



□ CENTERS OF CARE
Nassau University Medical Center
A. Holly Patterson Extended Care
Facility
Family Health Centers
Elmont • Westbury • Hempstead • Roosevelt

New Directions in American Healthcare

□ 2201 Hempstead Turnpike East Meadow, NY 11554 516.486.NUMC www.nuhealth.net

NuHealth: A 21st-Century Model for Safety-Net Systems

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Health Care Equity Blueprint;

National Public Health & Hospital Institute, Institute for Healthcare Improvement, Office of Minority Health

- Create Engagement with the Community, Patients & Families
- Exercise Governance & Executive Leadership for Providing Quality and Equitable Care
- Provide Evidence-Based Care for All Patients in a Culturally & Linguistically Appropriate Manner
- Establish Measures for Equitable Care
- Communicate in Patient's Language- Understand & Be Responsive to Cultural Needs

Triple Aim: IHI

- Improve population health
- Enhance patient experience
- Reduce per capita expenditures

Change the Paradigm

- Integrate a wellness model into the traditional sick or acute care model

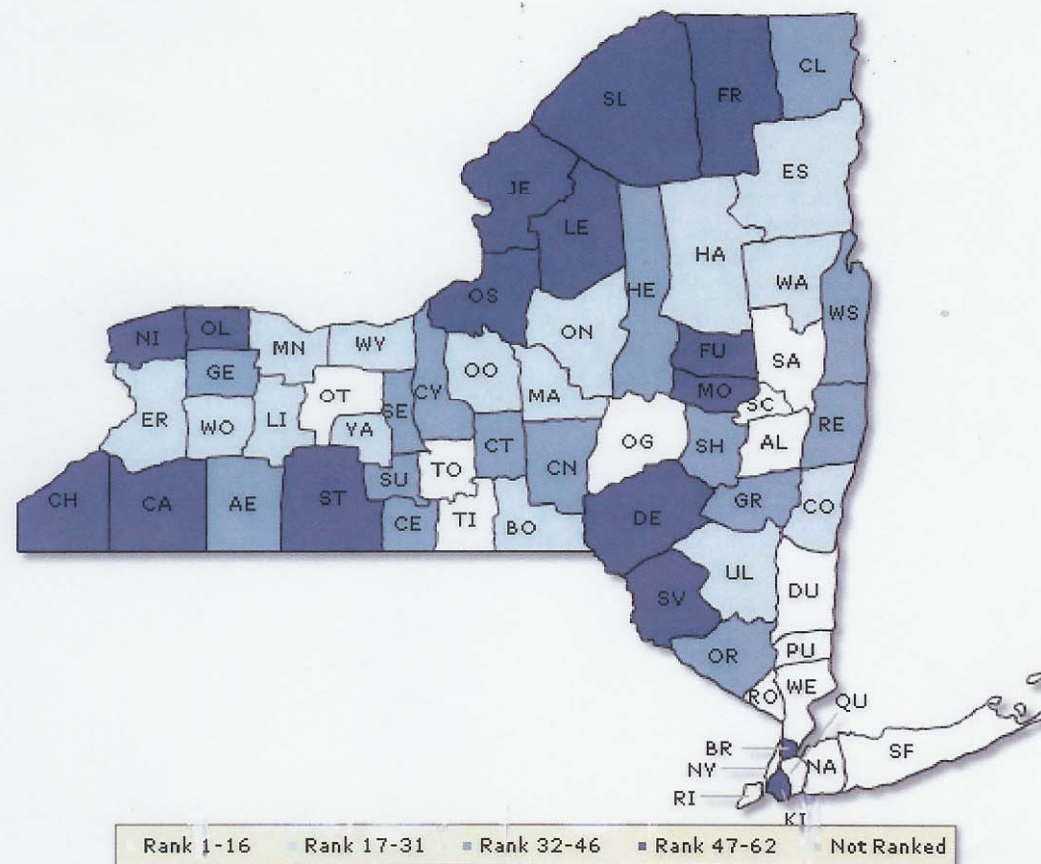
Who are we?

What is the NuHealth Corporation (NHCC)?

- The safety net system for Nassau County, New York which is ranked in the top 10 nationally for median income but contains 33 designated medically underserved areas for a population of 1.3 million
- Exemplary of a safety net facility which is located in and serves various disadvantaged communities.
- Corporation snapshot: 265,000 ambulatory visits, 23,000 inpatients/year, & 75,000 ED visits

Health Factors (1)

