

Making It Happen: Creating Patient-Centered Medical Homes With Union Support

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Background

- Union Health Center (UHC) is primary and specialty health care provider for Worker's United and 32BJ union members, families and retirees.
- Freestanding Art 28 Diagnostic and Treatment Ctr
- Est. 1914 by ILGWU
- 12 Primary Care providers, 30 specialists
- Multilingual/cultural unionized staff
- 54 exam rooms, physical therapy, radiology, pharmacy
- EMR since 1999 and patient portal



Union Health Center (UHC) has years of data showing continual significant improvements in clinical outcomes in patients w/chronic disease, especially diabetes, as well as high rates of preventive screenings

Analysis of overall annual health spending for members in one union fund showed significant reduction in overall cost for those members who were UHC patients compared to members who were not UHC patients

UHC has spent years developing a primary care practice that was recognized as Level 3 Medical Home in early 2010. Highly trained medical assistants play key role in our team model

Financial Savings

- Fund data: 2011-2012
 - 600 members w/chronic disease: ↓ \$1070 PMPY
 - 1600 members without: ↓ \$750 PMPY
- Insurance data: 4/11- 4/12
 - 1300 patients (largely Medicare): ↓ \$1548 PMPY
- Fund data (2007-2008)
 - 1500 UHC patients (all comers): ↓ \$704 PMPY

Transforming MA roles

- Gradual process of change
- Recruitment from select MA schools
- Same training for all MAs
- Multiple roles based on competency:
 - PCA, health coach or floor coordinator

PCMH Elements

- Access
- Teams
- Patient Engagement
- Care Coordination
- Population Management

Patient Care

- Planned Visits
 - Registries, Chart Reviews, Huddles, Customized EMRs
- Sick Visits
 - Access, Provider time
- Care outside of PCMH walls
 - Coordination, RHIOs