

IowaCare Program Update
Health and Human Services Appropriations Sub-Committee
February 10, 2011

FQHC-Medical Home Update
Ted Boesen-Executive Director of Iowa Nebraska Primary Care
Association

- I. Patient Impact
 - a. Recent Stories-Attached

- II. Lessons Learned
 - a. Complex Patients
 - b. Need to Implement Slower
 - c. Need More Preparation for FQHC's
 - i. Internal Systems (i.e. Care Management) Systems
 - ii. Establish Relationships at the University
 - iii. Plan for Managing Non Covered Services Needs
 - d. Need to Work with the University on Process Improvement to Increase Efficiency and Quality of Referral Process

- III. Action Taken
 - a. Weekly Call with FQHC Executive Directors
 - b. Regular Calls with FQHC Medical Directors
 - c. Regular Calls with FQHC Care Managers
 - d. Joint FQHC Site Visits with IME
 - e. February 4, 2011 Site Visit to UIHC for FQHC Staff to Meet UIHC Staff
 - f. Integrate FQHC's EMR's (as Implemented) w/ UIHC EMR
 - g. Improve Communication w/ Patients
 - i. IME Correspondence
 - ii. Patient Packets

- IV. Current Implementation Schedule-Attached

Thursday, February 10, 2011
7:13 AM

Cresco, IA 52136

November 22, 2010

Dear Ms. Lighthody,

First of all, I hope I have the correct spelling of you name. If not, please forgive me.

My corbra ran out, and I am now on Iowa Care, which is a very humbling experience for me. I am going to Clarksville, and I have been down there twice.

It is so easy to always write a letter when something is not right, however, in my experience, sometime one forgets to write a letter of praise.

.From the time I walked into the clinic, until the time I left I was treated with respect, professionalism, and a caring from all staff members. I am very observant, and what I saw is team work.

Doctor Duculos, is so knowledgeable, respectful, professional, with an attitude plus. I am so confident in her care especially since I have chronic health concerns. I cannot say enough, and administration at the Community Health Facility are extremely fortunate to have her.

Thank you for time and thought. May you have a blessed Christmas.

Respectfully,

December 22, 2010

I had an appointment at Peoples Clinic in Waterloo December 2010. "Yes", I know it is FREE because I was layed off my job and couldn't afford care. I went in hoping I get a doctor who cares. I met Dr. Babus nurse Anita she was so warm and caring. She told me how she loves her job and it showed. Dr. Babus came in with a smile, I found he was the most outstanding Doctor I have met. He answered my questions and checked me out from head to toes. Dr. Babu took his time with me and didn't rush off. I left Peoples Clinic in Waterloo Iowa very happy with the wonderful care I got that day. Than two weeks later they called me up to see if I was doing ok.
"Just fantastic Care"

Stories from Siouxland Community Health Center

I had a 47 year old female from Melvin, Ia., who had not seen a physician in over 5 years due to she was unable to afford to go to the Dr. She was approved for IowaCare's over 9 months ago and due to how busy the primary care physicians at the University of Iowa are, she still was waiting to get an appt. She was so grateful that the SCHC was now her medical home and thanked me for giving her an appt within 2 weeks to have a complete PE and lab work for the needed health screening's she has been over due for.

Another gentleman reported that after receiving care with Lori Krause's team, for a leg ulcer he had been battling for years and is grateful for the education he has received at the SCHC-in less than a month he is seeing significant improvement in his leg ulcer because the nurse and provider took time to show him how to care for his ulcer.