New York



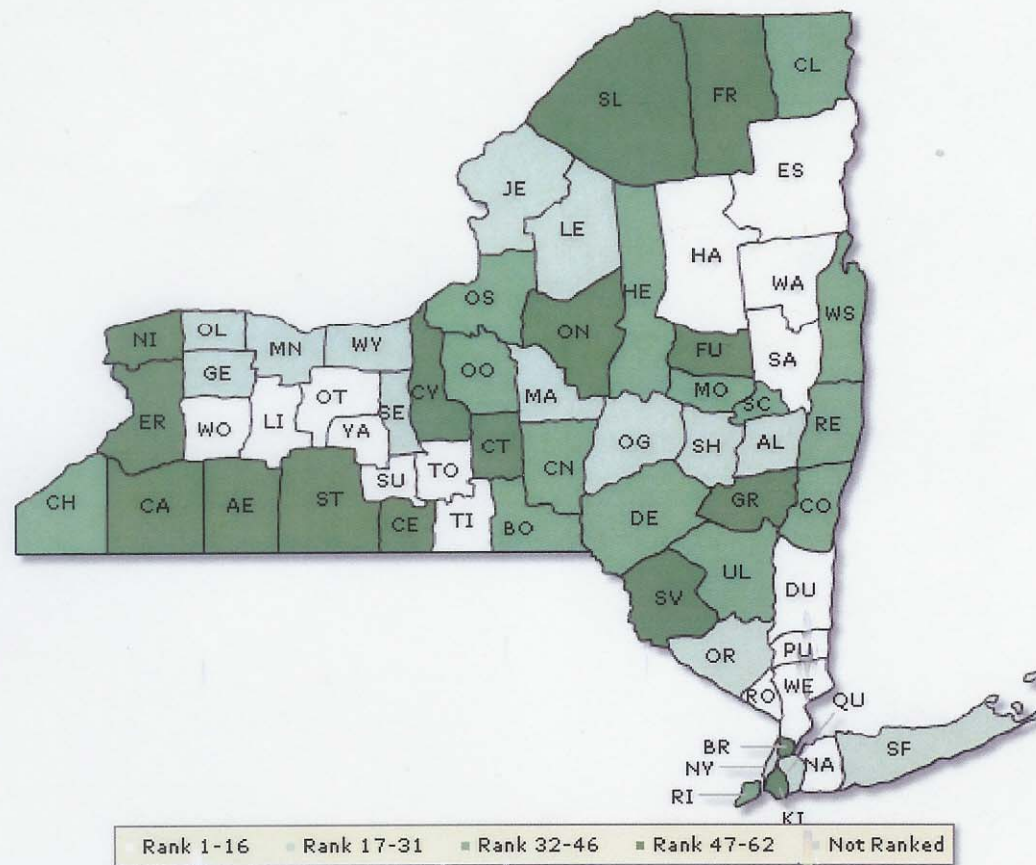
Source URL: <http://www.countyhealthrankings.org/node/119/health-factors-map>

Health Outcomes (6)

