Botswana on the Arkansas:
Addressing savage inequalities in Tulsa, Oklahoma

University of Oklahoma-Tulsa
The Bedlam Alliance for Community Health

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Botswana

On the Arkansas

Presented by the Bedlam Alliance for Community Health
“Poor no more”
Tulsa World
Editorial
By Julie DelCour,
Associate Editor

September 2, 2007

“If each of the 50 states were a country ranked by poverty levels, Oklahoma would stack up as a Third World nation.”

“Comparatively speaking, our state and almost all of the South are the Sub-Saharan Africa of poverty in America.”
# COMMONWEALTH FUND
State Scorecard Summary of Health System Performance

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SOURCE: Commonwealth Fund State Scorecard on Health System Performance, 2007
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<th>Country</th>
<th>Population</th>
<th>Area</th>
<th>Additional Information</th>
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<td>Botswana</td>
<td>1,815,508</td>
<td>231,732 sq miles</td>
<td>A developing country in sub-Saharan Africa</td>
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<td>On the Arkansas</td>
<td>577,795</td>
<td>570 sq. miles</td>
<td>The 2nd largest city in Oklahoma.</td>
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<td>The 55th largest metro area in the U.S.</td>
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From Botswana

- Income Per Capita in Botswana: $10,250 USD
- Median age in Botswana: 21 years.
- Life expectancy: 51 years
- 12% without access to health facilities

Sources: The United Nations & CIA World Factbook

To Tulsa

- Income per Capita in Tulsa zip code 74126: $10,986
- Median age in Tulsa: Caucasian- 40 years; Black- 28 years; Hispanic- 25 years.
- Life expectancy for Tulsa’s vulnerable population 61.3 years.
- 19.5% of Tulsans could not see a doctor in 2004 due to cost.

Sources: U.S. Census Bureau & The Commonwealth Fund
Botswana Statistics

- Healthy life expectancy at birth: 36/35
  male/female

- Life expectancy at birth: 41/42
  male/female per 1,000 births

- Probability of dying under 5 years old: 120
  Per 1,000 live births

- Probability of dying between 12-60 years old: 758/750
  male/female per 1,000 population

Source: http://www.who.int/countries/bwa/en/
Botswana’s Response to the HIV/AIDS Crisis

- First African country to establish a national antiretroviral therapy program
- Treatment provided free of charge
- The implementation of antiretroviral therapy started in 2002 and expanded to 32 sites in 2005
- Established a National AIDS Council chaired by the head of state to take responsibility for a multisectoral response to AIDS.

http://www.who.int/hiv/HIVCP_BWA.pdf
Challenges

- The lack of trained human resources is the most significant challenge as Botswana continues to scale up the provision of antiretroviral therapy.
- Nongovernmental organizations and community based organizations engaged in the national response face the challenge of scarcity of available funding and limited capacity.
- Coordination among initiatives of various partners and stakeholders needs to be strengthened, including partnerships with the private sector.

http://www.who.int/hiv/HIVCP_BWA.pdf
Tulsa/Oklahoma Statistics...
Third-World Healthcare Equity in the United States

- 50th- The Commonwealth Fund ranks Oklahoma WORST in Healthcare Equity.

- 47th- for healthcare equity gaps based on income.

- 49th- for healthcare equity gaps based on insurance status.

- 50th- for healthcare equity gaps based on race/ethnicity.

Source: The Commonwealth Fund, 2007
Tulsa’s children, older adults, racial/ethnic minorities, those living in poverty, and the uninsured.

73% of uninsured children in OK were unable to visit a doctor in 2004 due to cost.

86% of uninsured adults in OK age 50+ did not receive recommended screening or preventative care in 2004.

66% of black children and 79% of Hispanic children in Oklahoma do not have a medical home.

Source: The Commonwealth Fund, 2007
Oklahoma
A State of Health?

“We are the **ONLY** state where our age-adjusted death rates became **WORSE** through the 1990s and into this century.”

“If we had the same adjusted death rate as the nation, we would have about 3,700 fewer people dying each year.”

