

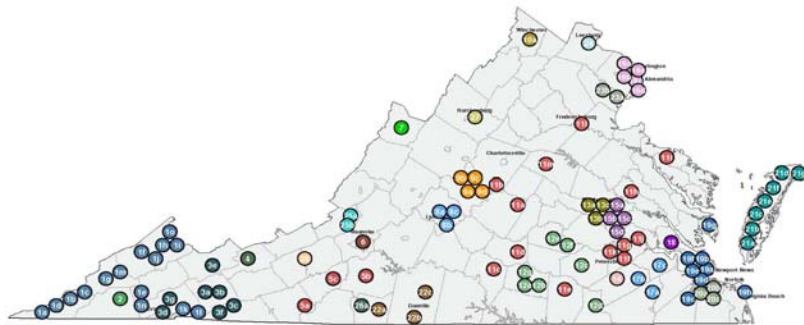
Economic Downturn and the Impact on Community Health Centers

A Presentation to the
Joint Commission on Health Care
September 1, 2009

Rick Shinn, Director of Public Affairs
Virginia Community Healthcare Association



Community Health Centers Creating access to health care across Virginia



Community Health Centers 240,000+ patients 105 Health Center Sites
Medical – Dental – Pharmaceutical – Behavioral Health - Prevention

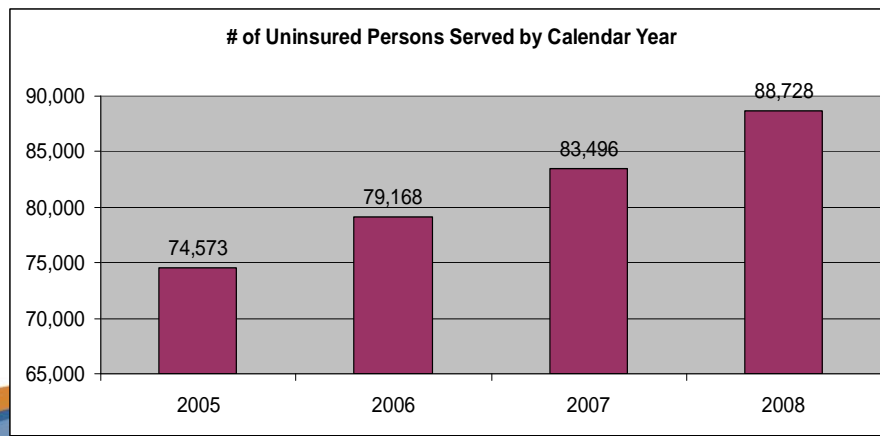
Questions from JCHC

- **What do different regions look like?**
 - All areas fairly similar - continuing to see increasing uninsured numbers
 - Insured are becoming uninsured
- **Where is it worse?**
 - Southside and Southwest are most impacted
 - High increase in Loudoun, Northern Virginia
- **Percent of Uninsured**
 - Averages around 35%
 - Varies from center to center – one runs as high as 90% new patients uninsured
- **What Services are Needed**
 - More doctors
 - Dental – is always a critical shortage
 - Behavioral Health
 - Pharmaceutical services

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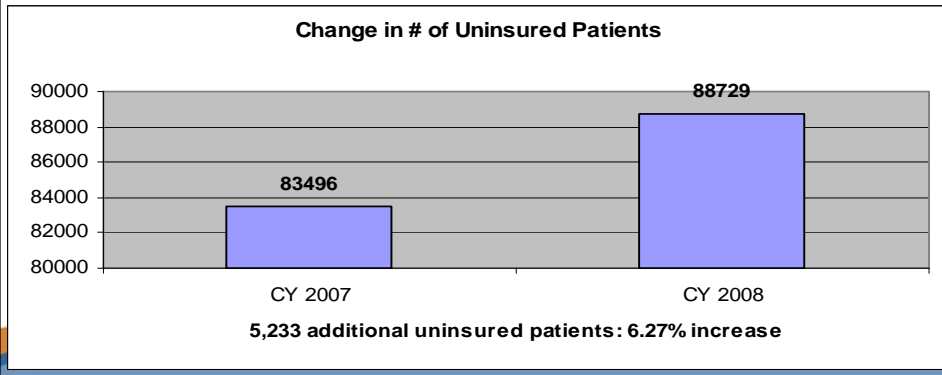
Annual Numbers

