

Learning What You *THOUGHT* You Already Knew Unleashing the Power of Communities to Improve Health

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RUAH

Rural and Urban Access to Health

- ❑ 11 Health Access Workers (HAWs) in 10 communities
 - ❑ Care Connectors: Client Advocates & “System Navigators”
- ❑ 5 Medication Access Coordinators (MACs)
 - ❑ *Pharmacy- access to low or no cost drugs through RXAssist+; Dispensary of Hope; Vouchers; etc.*
- ❑ Administrative Support
 - ❑ System Director
 - ❑ Operations Facilitator
 - ❑ Health Access Manager
 - ❑ Translations Coordinator
 - ❑ And then there’s me, Sr. Administrative Assistant

RUAH's Purpose and Mission

Purpose:

To connect our friends, family, and neighbors to a comprehensive, integrated delivery network of health, human and social services resulting in improved access and removal of barriers to needed resources.

Meaning and Mission:

The word Ruah, in Yiddish means
“Breath of Life”.

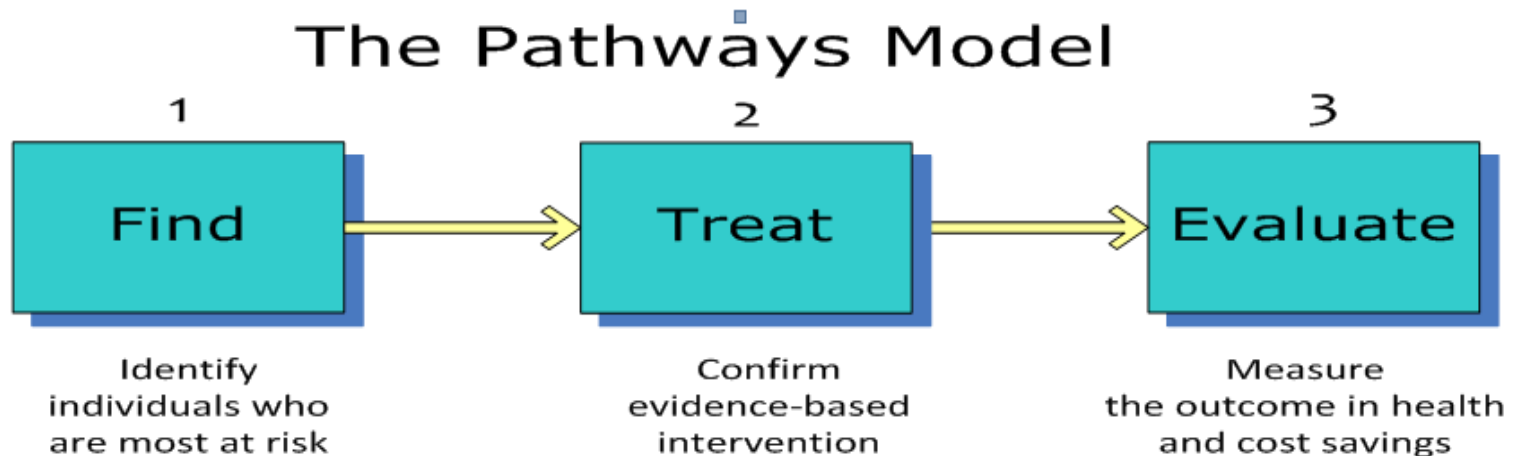
The Goal?

*...to breathe new life into a
health care system that will serve our most vulnerable community
members compassionately, with quality and efficiency*

How do you “Breathe New Life?”

Self Evaluate

- ❑ Identify your successes
 - ❑ Recognize all resources: both human and financial
- ❑ Identify your obstacles
 - ❑ Develop process to pinpoint barriers



How do you “Breathe New Life?”

Look for ways to connect the dots

- ☐ Set goals based on:
 - ☐ Mission
 - ☐ Successes
 - ☐ Barriers
- ☐ Connect with local partners



Community Connection Card

Madison County
Anderson, Indiana

The Rural and Urban Access to Health department within St. Vincent Medical Group developed this card to help patients in our community who need quick direct access to community services. The purpose of this card is not to list all the resources in our community, but to list the primary agencies to help get patients connected to community services.

