacity to use IT effectively to improve quality
 - Vision creation, leadership, planning, design, implementation, evaluation, optimization, etc.
- Clearly a growing sense of and urgency and opportunity among all stakeholders

Accelerating Need for Expansion of Both New and Established Reference Models