Steady Increase in # of Uninsured Persons Being served by Community Health Centers



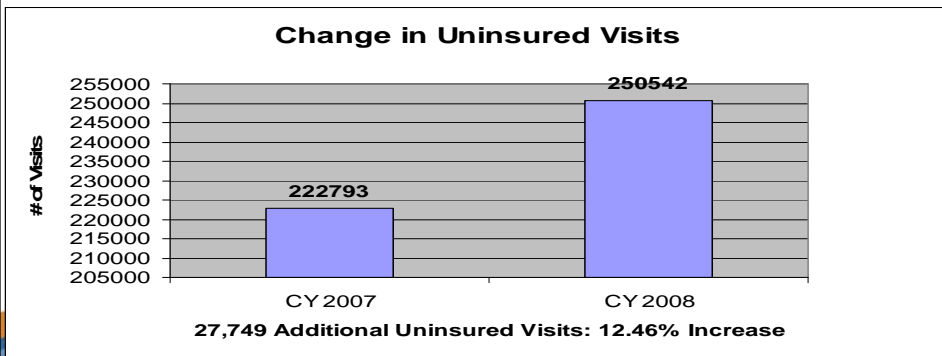
Services to the Uninsured

- Calendar Year 2007 – 83,496 uninsured patients
- *Calendar Year 2008 – 88,729 uninsured patients*
- An increase of 5,233 patients
- 6.7% increase from CY 07 to CY 08



Services to the Uninsured

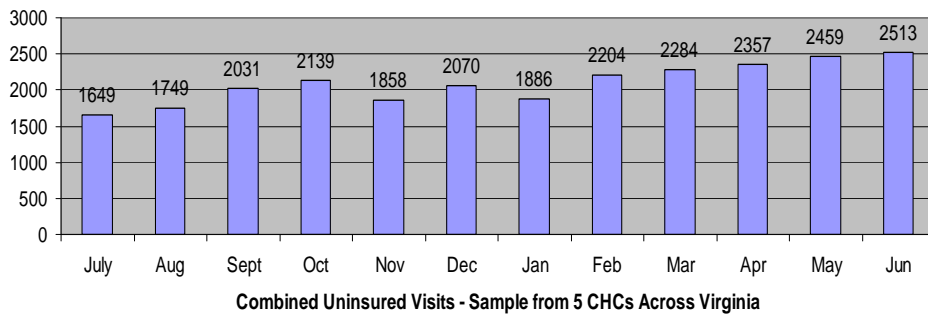
- Calendar Year 2007 – 222,793 uninsured patient medical visits
- *Calendar Year 2008 – 250,542 uninsured patient medical visits*
- An increase of 27,749 uninsured patient medical visits
- 12.46% increase from CY 07 to CY 08



Past Year

- Snapshot from 5 CHCs around Virginia
 - Data not available from all centers yet
- Steady Increase in Uninsured from July 08 – Oct 08
- Steady Increase in Uninsured since Jan 2009 - Present