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Oklahoma State Board of Health “2006 State of the State’s Health” Graphic: University of Oklahoma College of Public Health. Data Source: U.S. Centers for Disease Control and Prevention
Health Disparities by Class

- **Tulsa’s Poor**
  - Poor health status - die **14** years earlier
  - Limited access to care - 4% of doctors near homes

- **Tulsa’s Middle Class**
  - Low healthcare quality
  - High cost health care

- **Tulsa’s Wealthy**
  - Low health care quality and high cost
  - High cost of charity care
Tulsa County, Oklahoma by zipcodes

Legend
- **Green**: Low-Risk, Highly-Served Community
- **Yellow**: Medium-Risk, Moderately-Served Community
- **Red**: High-Risk, Medically Underserved Area

North
Tulsa Area Bedlam Clinic Sites (school-based and other locations) October 2007

What is the national average for livable income?
- $12-14.00 / hour

The current minimum wage is
- $5.68 / hour

Tulsa cost of living
- 15.65 / hour to live in Tulsa
New Way to Look at Concepts in Health and Disease

- **Allostatic load**
  - Additive burden of psychosocial stresses produces physiological damage

- **Weathering Phenomenon**
  - Stressed people age faster

- **Physiological Capital**
  - Genes – Environment – Behavior
    - Neighborhoods (community schools)
    - Education to change behavioral norms
Overview of Bedlam

- University based program
- Under the College of Medicine
- Provides medical care regardless of ability to pay
- Provides medical care in multiple settings – free evening clinic, public housing, school-based clinics and mobile unit
- Interprofessional Education (Medical, Nursing, Pharmacy, Social Work students)
- Funded by: Philanthropic dollars, Medicaid, Third party insurance, Medicare.
- No direct State or Federal dollars
Bedlam Innovation: A Transdisciplinary Approach

Bedlam’s Approach

Transdisciplinary Model

- medical providers
- nursing care
- patient and family
- behavioral health
- social services
- education system
- community agencies
History of Bedlam Alliance for Community Health

8/30/2004
Shriner's

8/1/2004
Mark Twain School

8/21/2003
Evening Clinic Opens

4/6/2004
Neighbors Along the Line

9/30/2004
Eugene F. School
Types of Bedlam Clinic Sites

- School Based Clinics
- Mobile Unit 'Sooner Schooner II'
- FQHC Look Alike (Proposal Under Review)
- Bedlam Alliance for Community Health
- Public Housing Clinics
- Virtual Clinic Docvia
- Bedlam Free Clinics
Bedlam Alliance For Community Health
Free Clinics
as of Thursday, June 07, 2007

BEDLAM FREE CLINICS

Mobile Unit
- Bedlam Internal Medicine (Dr. Weisz)
- Shriners
- Xavier Breast Clinic
- Evening Clinic (Primary Care) & Specialty Care
- Neighbors Along the Line (Pharm, PC, Acute Care)
- Bedlam Longitudinal (TFM)

Virtual Clinic Docvia
**Bedlam Financing Model:**

**Consistent Philanthropy:**
- Ida McFarlin Trust
- St. John Foundation
- George Kaiser Family Foundation

**Intermittent Investments**
- Saint Francis
- Blue Cross
- Community Care
- Rotary
- Bank of America
- Tulsa Foundation

**Medicaid Cap Payments**
- Primary Care capitation pre-payment for primary care at 120% of Medicare Rates

**Federally Qualified Health Center - hopefully**
- "Look Alike" Application for West Tulsa Clinics
- Mobile Clinic

**2007 State Legislature Funds**

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**Bedlam Efficiencies**
- Physician Assistants
- Nurse Practitioners
- Physician Volunteers
- Efficient use of medical students
- Low / No Overhead Clinic Sites
- Mobile Clinic
- e-visits, e-consults

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**Network of Clinical Services**