Financial/Insurance

- Division of Family Resources: 1-800-403-0864
- Indiana Navigator:
<http://www.in.gov/healthcarereform/2468.htm>
- St. Vincent DePaul (offers assistance with rent, utilities, housing items): 765-642-5401

Food

- George Morrisett Center Food Pantry: 765-552-5570
- Operation Love (clothing, financial assistance as well): 765-644-2121
- Second Harvest Food Bank of East Central Indiana: 765-287-8698

Housing/Shelter

- Alternatives Inc. of Madison County (emergency housing for women): 765-643-0200
- The Christian Center (homeless shelter for men): 765-649-4264
- Statewide Domestic Violence Hotline: 1-800-332-7385

Information/Referral

- Connect 2 Help: 2-1-1
- Health Access (RUAH) St. Vincent Anderson Regional: 765-608-2698 or 765-646-8653
- LifeStreams (Area Agency on Aging): 800-589-1121
- Medication Access (RUAH) St. Vincent Anderson Regional: 765-646-8720

Why are Collaborations/Partnerships Important?

- ❑ Reduction of duplicate services
- ❑ Increased possibilities for growth for both your organization and the client
- ❑ Demonstrate outcomes that make a **real, observable and documentable impact.**
- ❑ It's how you become innovative and stay fresh.
 - ❑ Build bridges to other opportunities