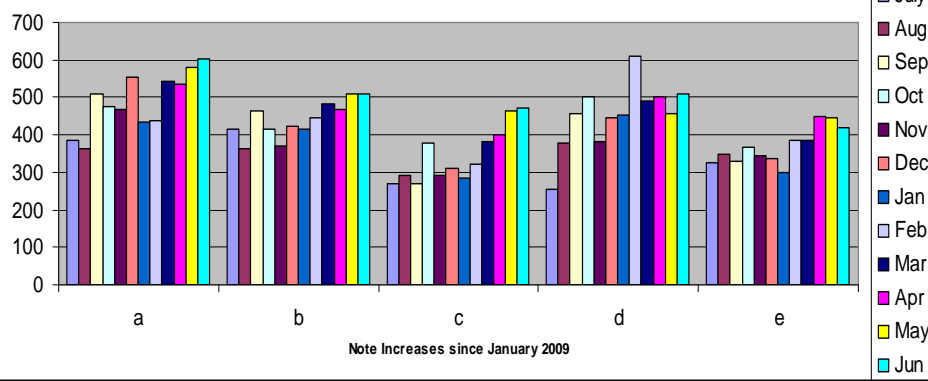
Uninsured Visits - July 08 - June 09



Increase in Uninsured Patients Across CHCs – Past Year

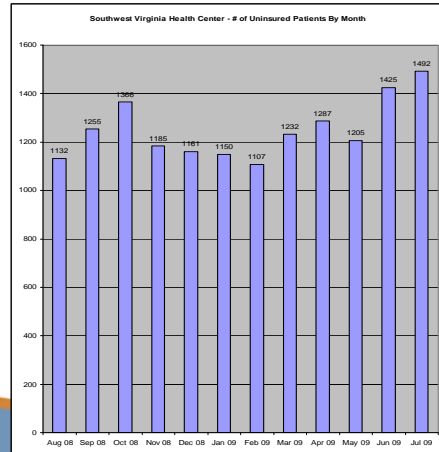
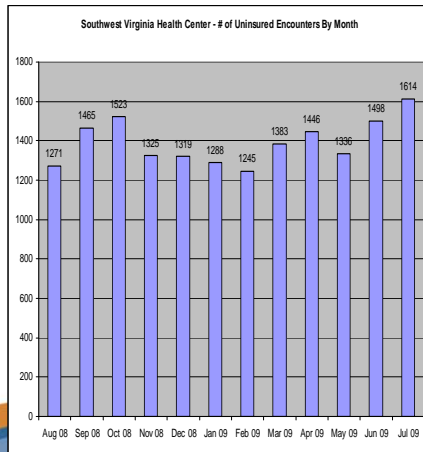
- Snapshot from 5 CHCs around Virginia

Increase in Uninsured Patients - 5 CHCs



Past Year Experience

- Snapshot – Community Health Center in Southwest Virginia



Pharmacy Assistance Program

- Requests for assistance up dramatically in the past year
- Medications made available to over *68,211 low income and uninsured Virginians* in over 60 counties and municipalities throughout Virginia
- A 16.92% increase over the last fiscal year of 9,869 additional patients being assisted.

Pharmacy Assistance Program

- Would not be possible without funding from the Commonwealth
- The **most prevalent diseases treated** and for which medications were prescribed and received through this program:
 - Hypertension
 - Heart disease
 - Diabetes
 - Depression
 - Asthma & Allergies
 - Anti-coagulants
- All high-cost chronic disease conditions

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Pharmacy Assistance Program

- Community health centers leveraged \$433,750 of state funding into more than \$43,638,358 (average wholesale price) worth of medications
- ROI of \$100 for every \$1 of funding
- Is a 46% **increase in ROI over the prior year of \$13,944,928** worth of additional medications that were distributed to the citizens of the Commonwealth.
- Provides access to pharmaceutical programs to assist some of the Commonwealth's neediest citizens.

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Pharmacy Assistance Program

- ***Sixty-four percent of this assistance has helped the poorest of the poor***
- Those under 100 percent of the federal poverty level.
- The remaining funds assisted those under 200 percent of the federal poverty level.

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Services to the Uninsured

- General Assembly appropriated \$1.8 million to “support community health center costs for services provided to uninsured clients”
 - Calendar Year 2008 – 250,542 uninsured patient medical visits
 - An increase of 27,749 uninsured patient medical visits
- Average of \$64.87 of each new visit was absorbed by state funding:
 - (\$1.8million / 27,749 visits)
 - Average cost of uninsured visit can range from approximately \$100 per visit & up
 - Actual cost per visit depends on charges, labs, x-rays, procedures, etc.
- *Without this funding, services to these patients would not have been able to be provided - Thank you....*

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What Centers are Saying Anecdotal Reports

- Dental services are in high demand
 - Not able to meet the need
 - No dentists
 - hard to get them into medically underserved areas without incentives
 - No equipment available
 - lack of capital funding

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What Centers are Saying Anecdotal Reports

- Insured are becoming uninsured
 - Same patients
 - Coming in after being let go, or losing insurance coverage
 - Centers are working with these patients on sliding fee, making arrangements, doing what we can to assist

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What Centers are Saying Anecdotal Reports

- Insured are becoming uninsured
 - Not able to confirm, but there is a concern that some people are not seeking healthcare once they lose their job or insurance coverage
 - Concern about cost
 - Concern about “stigma” of being unemployed / uninsured
 - Concern is that patients not getting care in timely manner, not taking care of chronic conditions could lead to more / worse health problems and increased costs later

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What Centers are Saying Anecdotal Reports