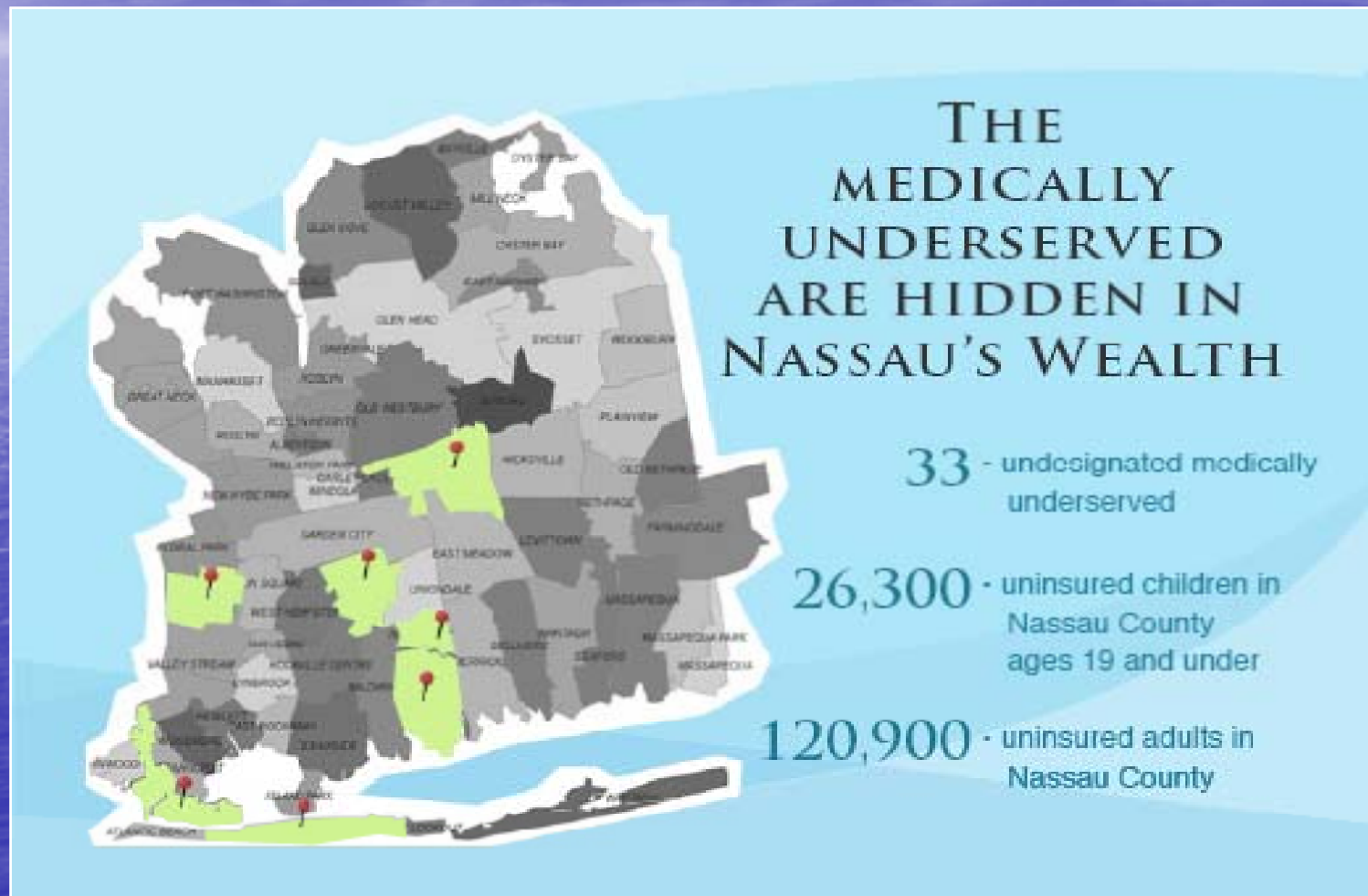
New York

2010 Health Outcomes Map

Health Outcomes are the primary ranking used to rank the overall health of counties. The county ranked number 1 is considered the healthiest county in the state.



The Problem:

