

FRIEND FAMILY



HEALTH CENTER

FFHC/ HRDI

Community Behavioral Health Association of Illinois
46th Annual Winter Conference

December 10, 2018

CMHC and FQHC Partnerships and Mergers: Working in tandem to ensure continuity of care and improved patient outcomes through intergration

Introduction

From its launch in 1997 to its present network of community health centers, Friend Family Health Center (FFHC) has provided primary and preventive health care services on Chicago's south side, in a manner that is accessible, affordable, and culturally appropriate. FFHC ensures that patients have access to a full range of health care services as well as the necessary supplemental services. As a result, FFHC is able to make a difference in the lives of people who otherwise, might not have access to affordable health care.

FFHC was developed under the Friend Family Foundation which was established by Berman and Hannah Friend in the 1930s. Funding from the Michael Reese Health Trust allowed for major facility renovations, and enabled the merger of two University of Chicago clinical practices – the Woodlawn Infant Clinic and a clinic housed at FFHC's current flagship location on the U of C campus. FFHC became a federally qualified health center (FQHC) in 1998, and has since expanded to seven sites. In December 2017, Human Resources Development Institute, Inc. (HRDI), a behavioral health organization, merged with FFHC as a wholly owned subsidiary of FFHC.

A significant number of the census tracts within its service area are designated as Medically Underserved Areas (MUA) and Health Professional Shortage Areas (HPSA), which are characterized by insufficient numbers of health care providers. The composition of FFHC's target population is consistent with national trends: the uninsured are disproportionately concentrated amongst families with lower incomes, young adults, and persons of color.



HRDI

(a wholly owned subsidiary of Friend Family Health Center, Inc.)

Addiction

Mental Health/Intellectual Disability

Community Health

- *HRDI is a national organization with more than \$20 million in revenue and almost 300 employees.*
- *HRDI currently provides services in the states of Illinois and Alabama.*
- *HRDI was incorporated in 1974.*
- *HRDI offers over 30 programs at over two dozen sites to 7,000 clients annually.*



Governance



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Geographic/Demographic Profile

Locations



FFHC – Cottage Grove

800 East 55th Street
Chicago, IL 60615
773-702-0660

FFHC – Ashland

4802 S. Ashland Avenue
Chicago, IL 60609
773-376-9400

FFHC – Beethoven

(School Based Health Center)
25 W. 47th Street
Chicago, IL 60609
773-536-4879

FFHC– Burnham

6134 S. Cottage Grove Ave
Chicago, IL 60637
773-702-0660

FFHC – Western

5843 S. Western
Chicago, IL 60636
773-434-8600

FFHC – Pulaski

5635 S. Pulaski
Chicago, IL 60629
773-585-3900

FFHC – Woodlawn

1522 E. 63rd Street
Chicago, IL 60636
773-241-3270

HRDI – Roseland

33 E. 114th Street
Chicago, IL 60628
312-441-9009

HRDI – Roseland

Community Triage Center
200 E. 115th Street
Chicago, IL 60628
773-291-2500

HRDI – Washington Park

340 E. 51st Street
Chicago, IL 606
312-441-9009

HRDI – Drop In Center

1757 E. 75rd Street
Chicago, IL 60649
773-363-1132

HRDI – Auburn Gresham

8000 S. Racine
Chicago, IL 60620
773-966-0255

Patient Profile



In 2017, FFHC provided comprehensive primary and preventative health care to approximately 35,000 persons, regardless of the insurance status or ability to pay. The majority of patients served reflected the following characteristics:

- 97% African American and/or Hispanic
- 51% children age 17 and under
- 38% women age 18 and over
- 76% individuals and families at or below 100% of the Federal Poverty Level

Payor Mix:

- 5% Uninsured
- 81% Medicaid
- 3% Medicare
- 11% Private

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Comprehensive Services

Medical Services

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Pediatrics/Adolescents (Children's Health) Our service consists of providers who specialize in pediatric and adolescent care. Our providers manage the physical, behavioral and mental health of children from birth until age 21. We provide a range of primary care, comprehensive, and preventive services.



