



Healthy
People

Healthy People Case Study

PROMOTING HEALTH HOME/ PATIENT-CENTERED MEDICAL HOME CARE

Healthy People Program Strategy Overview

We seek to influence policies and practices that increase opportunities for healthy eating and active living and, ultimately, promote healthier living and the reduction of obesity.



GRANTEE PARTNER:

NORTHEAST OHIO NEIGHBORHOOD HEALTH SERVICES, INC. [NEON]

NEON operates seven community health centers in Cleveland and East Cleveland neighborhoods where primary care is needed most. Primary care services include family medicine, adult medicine, pediatrics, geriatrics, obstetrics and gynecology. Behavioral health, podiatry, optometry, prenatal care, pharmacy, lab, x-ray and dental services are offered as well.

WHAT WE FUNDED

The Foundation's grant (\$175,000) supports Patient Centered Medical Home (PCMH) implementation. This has supported NEON in obtaining Level III PCMH accreditation, as well as a new population health management module.

GOALS FOR THIS GRANT

- Build infrastructure requirements of a health home/patient-centered medical home model of care:
 - Streamline the check-in process so that providers can spend more quality time with patients;
 - Update computer hardware and software to enhance cyber-security and maximize efficiency;
 - Provide up-to-date health education to the patient population;
 - Develop strategies to track referrals, remind patients of necessary appointments, and manage chronic conditions.
- Ensure national standards of care through the National Center for Quality Assurance to achieve PCMH accreditation.
 - Deliver quality care
 - Reduce costs
 - Improve patients' and providers' experience of care

THE APPROACH WE SUPPORT

- Enhance current computer system with a Population Health Module, allowing NEON providers to manage care more efficiently;
 - Benefits: NEON providers can spend more time with patients, improve patient visit frequency and decrease no-shows.
- Complete standards and guidelines training, and integrate these standards and guidelines into NEON's practice, in order to meet NCQA requirements.

IMPACT

- Improve patient flow efficiency;
- Improve chronic disease management;
- Reduce emergency room visits;
- Meet NCQA requirements, which ultimately will help to transform primary care practices into medical homes.