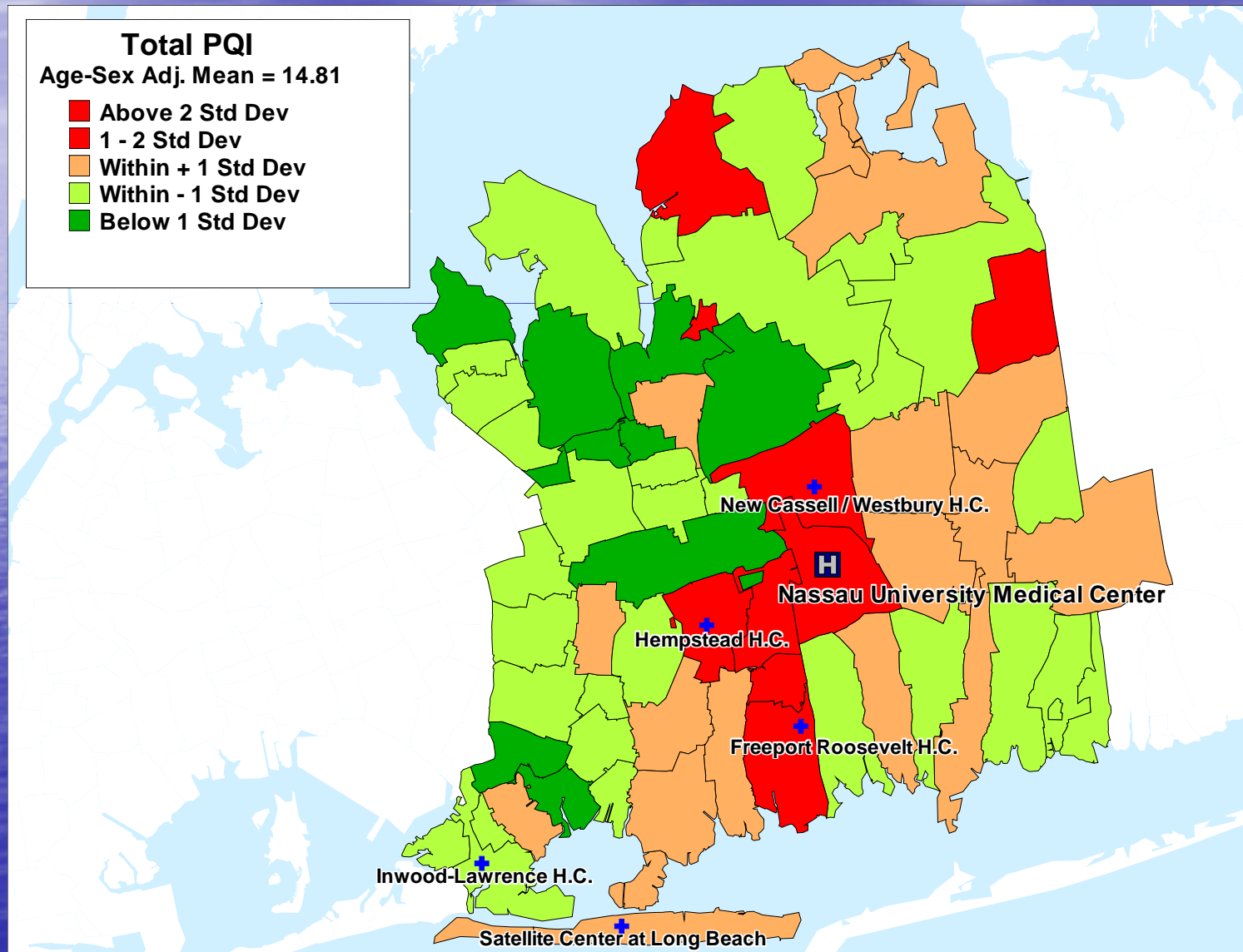


Total PQI

Nassau Rate = 15.80

Mean = 14.81

Standard Deviation = 5.98



Components

- Rebranding
- Institute for Healthcare Disparities
- Community Medicine
- NuCare
- Modernization Plan
- Senior Village
- Village for Healthy Living

Rebranding

- Nassau County Medical Center; DOH clinics
- Nassau Health Care Corporation/Nassau University Medical Center/Community Health Centers: Public Benefit Corporation, 1999
- NuHealth Corporation: 2009



The Institute for Healthcare Disparities

At Nassau University Medical Center

Vision

- To create an Institute for Healthcare Disparities housed in a Safety-Net Hospital that will embed a well care model in the system
- The Institute will have an action agenda to eliminate outcomes in healthcare disparities

Purposes for Institute

- To offer programs dedicated to the prevention, detection and management of diseases that have disproportionate impact on minority communities.
- To implement outreach and educational interventions.
- To promote improved access and culturally compatible “patient-provider matches.”

Purposes for Institute

- To conduct research on health care disparities.
- To seek grants and/or funding opportunities in the area of health care disparities.
- To develop financial approaches and resources within the evolving healthcare reimbursement system, and through other sources, to support these purposes.
- To serve as a local repository and clearinghouse for sharing of experiences, strategies, and best practices.

Scope of Programs for the Institute

Working with the stakeholders and the Advisory Board, the Institute will develop a range of programs designed to address Minority Health Disparities, including programs in following areas. A major focus will be **Community Education**.

- Prevention & Education
- Treatment & Aftercare
- Detection & Screening
- Health Insurance Eligibility

