Leveraging Untapped Resources to Achieve the ‘Triple Aim’

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Presentation Overview

- Healthcare Landscape: Focus on Outcomes
- What Impacts Health Outcomes?
- Leveraging Your Unique Role
- Tapping New Resources

Changing Landscape

Value is redefined, expectations have changed – and innovation is transforming policy and practice

Changing Landscape

Innovations You’ve Been Talking About
- Payment reform
- Practice structures and models
- Payment reform
- HIT
- Payment reform
- Leadership
- And did I mention… payment reform?
Changing Landscape

The future is uncertain, but one thing seems highly likely...

What Impacts Health Outcomes?


0% 10% 20% 30% 40%

Quality Health Care

Social/Environmental

Genetics

Behaviors

What Impacts Health Outcomes?

Social factors, environment, and behaviors are interrelated – and can be viewed through the lens of an entire “ecology”

Risk Factors Correlate to Poor Health Outcomes

Crime

Poverty

Lack of Economic Opportunity

Lack of Healthcare Access

Lack of Fresh Food

Environmental Toxins

Developmental Delays

Abuse and Neglect

Genetics

Behaviors

Poverty

Education Level

Violence/Conflict

Isolation

Lack of Support
Concentrated areas of crime with high rates of domestic violence

- 19.35% (173,796) of people in poverty
- 29.13% (72,297) of children in poverty, with 14.45% (35,860) in extreme poverty (<$10K/yr)
- 1,571 (11.1%) of births were low birth weight babies
- 62% of Shelby County births to unmarried mothers
- Large numbers of poorly educated people
- Concentrated areas of crime with high rates of domestic violence

Sources: U.S. Census 2010; Shelby County Health Dept.; Center for Building Community and Neighborhood Action, Center for Community Criminology and Research, University of Memphis

Beyond Continuums of Care: Lessons from System of Care for Children with Serious Emotional Disturbance

- Family & Youth Guided
- Individualized Strength-based Assessments
- Culturally & Linguistically Competent
- Care Coordination
- Evidence-Based Practice
- Increased satisfaction/less stress
- Better mental and physical health
- Increased pro-social behavior
- Lower acute care and social costs

What Impacts Health Outcomes?

As Trusted Advisor, Go Beyond 10%...

- Patient-Centered Care
- Education
- Care Coordination
- Patient-Centered Medical Home

Listen

http://www.oprah.com/health/Narrative-Medicine-Patients-Telling-Their-Stories

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Leveraging Your Unique Role

Inform & Connect

LINC 211 – Dial “211”
http://www.memphislibrary.org/about/collections/linc.html

Tapping New Resources

Selected Community Resources in Domains Impacting Health Outcomes

- Wellness & Prevention
- Prenatal & Early Childhood
- Mental and Behavioral Health
- Domestic and Family Violence
- Child Sexual Abuse
- Housing
- Employment

- Wellness & Prevention

Church Health Center Wellness
http://www.churchhealthcenter.org/wellness

Healthy Memphis Common Table
http://www.healthymemphis.org/take_charge.php
Tapping New Resources

Prenatal, Early Childhood, Early Intervention

Early Success Coalition
http://earlysuccesscoalition.com/
287-4700 – ask for an ESCN Specialist!

Mental & Behavioral Health

Emotional Fitness Centers
http://www.memphishealingcenter.com/emotional.html

Mental & Behavioral Health

JustCare Family Network
http://jcfnmemphis.org/

Domestic Violence

Family Safety Center
familysafetycenter.org
Tapping New Resources

Family Violence/Parenting Support

Exchange Club Family Center
www.exchangeclub.net
24-hr Hotline: 276-2200

Child Sexual Abuse

Memphis Child Advocacy Center
www.memphiscac.org

Housing Stability

Emergency Housing Partnership
http://www.mifa.org/emergencyhousing
HOTLINE: 260-HOME (4663)

Employment Support

Workforce Investment Network
http://www.workforceinvestmentnetwork.com/
Tapping New Resources

Possibilities for Action

• Expand needs assessments
• Take advantage of no-cost in-service training
• Display outreach materials
• Develop partnership/referral relationships
• What else?

Thank You!
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