- Losing providers in our medically underserved areas
 - High turnover in recent months
 - Better pay, lifestyle options in urban, suburban areas
 - CHC salaries tend to be lower – very difficult to compete with open market salaries
 - Loss of state loan repayment program funding is having a direct impact on community health centers - reduces an incentive that attracted providers to medically underserved areas
 - Federal funding for National Health Service Corps on hold for us – have to wait until HPSA scores are known before candidates can apply
 - We could use assistance with incentives to recruit physicians and dentists into these areas
 - Primary Care Shortage is getting worse – currently have between 30-35 vacancies for physicians, dentists, other providers

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What Centers are Saying Anecdotal Reports

- Pharmacy Assistance continues to be a dominant issue
 - Funding from Commonwealth is helping thousands
 - Community health centers work to stretch the funding as far as possible, to help as many as they can

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What Centers are Saying Anecdotal Reports

- *“We had 132 new patients from April 2009 through June 2009. 68 of those were uninsured. We continue to have new patients everyday, and the majority are uninsured.”*
- *“3 month wait list of 500 new patients – may take up to six months to help some”*
- *“difficult to recruit providers – they are requesting higher salaries and more benefits”*
- *“praying for funds....”*

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What Centers are Saying Anecdotal Reports

- *“A dental office of 20 years closed last year after recruiting for one year. Now after two years of recruiting, we still do not have a dentist in our area. It seems they are virtually non-existent.”*
- *“We have had to pay top salaries and bonuses to attract physicians. This has weakened our financial stability.... It is a double edged sword – without them, there is no health care.”*

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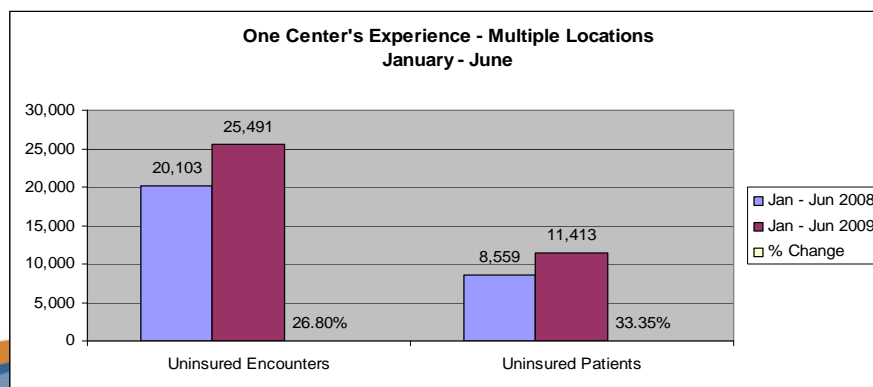
What Centers are Saying Anecdotal Reports

- *“Mental health disorders appear to be on the rise, or worsening in our service area. Unemployment is rampant in our area... greater than 10%, more like 15-20%.”*
- *“Those that have lost their jobs are depressed and hungry... yes, I said hungry – for the first time in 30 years, this community is concerned about hunger. Over 52% of the children at the local elementary school are on a free lunch program, and the school suspects that others are too proud to apply. Many of our diabetics are experiencing acute symptoms as they cannot afford to eat regularly... Our clinic is doing food drives....”*

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What Centers are Saying Anecdotal Reports

- *Some centers have seen increases of 30-50% in number of uninsured during the past 6-12 months*



How Community Health Centers are Responding

- *"Damn the torpedoes, Full speed ahead!"*
 - Admiral David Glasgow Farragut (1801-1870).
 - Aboard *Hartford*, Farragut entered Mobile Bay, Alabama, 5 August 1864, in two columns, with armored monitors leading and a fleet of wooden ships following. When the lead monitor *Tecumseh* was demolished by a mine, the wooden ship *Brooklyn* stopped, and the line drifted in confusion toward Fort Morgan. As disaster seemed imminent, Farragut gave the orders embodied by these famous words. He swung his own ship clear and headed across the mines, which failed to explode. The fleet followed and anchored above the forts, which, now isolated, surrendered one by one. The torpedoes to which Farragut and his contemporaries referred would today be described as tethered mines.

