



TCPI Exemplary Practice Performance Summary, June 2019

Wesley Community and Health Centers

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Together We Empower Positive Change

Wesley Community and Health Centers (Wesley), since 1950, has provided community programs, services, classes, activities, and meeting spaces, for the primarily Hispanic families residing in south-central Phoenix. For many years, the primary activities included adult English and citizenship activities (including but not limited to amnesty programs). With the addition of a gymnasium in the 1970s, more programs were provided for children and youth, continuing that emphasis.

With the addition of Mother/Baby clinics in the 1970s/80s, the healthcare priority expanded in 2002. Centro de Salud health center began with volunteer physicians, primarily from the Banner Good Samaritan Hospital (newly named Banner University Hospital - Phoenix). These primary healthcare services and clinic began as “uninsured only”—all patients paying \$20 per visit (increased to \$40 after one year, when the patients commented that we should “charge more” for our excellent healthcare services). With an unexpected Federal stimulus grant from HRSA on March 1, 2009, this healthcare for “uninsured only” became a Federally Qualified Health Center (FQHC), providing healthcare to “underserved populations regardless of their ability to pay”.

We expanded our primary FQHC healthcare services at its original site, at 1300 S. 10th St. In November 2016, and we opened our newly expanded second healthcare site at the Golden Gate Community Center (1625 N. 39th Avenue). The Golden Gate Community Center is owned by Wesley and coordinates all services with 300 English Second Language (ESL) adult students, 150 children and youth in afterschool and summer programs, and community health programs.

Our health centers have partnership agreements with Banner University of Arizona Medical School/Phoenix, Arizona State University, Midwestern University, and Mayo Clinics, which often include residents, medical students, and volunteers from many health-related entities. Wesley is also a member of the Arizona Alliance of Community Health Centers (AACHC). Our clinical staff consists 2 physicians, 5 Nurse Practitioners, 4 full time and 1 part time and 5 Medical Assistants.

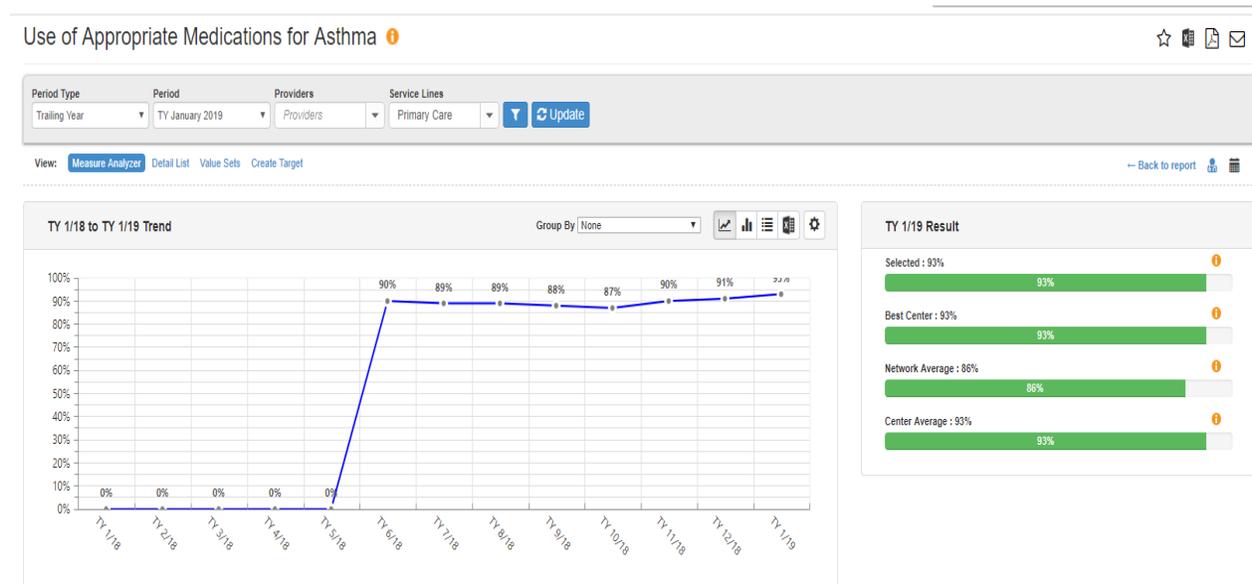
The bold aims/performance that makes our practice a high value to payers and patients revolves around AIM 2 Clinical Outcomes – Asthma and AIM 2 Clinical Processes - Meeting evidence-based guidelines – Asthma. Our goal for care of patients with persistent asthma is that all will be prescribed and be able to access and consistently utilize appropriate asthma controller medications (inhaled corticosteroids, long-acting bronchodilators).