Adult Medicine Our adult medicine providers offer an array of primary care, comprehensive and preventive services. Our professional and experienced medical staff provide comprehensive care for routine, urgent and chronic medical needs of patients 21 and older. Our adult medicine providers help manage chronic diseases including but not limited to obesity, diabetes, and heart disease.



Obstetrics and Gynecology (Women's Health) Our service consists of providers who specialize in Obstetrics and Gynecology. Our providers are experts in comprehensive women's health care, family planning, prenatal care, and gynecologic surgery. We have state-of-the-art treatment of cervical abnormalities, as well as technology to monitor fetal development and diagnose obstetrical problems. Our providers conveniently deliver at the University of Chicago Medical Center and Mercy Hospital.

Medical Services



Infectious Disease

Our providers are qualified as experts in the diagnosis and treatment of infectious disease. Our infectious disease providers treat STIs, HIV, and infections in children.



Behavioral Health

Our behavioral health providers are Licensed Clinical Social Workers and Licensed Clinical Professional Counselors who see patients of all ages and specialize in family counseling, domestic violence, mental health therapy, and substance abuse services. We also offer psychiatry through telemedicine.



Dental Services

FFHC offers preventative and additional dental services at our Western locations to both children and adults.

HRDI Services

HRDI Illinois

Addiction Services (Outpatient & Residential)

- Offer customized screening, assessment, early intervention and treatment services.
- Serve dual diagnosis clients (with substance abuse and mental health issues).
- Opioid Treatment Programs (Methadone, Vivitrol).
- Gambling Screening and Treatment

Mental Health Services

- Provides a full range of services for adults from brief, solution-focused therapy to residential programs and long-term medication and case management
- Therapy for children and adolescents aged 3-14; drug/alcohol early intervention and treatment services; School Based Social Emotional Interventions
- Crisis Screening
- Psychiatry

Community Health

- Prevention programs seek to curb the incidence of alcohol, tobacco and substance abuse, violence, gambling, infant mortality, STIs, and teen pregnancy.
- HIV/AIDS testing, pre- and post-test counseling and prevention services
- Family Case management

Additional Services



Asthma Clinic Services

Our Asthma Clinic is where we ensure the quality of asthma care and improve asthma outcomes for children served in our health centers. The focus of this clinic is designed as a standard, coordinated intervention to control asthma in high risk populations. We believe that all children and families need asthma care, and support that is specifically tailored to their needs, abilities, and resources.



Laboratory Services

At Friend Family Health Center we offer immediate test results to our providers while the patient waits to be seen, providing improved quality of care for our physicians and convenience to our patients. We offer the best technology and tests available to our patients.



Women, Infants and Children (WIC)

WIC is a special supplemental nutrition program that provides nutritious foods, and nutrition education. WIC serves low-income pregnant, postpartum and breastfeeding women, and infants and children up to age 5 who are at nutrition risk. WIC is effective in improving the health of pregnant women, new mothers, and their infants. The WIC office is located at our Cottage Grove location (800 E. 55th Street, Chicago, IL, 60615).

Additional Services



Social Services

Friend Family Health Center offers social services, which includes but not limited to, a comprehensive assessment of the patient/family, mental health counseling, home health care, durable medical equipment and medically necessary transportation assistance. Our social services department also provides assistance with referrals to various services within their community. We provide medical certificates to assist with utility services to patients with severe chronic medical conditions.



Nutrition Services

Friend Family Health Center offers nutrition counseling. Our experienced dietician is an expert in food and nutrition. Our services are designed to help promote good health through proper eating. Our nutrition counseling services helps in supervision and preparation of developing modified diets, participate in research, and educate individuals and groups on good nutritional habits.



Legal Assistance Services

Friend Family Health Center has partnered with the Chicago Medical-Legal Partnership for Children (CMLPC) to provide our patients with free legal services. These services include, but are not limited to, assistance with public health benefit issues, medical coverage, housing issues, special education issues, and family law assistance such as domestic violence and guardianship issues. Attorneys from CMLPC are available in the clinic by appointment only and with a provider's referral.