How Community Health Centers are Responding

- Loudoun Community Health Center
- Just got federal funding this past spring to help with the problem – was in danger of closing or drastically reducing operations
- To meet the medical need, opening two evenings / week, expanding Saturday hours
- Hiring another Nurse Practitioner

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How Community Health Centers are Responding

- Loudoun Community Health Center
- Dental waiting list of 300 patients
- Developing an innovative plan with coalition of health department, family services and others to meet the need
- Plan is to have 2 chairs, open 3 hours, 4 nights / week

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How Community Health Centers are Responding

- Southwest Virginia Community Health Systems
- Developing an innovative dental program to serve a large portion of SW Virginia
- Increased demand for medical services
 - Hiring 4 healthcare providers to help with increased demand for services

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How Community Health Centers are Responding

- Developed Statewide Outreach Campaign
 - To reach the uninsured
 - To inform newly unemployed / uninsured
 - To educate members of all communities served by community health centers

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How Community Health Centers are Responding

- Statewide Outreach Campaign - Target specific high need groups
 - Small Business Owners and Employees
 - Moms, Families, Children at Risk
 - Pregnant women
 - Minorities – chronic health disparities programs
 - Persons seeking Primary care at Hospital Emergency Rooms - Emergency Room Diversion
 - Faith Community Outreach

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How Community Health Centers are Responding

- Statewide Outreach Campaign
 - Focus is on Medically Underserved Areas / Health Professional Shortage areas
 - Communities where existing health centers are located in order to leverage efforts as much as possible at minimal cost
 - Communities where new health centers are being proposed or existing health centers are expanding services
 - Note: At present, CHCs are located only in MUA areas as defined by the state and federal guidelines. To expand beyond those areas would require establishing an incubator system of health centers, similar to those established by Maryland, Iowa, Texas and other states.

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How Community Health Centers are Responding

- Public Service Announcements & Ads
 - Television, Cable, Billboards, Radio

- Outreach to Local Organizations / Networks
 - Brochure Campaign
 - Distribute via CHCs to Local Schools, Chambers of Commerce, Churches, Social Services, and other points of contact in communities

How Community Health Centers are Responding

...at your community health center!

What is a community health center?
A community health center is a non-profit medical home that provides comprehensive primary healthcare to anyone seeking care – all community residents have equal access regardless of ability to pay, culture, age, sex or religion.

To find a community health center in your community call
(877) 508-3627
Virginia Community Healthcare Association

Frequently Asked Questions

Q: What can I expect when I visit a community health center?
A: When you visit your local community health center you will have access to a welcoming and professional medical team. Through relationship building, your community health center will quickly become your medical home where you will feel good about taking care of you and your family's health.

Q: My children need school physicals, can get them done at a community health center?
A: Yes! Most community health centers offer back to school or sports physicals and can provide many of the required immunizations. Check with your local community health center for details.

Q: What other healthcare related services do community health centers offer?
A: Community health centers offer a variety of services including dental and behavioral healthcare. Check with your local community health center to see what services are available.

Affordable healthcare for you and your family is right around the corner...

VIRGINIA COMMUNITY HEALTHCARE ASSOCIATION
2000 1946 8073
www.vacommhealth.org
8000 Dominion Park, Suite 400
Richmond, VA 23230

How Community Health Centers are Responding

At your community health center, you'll have peace of mind knowing your family is receiving high quality healthcare at a price you can afford – right in your community!



Why community health centers?

Wide Range of Services
Community health centers offer a wide range of services to their patients. Among the core services are:

- Physician care
- Preventative services
- Immunizations, well-child
- Immunizations
- Lab services

Some centers also offer dental, behavioral health and in-patient care services.

Clinical Quality
Few primary care delivery systems do more than community health centers to ensure and measure the quality of healthcare they provide. In fact, the community health center model consistently shows high quality measurements.

Medical Home
As medical homes, community health centers take a whole-person approach to healthcare. With an emphasis on quality care and patient safety, community health centers coordinate care using a comprehensive, team-based approach.

Looking for a community health center in your community?

Virginia is home to more than 100 community health center sites from the Eastern Shore to the mountains of Southwest Virginia and almost everywhere in between.

By calling (877) 508-3627 now, you can find a community health center to make your medical home and start your family on the path to good health today!

To find a community health center in your community call

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How Community Health Centers are Responding



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How Community Health Centers are Responding



Need a family doctor?
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On behalf of 240,000 Virginians...

Thank You...
We need your continued support

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