When diagnosed with Asthma, all patients are given their prescribed Asthma medication list and referred by their clinician to the Wesley Community Asthma Program. We are connected with the GSKForYou Assistance program (<https://www.gskforyou.com/>) which is a website designed to help people who need assistance paying for their GlaxoSmithKline prescription

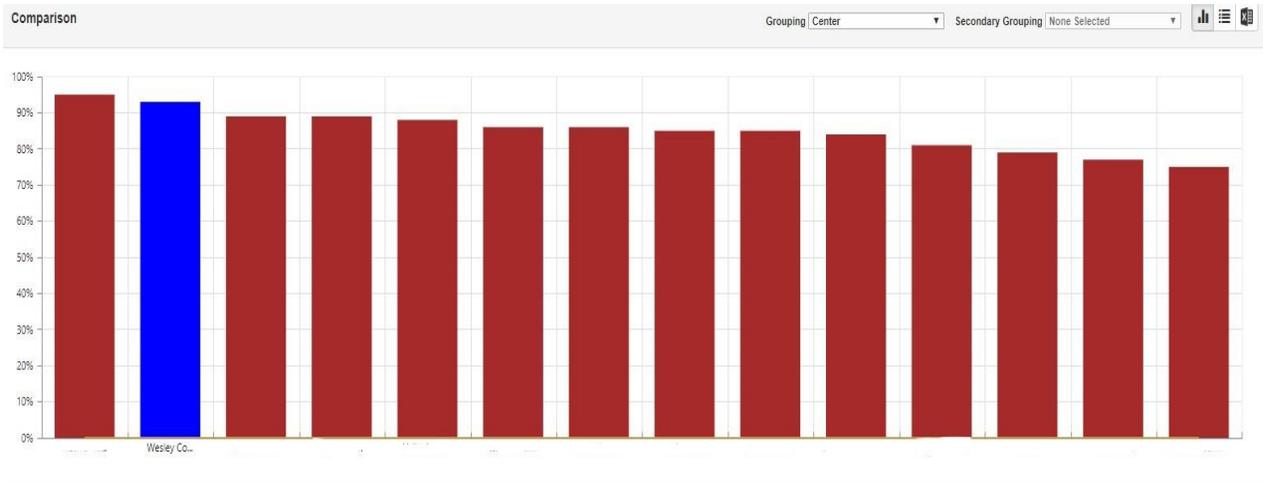
medicines and vaccines. The patient fills out a needs assessment application and work with the Patient Care Coordinator or Patient Navigator to identify Asthma medication needs and enroll in the GSK program. Services are provided whether the patient has insurance, a social security number or not, resulting in full compliance in Asthma Management for all Asthmatics. All medications are free of charge. All our Medical Assistants (MAs) are also trained on the intake protocols and processes of the Asthma Management Program and maintain this standardization over both campuses.

Through a team-based approach, Wesley focuses on bringing clinicians together to build evidence-based care models for effective patient solutions. **Our model of care is built to focus on the improvement of health outcomes for our population.** The patient centered care model is developed to address the needs of the patient from the moment they walk through the door (check in process) to the rooming and appointment process (medical assistant and provider involvement) lab process, referral process, and check out process. Our model is focused on closing the loop on patient needs using a team-based approach. From administration, to the front desk, to the clinical team: everyone is trained to understand how each step of the Patient Centered Care model works and what each team member’s role is within this model.

Our Uniform Data Service (UDS) report demonstrates our outstanding achievement in asthma care. All health center patients with a diagnosis of persistent asthma (whether mild, moderate, or severe) are evaluated annually for appropriate use of asthma controller medications. The state and national average for patients meeting this goal is 86%; Wesley Health Center consistently achieves > 92% with most years meeting 100% compliance. We pulled our data into AZARA DRVS, our population management software, to produce graphs below that show a visual picture of the data.



This graph shows our percentages since we implemented AZARA. You will see that Wesley has an AVERAGE of 93% in 2018.



This graph shows where we score compared to all other FQHC's in Arizona that have AZARA.

A Culture of Person and Family Engagement (PFE) drives and contributes to our performance. Our patient care coordinator, as with all our clinic staff, is dedicated to helping patients achieve health and wellness. By demonstrating our commitment to helping patients access care and various treatment options, we observe increased patient engagement with their individualized care plan as well as motivation to adhere to the plan—whether it is to continue treatment when effective, or schedule more frequent follow ups when optimal outcomes have not yet been achieved.

Wesley Community and Health Centers is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network.

As of May 2019, Wesley Community and Health Centers has completed the 5 Phases of Transformation.



Practice Innovation Institute
Engage. Transform. Reward.