Healthcare Consortium of Illinois

EntireCare Coordination

1350 E. Sibley Blvd.
Dolton, IL 60419

Presentation
“National & Community Based Efforts to Improve Disease Disparities”
at
2014 CBC Spring Health Braintrust and Eleventh Annual Health Disparities Leadership Summit & Awards Dinner

Presenters
Salim Al-Nurridin, CEO
Louanner Peters, Executive Director
We are as driven, today, by our mission as we were 22 years ago when it was adopted.

**MISSION STATEMENT**

The Healthcare Consortium of Illinois (HCI) is an organization of partners committed to developing and maintaining targeted, community-based, integrated health and human service delivery systems which increase the well-being of individuals, families and communities throughout Illinois by means of **ADVOCACY, AWARENESS AND ACTION!**
The Healthcare Consortium of Illinois (HCI) began in 1991 as an organization of several hospitals. Created to meet healthcare needs of residents on the south side of Chicago. Residents that, in the past, were receiving fragmented and inadequate medical services.

Today, 22 years later, HCI is still a membership organization with 60 plus members representing hospitals, FQHC’s, medical services & supplies, social services, businesses, faith-based organizations, home health agencies, etc...
We have historically and continually developed programs and services that foster and require collaboration & partnership among member businesses, institutions & agencies as well as at large community allies & institutions- seeking to address needs across the life span of community residents with an integrated coordinated approach.

**Healthy Start:** Since its initiation in 1991, Healthy Start has served hundreds of thousands of families. Over 90% of all Healthy Start families are African American, Hispanic, or Native American. Healthy Start specializes in outreach and home visiting— the surest way to reach the most at-risk women and families. Healthy Start focuses on getting women into prenatal care as early in the pregnancy as possible.

**Workforce Development:** Workforce Development’s vision is to promote services that well prepare individuals to succeed in the workplace. This is accomplished through a functioning model aiding the workforce population toward securing and maintaining long term employment. To promote job creation, education and training for real jobs.

**Community Violence Prevention Program (CVVP):** The Community Violence Prevention Program (CVPP) has been implemented. Focus on rebuilding Illinois’ most vulnerable neighborhoods and protecting young people by offering more jobs and educational opportunities.

**Senior Care:** The Senior Care Department develops systems for individuals 60 and older and their caregivers to easily access needed services. The current focus programs are:
- Senior Advocacy
- Elder Abuse & Neglect
- Senior Care Coordination

**EntireCare:** EntireCare Coordination is a division of HCI created to increase the quality of care and services that will keep our senior population as healthy as possible. We serve clients insured by Medicaid, age 55 and older, by providing options to improve their healthcare. By promoting and coordinating quality care we ensure that our members physical, emotional and social needs are being met.
Monthly General Assembly Sessions are a mainstay in keeping our members and the community informed & engaged in critical public policy issues – local, state, and federal.

Some of our recent General Assembly presenters are Congresswoman, Robin Kelly; State Representative, Lou Lang; State Senator, Michael Hastings; Cook County Board President, Toni Prekwinkle; Cook County Commissioner, Deborah Sims and many more.

This monthly forum also gives public officials and policy experts the opportunity to hear directly from those on the front line trying to serve communities most impacted by disparities.
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Therefore, it is consistent with our history and mission to have responded when...

- The Illinois Department of Healthcare and Family Services (The state Medicaid agency) issued the State of IL solicitation for Care Coordination Entities and Managed Care Community Networks for Seniors and Persons with Disabilities – Innovations Project.

- The solicitation was a major step toward fulfilling the state’s Medicaid reform law, which requires 50% of Medicaid insured to be enrolled in Coordinated Care by 2015.
In Illinois, Care Coordination is provided by a variety of “managed care entities” a general term that includes Managed Care Community Networks (MCCN), Managed Care Organizations (MCO), Accountable Care Entities (ACO) and Coordinated Care Entities (CCE).

Illinois is the only state in the nation that uses the CCE model for managed care.

CCE is defined as a collaboration of providers and community agencies governed by a lead entity that receives a Care Coordination payment in order to provide Care Coordination services to Medicaid insured.
In 2012, HCI was awarded 1 of 5 CCE contracts in the state of Illinois. HCI was selected based on a model...

A model we have branded EntireCare Coordination!

- Person-Centered
- Assessment-Based
- Interdisciplinary Approach
- Team Approach
- Collaborative Partnership
- Identifies a Senior’s required clinical care and non-clinical services and facilitates linkages between all facets of the care and services
The are several other unique and innovative facets of the model.

1. It brings Care Coordination to the Senior’s home through the use of Patient Navigators (trained by Community Health Workers), Care Managers (RNs and Social Workers) and in-home medical services if required.

2. It links all providers to the individualized Senior care plan via a secure, web-portal.

3. It establishes a “Network within Network” with hospitals as an anchor because it is the only community facility that is open 24 hours a day...7 days a week...365 days a year!
The priority population is Medicaid insured ages 55 years and over in 13 Zip Codes, covering 25 community areas on Chicago’s south side.

<table>
<thead>
<tr>
<th>Chicago Community Areas</th>
<th>Zip Codes</th>
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<tbody>
<tr>
<td>Auburn/Gresham</td>
<td>60615</td>
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<tr>
<td>Avalon Park</td>
<td>60617</td>
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<tr>
<td>Calumet Heights</td>
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1. Increase healthier lifestyle options
2. Increase Primary Care prevention and maintenance visits
3. Decrease the number of emergency room visits
4. Decrease preventable hospital admissions and re-admissions
Medical Director
Director of Care Coordination
Care Managers
Patient Navigators

Working in partnerships with our members and their support systems, the Primary Care Physicians, Hospitals and other critical providers.

EntireCare is
“Improving Lives With a PERSONAL Healthcare Team”
EntireCare Protocol

- Members enrolled
- Preliminary stratifications based on utilization data from IL-HFS (Medicaid).
- Face to face contact(s) to affirm or alter stratifications
- Comprehensive assessment
- Care Plan development
- Members see or speak with a Team member a minimum of once per week, for members with very complex conditions.
- And a minimum of twice per month for those with relatively stable primary and secondary conditions.
Questions, Suggestions, Comments??
Please feel free to contact us at anytime
708-841-9515