Models

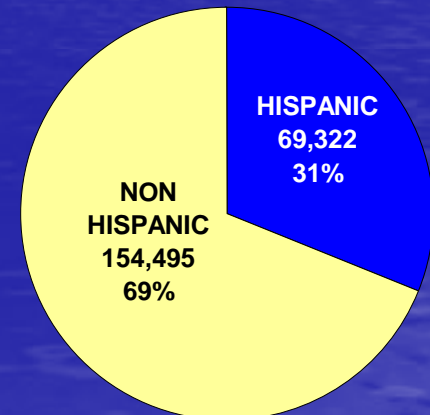
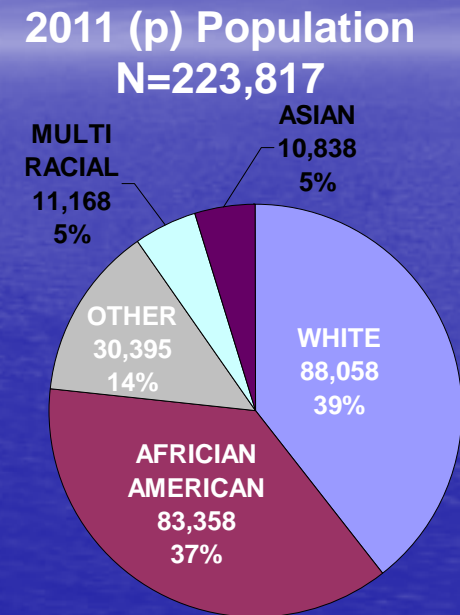
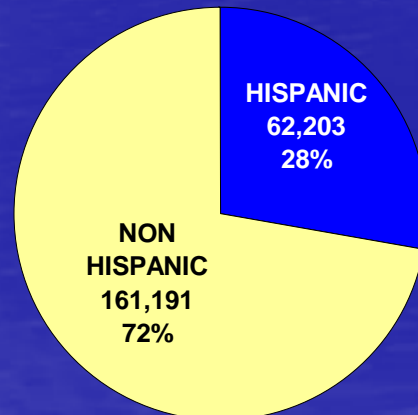
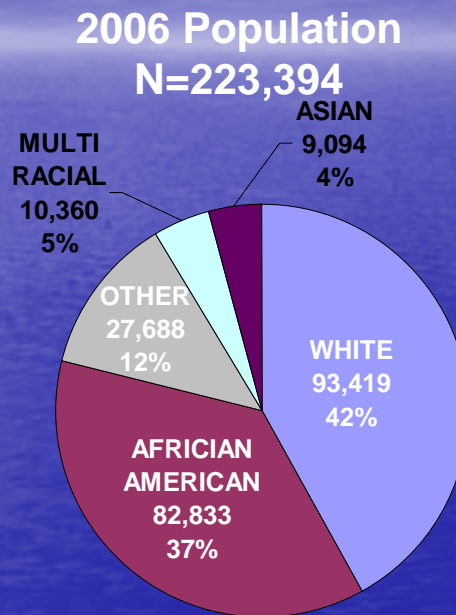
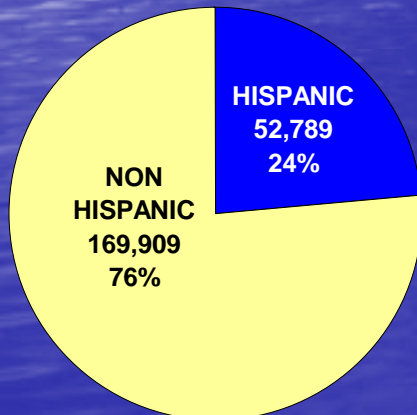
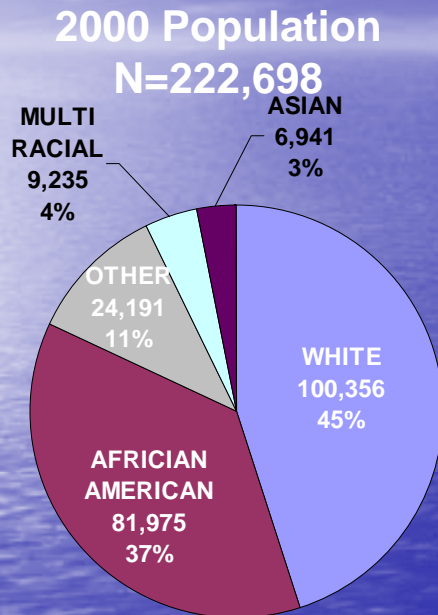
- Chronic Disease Care Management
- Bridges to Health (CMS)
- Internet Access
- Collaborative website & clearinghouse
- Electronic Personal Health Records
- Cultural Competence
- Creative & Innovative Interventions
- Social Marketing



Community Medicine

Diversity in our Service Areas

In the NHCC PSA, the population racial mix has become more diverse with the white population declining from **45% to 39%** and the Hispanic component moving from **24% to 31%**.