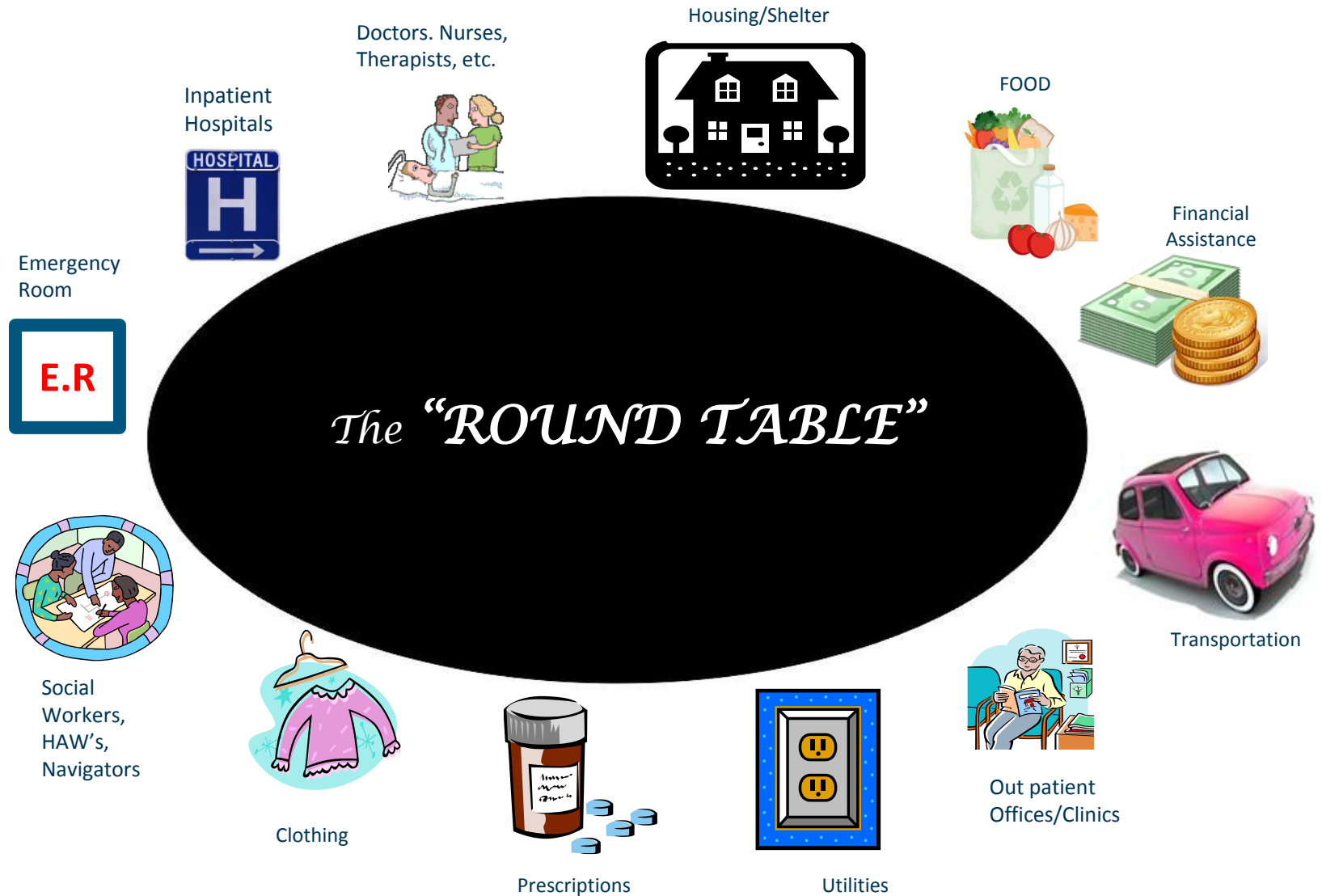


Is there such a thing as a perfect world?



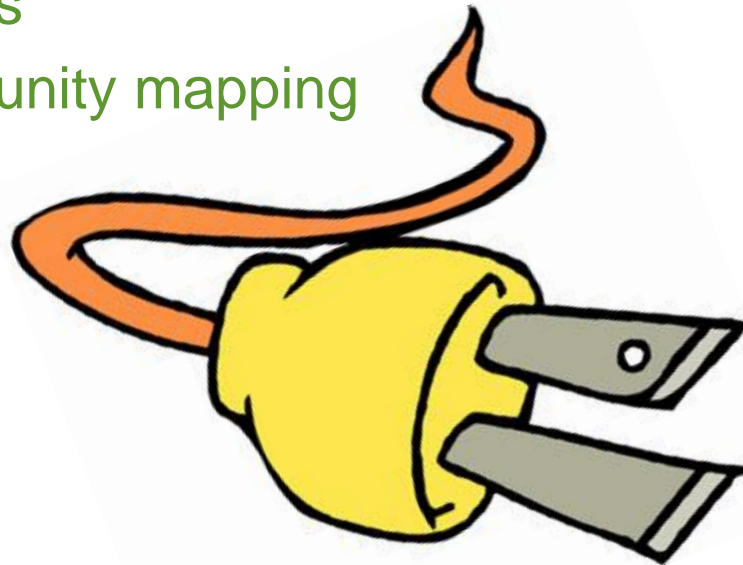
Through partnerships and
collaborations

What does a “Perfect World” look like?



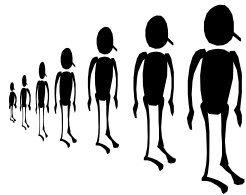
Getting Connected

- ❑ How do I make the key connections to form partnerships?
 - ❑ Cold Call
 - ❑ Play to the outcomes of the Community Needs Assessments and action plans in your area
 - ❑ Once you start getting connected, the possibilities are endless
 - ❑ Community mapping



Explaining Outcomes

Tell the Story in a way that will meet the needs of your audience and stakeholders.



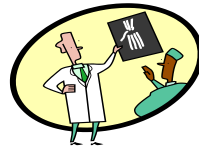
1064 Unique **Uninsured** Patients

Calendar Year 2014

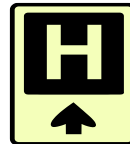
- Enrollment Pathway Completed
- Eligibility Determined: Payer Established



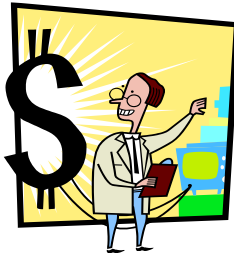
4,116 Total Visits



3,947 Outpatient Visits



169 Inpatient Visits



Total Payment Received =
\$1,720,235

Challenges

- ❑ How to account for the differences between communities?
 - ❑ Listen
 - ❑ Give it time
 - ❑ Design a structure with key, foundational principles:
so flexibility can be managed when change is called for:
 - ❑ *Rural vs Urban*
 - ❑ If you don't learn to adjust, you won't make it
 - ❑ *Roles may need to be realigned*
 - ❑ *What's negotiable?*



So, how do you “Unleash the Power of Communities?”

- ☐ Utilize your resources
 - ☐ **Work smarter not harder**
- ☐ Think “Outside of the Box”
- ☐ Look for the unseen opportunities with-in partnerships
- ☐ Speak the language of your audience
- ☐ Account for the differences and be flexible
- ☐ Win or lose..... Cheer for the



Questions?



Contact Information



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