

Structuring and paying for Care Coordination in FQHCs

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Ideas from the Field

- Based on consulting engagements with safety net providers, not all are FQHCs. San Francisco Community Clinic Consortium, Nashville NP clinic models, various southern and Midwestern FQHCs (Indiana, Florida, Milwaukee, Alabama)

Ideas from the Field

- Transportation
- Cultural & Linguistics
- Medication
- Beyond Primary Care
- Evaluation



Transportation

- Transportation is the most frequently cited barrier to care (patient focus groups).
- Riding the bus means bringing all the kids. At least one of you is probably sick
- A car and a driver can be hard to find
- Hard to arrive at a specific time

Some good practices

- Need to offer some kind of help – volunteer drivers, convenient locations, rides home, if they can just get there

Cultural & Linguistics

- Understand the 'culture of poverty' as well as ethnic culture
 - Relationships
 - Sharing/loosing resources
- Translation/phone lines/family members

Some good practices

- Train translators
- Phone translators miss nuance
- Need cultural as well as interpretation help

Medications

- People need access to medications to stay out of trouble
- Diabetic supplies are a special problem

Some good practices

- 340b pharmacies
- Dispensary of Hope (sample strategy)
- \$4, \$6 and free drug formulary
- Prescription Assistance Programs



Beyond Primary Care

- It's a much bigger deal for a specialist to manage a patient than for a PCP (a case vs a visit)
- When a patient need a procedure, both physician (including anesthesia) and facility care must be arranged.

Some good practices

- Volunteer registry for physicians
- Physician volunteers in the FQHC or community clinic.
- Hospital partner that can help with anesthesia, rehab, etc.

Evaluation

- Isn't it enough to just do good work?
- Demonstration of activity and outcomes is important to potential funders

Some good practices

- Establish metrics early on for activity and outcomes.
- Simple, easy to collect and understand, but meaningful.



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