- Bedlam Evening Clinics, Bedlam Chronic Care / Longitudinal Clinics, School-Based Clinics, Tulsa Housing Authority Apartment Clinics, Mobile Clinics, Shriners' Telemedicine Clinics, Bedlam Pharmacy Network, Bedlam Case Management, Bedlam Pharmacy Consultation, Web-based Visits, Web-based Consultations, Bedlam Specialist Referral Network, Xavier Breast Clinics, Neighbors Along the Line Clinic, Family and Children's Services Mental Health Clinics, Northeastern State Optometry Clinic, Wound Care Clinic.
Past Year in Bedlam:

- Total Visits to OU Bedlam Services = 27,799.
- This compares to 10,004 in 2005 and 16,512 in 2006.
- For this past year:
  - Bedlam had a total of 11,231 patient visits in Primary Care / School-based and Mobile Clinics.
  - Bedlam had a total of 14,201 patient visits in Evening and Longitudinal Clinics.
  - Bedlam made 4,201 referrals for specialty care – with 2,367 to OU Physician Specialists.
  - Uncompensated Care: $ 1,606,996 per year or $ 133,916 per month.
  - Uncompensated care in Bedlam is 10% of OU Physicians – Tulsa overall uncompensated care in OU Clinics.
- Patient Demographics:
  - 52% under 18 years old.
  - 54% female
  - 50% Caucasian
  - 27% Hispanic
  - 11% African American
- Patient Behaviors:
  - Bedlam continues to have a 96% compliance rate for treatment recommendations across all Bedlam programs.
  - Extremely appreciative patients.
Bedlam 2006 - 2007 Progress

**New Clinics -**

1. **School-based Clinics**
   - Increased from 9 fixed sites to 16.
   - Serving 32 schools.
   - Now moving into middle school level services.

2. **Longitudinal / Chronic Care Clinics**
   - 6 weekly clinics provide ongoing care for patients with chronic diseases referred from evening clinic.
   - This is complex group of patients with multiple medical problems.

3. **Tulsa Housing Authority**
   - Now with 2 apartment based clinics.
   - Added East Central Village

4. **Mobile Clinic – Sooner Schooner II**
   - Union and Tulsa Public Schools
   - Housing Authority Clinics

5. **Specialty Clinics**
   - Xavier Breast Cancer Clinic
   - Optometry Clinic with NSU

**New Platform for Medical School:**

- 4 Year Medical School - “School of Community Medicine”.
- 4 times Blue Cross Champion of Health Award winner.
- National Recognition - contracted with Tulane, LSU and State of Louisiana to assist in rebuilding New Orleans Health Care System.
**Bedlam 2006 - 2007 Struggles**

1. Temporary loss of “community school” contract for care of parents and siblings with TPS based clinics. Dramatically dropped degree of Medicaid capitation patient income.

2. Conflict between Medicaid contracts on what services need to be provided and what TPS lawyers will allow in school-based clinics.

3. Losing Medicaid capitation patients to OSU for West Tulsa Clinics.


5. Roosevelt Elementary dropped as a fixed clinic site.

6. Support from Oklahoma Department of Health and getting some Bedlam services to FQHC status. To date – some individuals within department have been recommending to Federal officials to NOT approve our application.
Tulsa Community Medically Underserved Needs

- Social Work
- Pharmacy
- Nursing
- Physician Assistants

CULTURE OF CARE

CONTINUOUS IMPROVEMENT

SHARED PROCESSES

- Ability to interact successfully within an inter-professional team
- Possess an understanding and appreciation of the different professions involved in health care settings
- Ability to listen to and appreciate contributions to care from multiple perspectives
- Understand the complexity of population health and the basic group process skills needed to successfully practice in this environment.
- Demonstrate a shift in attitudes toward the importance of serving the poor.
- Practice "at the top of their license" and appreciate the strengths and efficiencies of systems-based practice
- Ability to collaborate around improvement of services offered and delivered by Bedlam clinics.

COMMON COMPETENCIES

INNOVATIONS IN CARE
The Future of Bedlam & Evaluation

Efforts to Date

- Bedlam @ 5 evaluation
- Future plans for services
- Continued evaluation, research & development