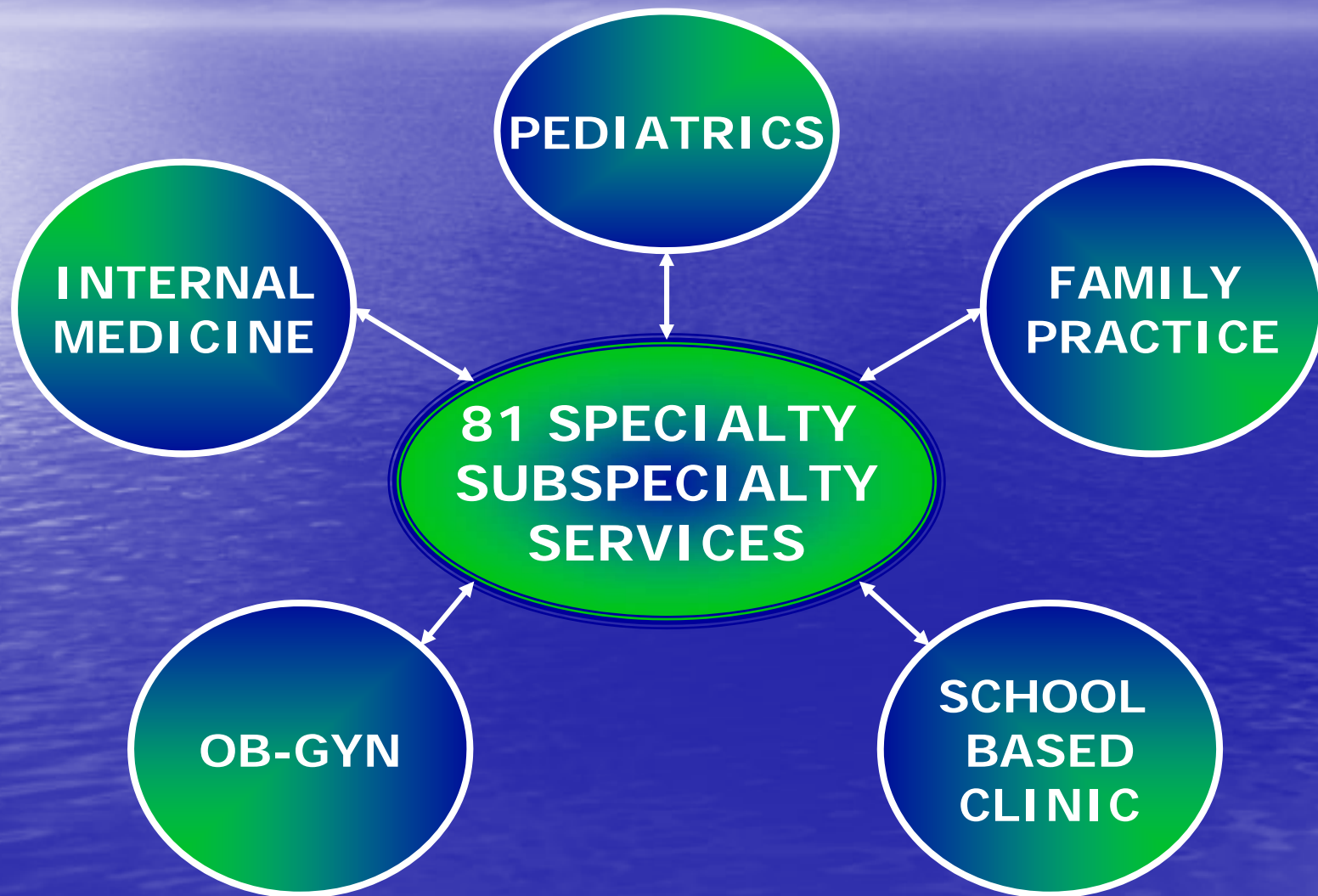
The “Advanced Medical Home” Model

- Implementation of “Advanced Medical Home” Model
 - Full-time 24/7 “patient-physician” partnerships in primary care sites
 - Designated “physician leaders”
 - Assigned leadership and accountability
 - Achieve NCQA certification

Ambulatory Care Network Goals

- Implementation of Medicaid Primary Care Standards
 - Physician and Practice Incentive Programs
- Expansion of Prevention and Screening Programs
 - Diabetes
 - Obesity
 - Cardiovascular Risk
 - Cancer (Breast, Cervical, Colon)
- Focus on Chronic Disease Management; Improving Health Outcomes
 - Clinical Guidelines/Evidence-Based Medicine
 - Physician Referral Systems
- Implementation of Ambulatory Performance Measures

Ambulatory Network: Scope of Services



Transforming the Ambulatory Care Network

Access

- Building two new CHCs to replace existing structures and expand Medicine, Pediatrics, OB/GYN and sub-specialty (Podiatry, Optometry, PM&R, Cardiology, GI) in Freeport and Hempstead
- Establishing a free-standing imaging center in Hempstead
- Proposed capital expansion at NUMC to house and expand Primary Services
- CON approval for all NUMC services - May 2008
- Podiatric services in all CHCs - July 2008
- Planning for outpatient Behavioral Health Services in CHCs
- Expansion of Information Technology (IT) Systems
- Telephonic Call Center

Facilities Upgrades

Before ...



The New Hempstead CHC



Before ...



The New Freeport-Roosevelt CHC





NuCare: A Medical Home for the Uninsured

NuCare

NUCARE PROGRAM

Providing a medical home for Nassau County's uninsured



The Models for NuCare



- *Healthy San Francisco* is a new program created by the City of San Francisco that makes health care services accessible and affordable for uninsured residents. The program offers a new way for San Francisco residents who do not have health insurance, to have basic and ongoing medical care. It is available to all San Francisco residents regardless of immigration status, employment status, or pre-existing medical conditions.



- *Richland Care* is a partnership of many groups in our community that want to make healthcare services accessible to those who do not have health insurance and cannot afford care. The game plan is to keep you in good health.

What is NuCare?

Outreach	Access/ Enroll	Primary Care	Disease Mgmt	Low Cost Drugs	Specialty Care	Patient Follow Up
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- **NuCare will be a program administered by the Nassau Health Care Corporation designed to lower barriers to accessing health care for the uninsured in Nassau County through:**
 - Affirmative outreach (through CBOs, Institute, and NHCC)
 - A “care first” model, but insurance enrollment when eligible
 - The provision of a medical home
 - Active primary care and disease management
 - Access to low cost pharmaceuticals
 - Access to specialty care (at NUMC or through NSLIJ) as needed
 - A relationship with NuCare staff to ensure care coordination, case management, and appropriate follow-up

From “sick care” to “well care” for the uninsured



NUCARE MEMBER
John Doe
Member ID: 125487962
NHCC
2201 Hempstead Turnpike
East Meadow, NY 11554
516-572-0123