Additional Services



Care Coordination

Care coordination services address the concerns of chronic diseases and high risk populations, encourage health promotion through patient education as well as reduce emergency room utilization and unnecessary hospitalization. This can include monitoring patient care plan compliance and health outcomes, linking patients with community resources and support groups, and providing patient education through telephone, face to face interaction, email and mailings.



Insurance Enrollment Assistance

Friend Family Health Center offers free in-person assistance with health insurance enrollment in Medicaid or Marketplace insurance plans made available through the Affordable Care Act. We have friendly Certified Application Counselors that can assist with enrollment by appointment.

Key Collaborations



South Side Healthcare Collaborative (SSHC) is a network of 30+ FQHCs, free and charitable clinics, and community hospitals on the South Side of Chicago. SSHC's mission is to improve the health of the residents of Chicago's South Side by advancing the work of its members through service, education, networking and advocacy. Members of SSHC work to enhance quality, affordable, comprehensive health care to those in need.

Alliance of Chicago is a Health Center Controlled Network (HCCN). The Alliance shares resources and integrates services to deliver more efficient, accessible quality health care. The Alliance hosts an Electronic Health Records System (EHRS) user community, and provides a data warehouse for the health center.

Illinois Primary Health Care Association (IPHCA) represents FQHCs in Illinois to focus on fostering access to comprehensive, affordable, accessible, quality primary and preventive health care services for vulnerable populations in Chicago and the State of Illinois. IPHCA facilitates shared resources, collaborative partnerships, technical assistance and training focused on helping members strengthen and expand services.

Community Behavioral Healthcare Association of Illinois (CBHA) is a statewide not-for-profit membership organization representing the interests of community behavioral healthcare agencies in the state of Illinois.. An association of providers of mental health, substance abuse and youth services to Illinois citizens, CBHA promotes the development of quality programs providing services for community behavioral health including mental health, alcohol and substance abuse, rural mental health and children and adolescents.

Key Collaborations



Behavioral Health – Primary Care Learning Collaborative assist primary care and behavioral health providers develop strategies to implement evidence based models for integration. The Collaborative facilitates peer-to-peer learning, invite subject matter expert presentations, and provide support developing innovative partnerships

Safety Net Learning Collaborative unites Chicago FQHCs to share best practices and operational strategies that are crucial for implementing medical-home models of care. Members attend a total of six learning sessions annually where each group is given a chance to present on current practices, operational techniques, and ways to address particular challenges. After each session, organizations identify three strategies to implement at their clinics.

Southside Pediatric Asthma Center represents a collaborative, innovative and high-quality system of care for pediatric asthma management on Chicago’s South Side. FFHC represents the FQHC arm in this collaboration with UChicago Medicine, LaRabida Hospital, and St. Bernard Hospital. First-year goals include standardizing patient education, establishing one-stop asthma care on the South Side, and hosting provider and community education events.

Key Collaborations



Behavioral Health Consortium of Illinois, LLC (BHC) includes providers of mental health and substance use disorder services for both adult and youth populations. Through its member organizations, individuals have access to a robust continuum of outpatient, community-based, and residential settings across a wide geographic area located in high need communities including the City of Chicago, as well as Western, Southern and Northern Cook County.

Illinois Health Practice Alliance (IHPA) is an Independent Practice Association (IPA) created to improve the integration of behavioral and physical health care in the state of Illinois. We are a clinically-integrated behavioral health network currently serving Medicaid beneficiaries in collaboration with payors across Illinois. IHPA serves as a vehicle to support the evolution and transition to value-based contracting for community behavioral health provider organizations. IHPA's Integrated Health Home improves access to care and coordination of services which generate health and improve quality outcomes desired by the state, plans, and clients.

Member Benefits



- Integrated Behavioral Health workflows position Behavioral Health Consultants (ie. LCSWs & LCPCs) on the floor and available for brief interventions in the exam room as needed.
- Specialty Behavioral Health capacity beyond in scope services
- Care coordinators ensure patients have access to enabling services which promote continuity of care (e.g. lower no shows, medication adherence, etc.)
- HEDIS measures are the primary clinical performance measures of quality
 - Monthly Quality Committee
 - Clinical Work Groups (e.g. Colorectal, Cervical, etc.)
- ENLI population health tools is utilized to address care gaps