County Name	Provider	February 2011 Enrollment	Rollout Date	FQHC	
BLACK HAWK	PCHC	2,000	10/1/2010		
BREMER	PCHC	138	10/1/2010		
BUTLER	PCHC	141	10/1/2010		
BUCHANAN	PCHC	285	10/1/2010		
CERRO GORDO	PCHC	741	10/1/2010		
CHICKASAW	PCHC	106	10/1/2010		
FAYETTE	PCHC	400	10/1/2010		
FLOYD	PCHC	199	10/1/2010		
FRANKLIN	PCHC	117	10/1/2010		
GRUNDY	PCHC	86	10/1/2010		
HOWARD	PCHC	107	10/1/2010		
MITCHELL	PCHC	63	10/1/2010		
WINNESHIEK	PCHC	162	10/1/2010		
WORTH	PCHC	60	10/1/2010	<i>Waterloo</i>	4,605
CHEROKEE	SCHC	40	10/1/2010		
CRAWFORD	SCHC	77	10/1/2010		
HARRISON	SCHC	51	10/1/2010		
IDA	SCHC	24	10/1/2010		
LYON	SCHC	22	10/1/2010		
MONONA	SCHC	65	10/1/2010		
OBRIEN	SCHC	50	10/1/2010		
OSCEOLA	SCHC	20	10/1/2010		
PLYMOUTH	SCHC	48	10/1/2010		
SHELBY	SCHC	47	10/1/2010		
SIOUX	SCHC	68	10/1/2010		
WOODBURY	SCHC	433	10/1/2010	<i>Sioux City</i>	945
				10/1/2010 Total	5,550
ADAIR	PHC	50	5/1/2011	<i>Des Moines</i>	123
GUTHRIE	PHC	73	5/1/2011	<i>Ottumwa</i>	194
APPANOOSE	RHCHC	194	5/1/2011	<i>Fort Dodge</i>	66
HUMBOLDT	CHCFD	66	5/1/2011	<i>Dubuque</i>	134
ALLAMAKEE	Crescent	134	5/1/2011		
				5/1/2011 Total	517
HARDIN	PHC	152	6/1/2011	<i>Fort Dodge</i>	226
MADISON	PHC	86	6/1/2011	<i>Dubuque</i>	1,059
WARREN	PHC	246	6/1/2011	<i>Des Moines</i>	484
DAVIS	RHCHC	78	6/1/2011		
MONROE	RHCHC	88	6/1/2011	<i>Ottumwa</i>	166
DUBUQUE	Crescent	1,059	6/1/2011		
HAMILTON	CHCFD	131	6/1/2011		
WRIGHT	CHCFD	95	6/1/2011	6/1/2011 Total	1,935
MARSHALL	PHC	597	7/1/2011	<i>Des Moines</i>	597
MAHASKA	RHCHC	453	7/1/2011	<i>Fort Dodge</i>	422
VAN BUREN	RHCHC	151	7/1/2011	<i>Ottumwa</i>	604
WEBSTER	CHCFD	422	7/1/2011		
				7/1/2011 Total	1,623
JACKSON	Crescent	249	8/1/2011		

County Name	Provider	February 2011 Enrollment	Rollout Date	FQHC	
CARROLL	CHCFD	90	8/1/2011	Fort Dodge	173
GREENE	CHCFD	83	8/1/2011	Dubuque	249
TAMA	PHC	237	8/1/2011	Des Moines	237
WAPELLO	RHCHC	953	8/1/2011	Ottumwa	953
				8/1/2011 Total	1,612
CLAYTON	Crescent	159	9/1/2011		
WINNEBAGO	CHCFD	86	9/1/2011		
CALHOUN	CHCFD	78	9/1/2011		
ADAMS	CBCHC	23	9/1/2011		
AUDUBON	CBCHC	32	9/1/2011		
FREMONT	CBCHC	11	9/1/2011		
MILLS	CBCHC	17	9/1/2011	Fort Dodge	164
TAYLOR	CBCHC	21	9/1/2011	Council Bluffs	104
DALLAS	PHC	299	9/1/2011	Dubuque	159
MARION	PHC	360	9/1/2011	Des Moines	659
JEFFERSON	RHCHC	720	9/1/2011	Ottumwa	720
BUENA VISTA	UCHC	99	9/1/2011	Storm Lake	99
				9/1/2011 Total	1,905
POTTAWATTAMIE	CBCHC	222	10/1/2011		
HANCOCK	CHCFD	79	10/1/2011	Council Bluffs	222
KOSSUTH	CHCFD	92	10/1/2011	Fort Dodge	171
DELAWARE	Crescent	182	10/1/2011	Dubuque	182
POWESHIEK	PHC	231	10/1/2011	Des Moines	231
CLAY	UCHC	149	10/1/2011	Storm Lake	149
				10/1/2011 Total	955
POCAHONTAS	UCHC	49	11/1/2011		
SAC	UCHC	55	11/1/2011	Storm Lake	104
				11/1/2011 Total	104
CASS	CBCHC	97	12/1/2011		
MONTGOMERY	CBCHC	91	12/1/2011		
PAGE	CBCHC	81	12/1/2011	Council Bluffs	269
CLINTON	CHC	935	12/1/2011	Davenport	935
HENRY	CHCSEIA	455	12/1/2011	Burlington	455
RINGGOLD	CHCSI	40	12/1/2011	Leon/Lamoni	40
DICKINSON	UCHC	98	12/1/2011		
EMMET	UCHC	68	12/1/2011		
PALO ALTO	UCHC	57	12/1/2011	Storm Lake	223
				12/1/2011 Total	1,922
BOONE	PHC	247	2/1/2012		
JASPER	PHC	519	2/1/2012		
STORY	PHC	528	2/1/2012	Des Moines	1,294
DECATUR	CHCSI	118	2/1/2012		
WAYNE	CHCSI	72	2/1/2012		
SCOTT	CHC	2,959	2/1/2012	Davenport	2,959
LEE	CHCSEIA	636	2/1/2012	Burlington	636
UNION	CHCSI	126	2/1/2012	Leon/Lamoni	316
				2/1/2012 Total	5,205
DES MOINES	CHCSEIA	849	3/1/2012	Burlington	849
CLARKE	CHCSI	129	3/1/2012		
LUCAS	CHCSI	118	3/1/2012	Leon/Lamoni	247
				3/1/2012 Total	1,096
TOTAL		22,424			22,424