- Personal physician
- NuCare membership card
- Transportable medical record

What the Future Holds

**Center for
Healthy Aging**

**New Community
Health Centers**

**Community
Imaging Center**

**No Child
Uninsured**



**Federally
Qualified Health
Centers**

**340 B
Pharmaceutical
Pricing**

**Medicaid
Assisted Living
Facility**

NuCare: A Medical Home for the Uninsured

Major Modernization Plan

Completed Projects

- Burn Center
- Center for Hypertension, Diabetes, and Vascular Disease
- Breast Health Center
- Chemical Dependency Unit
- 8th Floor Upgrade
- Classrooms
- Interim Dialysis Center
- Hempstead Family Health Center (full buildout is still not completed)
- Freeport / Roosevelt Family Health Center

Scheduled Projects

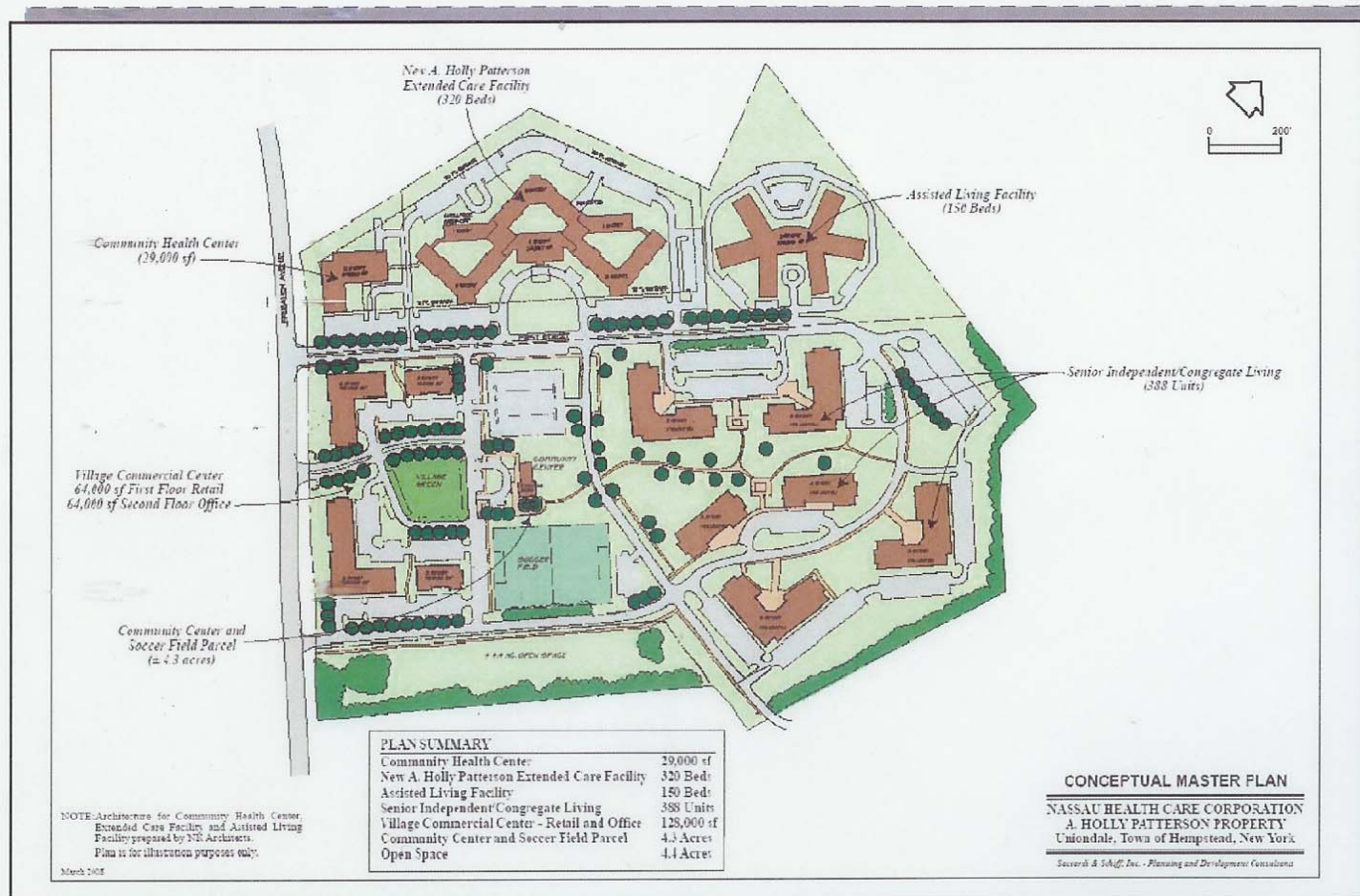
- Emergency Department
- Ambulatory Pavilion
- A. Holly Patterson
- Full EMR
- Amphitheatre
- Auditorium
- Veterans Clinic
- EMS Academy
- Eye Center
- PM&R Upgrade
- 9th and 11th Floor Upgrades
- 14th floor Suicide Abatement
- ASU Upgrade

