



**Mini Pii Session**  
***Community Building in the Healthcare Neighborhood***  
**June 26, 2019**

***Maria Gonzalez Berlari, MD*** Medical Director of GB Family Care to lead a discussion about creating community building in the Healthcare Neighborhood through partnering with Equality Health and the HIE (Health Current)

**Contact info:**

623-547-5235

[www.gbfamilycare.com](http://www.gbfamilycare.com)

**Key points:**

- GB Family Care's Mission and Vision
- The importance of closing care gaps and engaging patients
- Closing Communication Loops and reducing healthcare silos

**Challenge:**

- Meeting all the healthcare needs in the practice to treat the "whole" person

**Key things to remember:**

- Identify the healthcare needs of each patient and build partnerships in the healthcare community to meet those needs

# COMMUNITY BUILDING IN THE HEALTHCARE NEIGHBORHOOD



Wednesday, June 26, 2019

## Why Build a HealthCare Community?

- Due to the review of Current Partnerships, Leadership Engagement and High-Risk Patient needs, changes were needed.
- To close the Closing Care Gaps, Engage Patients, Closing Communication loops and Reducing Healthcare Silos in the Community.



Proprietary

## How? With Partners: Equality Health and HIE

- Equality Health and Building Community around High Risk Patients
  - Case Manager Support
  - Closing the Care Gaps
  - Gathering information from HIE
- Provide Holistic Healthcare and treat the Whole Person



Proprietary

## The Program Materials and Tools 1



### Equality Health Care Transition Services Brochure

#### Personalized care in your personal space.

Hospitals have teams to look after your care. Why not have a health care team at home? Equality Health's Care Team offers home-bound patients disease, injury, and medication management education, plus home support and resources for you and your family. You'll receive compassionate, professional care from bilingual nurses, care coordinators, chaplains, pharmacists and social workers—all of whom work with your doctor to create a personalized care plan to help you recover and stay healthy.

#### Equality Health treats you well.

Now you can take quality health care home. After you leave the hospital or doctor's office, Equality Health programs provide care transition that address the assistance, support, and resources you need right at your personal address. We work with you, your loved ones, and the culture in your community to ensure long-term health, and independence.



Proprietary

## The Program Materials and Tools 2

### Equality Health Health Access Survey

**Health Access Survey**

Use this survey to assess your patient's health. Please take a moment to answer the following questions. Your responses will help us understand your patients' needs.

|               |               |
|---------------|---------------|
| Public Name   | Today's Date  |
| Phone Number  | Date of Birth |
| Insurance     | Sex           |
| Health Status | Member ID     |

Check the answer that best applies to your situation.

1. Does your doctor (or other health care provider) know you?  Almost Always  Most of the Time  Some of the Time  Never
2. Do you need help with transportation to get your doctor's appointment?  Almost Always  Most of the Time  Some of the Time  Never
3. Do you ever miss a doctor's appointment because you have trouble getting to the doctor's office on time?  Almost Always  Most of the Time  Some of the Time  Never
4. Do you have a family or support person who should be informed and consulted regarding your medical care?  Almost Always  Most of the Time  Some of the Time  Never
5. How often do you miss work or school because of your health?  Almost Always  Most of the Time  Some of the Time  Never
6. Does your family have access to a quality education and job opportunities?  Almost Always  Most of the Time  Some of the Time  Never
7. Do you have access to your health care services?  Almost Always  Most of the Time  Some of the Time  Never
8. Do you feel that your physical health is affecting your spiritual health?  Almost Always  Most of the Time  Some of the Time  Never
9. Do you go to your health care provider or use other health care services (such as mental health, dental, vision, or other) as often as you need?  Almost Always  Most of the Time  Some of the Time  Never
10. Do you ever miss work or school because you have trouble getting to the doctor's office on time?  Almost Always  Most of the Time  Some of the Time  Never
11. Do you ever miss work or school because you have trouble getting to the doctor's office on time?  Almost Always  Most of the Time  Some of the Time  Never
12. Do you ever miss work or school because you have trouble getting to the doctor's office on time?  Almost Always  Most of the Time  Some of the Time  Never
13. Do you ever miss work or school because you have trouble getting to the doctor's office on time?  Almost Always  Most of the Time  Some of the Time  Never
14. Do you ever miss work or school because you have trouble getting to the doctor's office on time?  Almost Always  Most of the Time  Some of the Time  Never
15. Do you ever miss work or school because you have trouble getting to the doctor's office on time?  Almost Always  Most of the Time  Some of the Time  Never

© 2013 Equality Health Services. Please return to: [info@equalityhealth.com](mailto:info@equalityhealth.com) 1-800-233-2333



Proprietary

## The Outcome

- Closing the Loop and patients are opening their doors to receive care
- Getting all Care Transition Plans for every High-Risk Patient
- Able to follow-up immediately and address patient needs in a timely manner
- Documentation goes into patient records for immediate treatment
- Patient Participation grew from 0% to 60% in 2-months of partnership introduction
- Strengthened Leadership among partners



Proprietary

Thank You!

**Q & A**

