



## Lutheran HealthCare 2009 Community Service Plan Overview

### Prevention Agenda Priorities

1. Access to Care
2. Perinatal and Pediatric Health

### 3 – Year Plan of Action

LHC has identified three overall objectives to guide its approach to the selected Public Health Priorities.

LHC aims to:

- Expand primary care capacity to assist in lowering ER visits and wait times
- Eliminate barriers to primary care
- Enhance quality of care

These objectives provide a broad framework under which specific programmatic strategies, action steps, role assignments, etc. are organized.

### Strategies

1. Expand primary care capacity
  - Sunset Park FHC

LHC has obtained a New York State, Department of Health, HEAL Phase 2 grant to construct a new 25,000 square-foot primary care center adjacent to the Sunset Park Family Health Center (the existing main site within LHC's primary care network (Lutheran Family Health Centers).
  - Brooklyn Chinese FHC

LHC's has adopted strategic plans to relocate LFHC Brooklyn-Chinese Family Health Center site to a significantly larger facility in the same neighborhood. The new facility will nearly triple the Brooklyn Chinese Family Health Center's capacity.
2. Eliminate Barriers
  - Colonoscopy Cancer Patient Navigator Program

LHC has identified numerous barriers to colonoscopy for its patient population, particularly men (only 20 percent of LHC's colonoscopy recipients are men). Having utilized breast health patient navigators to great avail over for the past several years, LHC aims to create a similar colorectal cancer/colonoscopy patient navigator program.
  - Facilitate enrollment events with Health Plus

Health Plus continues to work closely with LHC's other "arms" and LHC's community partners to facilitate insurance enrollment for residents of LHC's service area. In the coming months, with the establishment of LHC's school-based dental program, LHC and Health Plus will collaborate with participating schools to ensure that every student has health insurance. These enrollment campaigns may also include participation of additional community partners including Nets Basketball.
3. Enhance Quality of Care
  - Patient Centered Medical Home

LHC will implement a new model of care, the Lutheran HealthCare Patient Centered Medical Home (the PCMH), which will be marked by significant improvements in organization, coordination, and integration of care.

- **Community Based Blood Pressure Self Monitoring**  
LHC will develop and implement a community-oriented hypertension program that utilizes the latest telemedicine technologies for blood pressure monitoring. LHC will distribute automatic blood pressure (BP) monitors with modems capable of transmitting home BP readings to a secure database for evaluation; the monitors will be distributed to 1,000 patients and community members.
- **School Based Oral Health Program**  
In order to address the growing need for school-based oral health services, LHC will establish an extensive school-based oral program. Specifically, LHC will establish and operate dental clinics in most or all of the fourteen schools where it currently operates school-based health centers.
- **Community Based Adolescent Pregnancy Prevention Program**  
The ultimate goal of the program will be to prevent adolescent pregnancy, organizations that operate similar programs report that for adolescents who do become pregnant, the program comes to function as a trusted point-of-entry to prenatal care and helps adolescents and their families overcome barriers to care throughout and following pregnancy. Community partners will play a critical role in conducting outreach activities, identifying at-risk youth, and providing ancillary support services.

## **Evaluation and Monitoring**

### **Access to Health Care**

- Number of People utilizing services in the Emergency Room
- Percentage of Emergency Room visits that are self-limited, minor or of low to moderate severity, considered to be treatable in a primary care setting
- Number of Patients at LFHC
- Percentage Insured patients
- Number of Dental Patients
- Percentage of women between the ages of 40 and 69 years who had a mammogram within the past two years
- Percentage of women age 21-64 who received one or more Pap tests during the measurement year or during the two years prior to the measurement year
- Number of patients successfully “navigated” through colonoscopy
- The percentage of adult patients with type 2 diabetes whose most recent HbA1c is  $\leq$  9 percent
- The percentage of adult patients (18+ years) with hypertension whose most recent blood pressure was  $<140/90$

### **Healthy Mothers/ Healthy Babies/Healthy Children:**

- Trimester of Entry into Prenatal Care
- Percentage of births less than 2,500 grams
- The percentage of children by two years of age with appropriate immunizations(4 DTaP, 3 polio, 1 MMR, 3 Hib, 3 hepatitis B, 1 VZV, 4 PC7)
- The percentage of children ages 6-11 who have had a dental visit in the past year