Uncertain Projects*

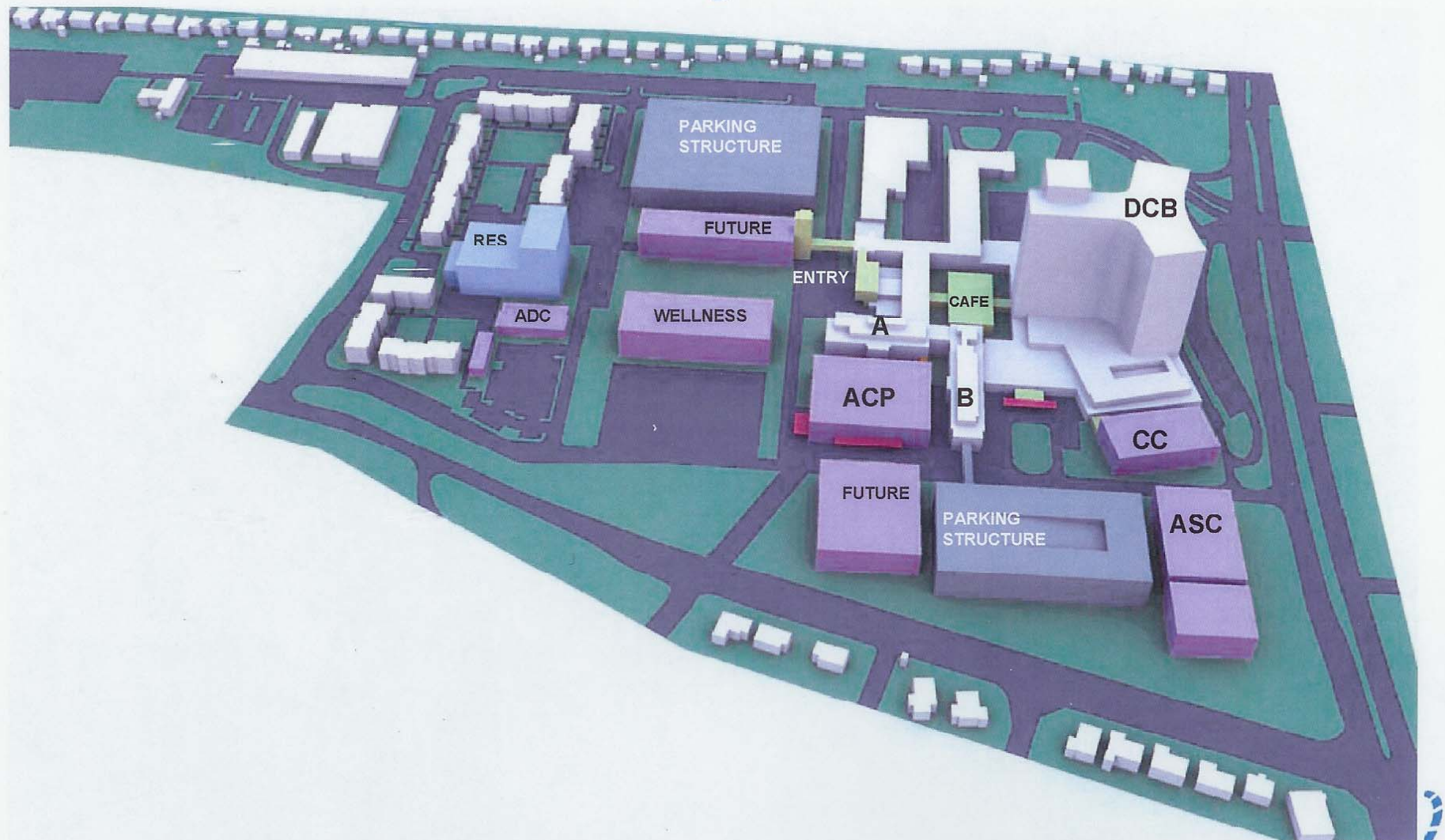
- Intensive Care Units
- Full LDRs
- Lobby Upgrade
- Replacement Cafeteria
- Cath Lab Upgrade
- Linear Accelerator Upgrade

*These projects are very important strategically for the System but we do not yet have full funding sources identified to ensure their completion.

The Senior Village at Patterson



Village for Healthy Living: Preliminary Site Plan



Conclusion

- NuHealth's renewed sense of mission
- Building blocks leading to NuCare
- Embedding a well care model in a sick care system is feasible & possible
- Partnerships are an absolute necessity
- Actions should be viewed in a larger policy context