Cleveland Clinic Lakewood Family Health Center

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Our Vision

• To be a reliable partner in an integrated and coordinated approach to health and wellness which is inclusive of health systems and community organizations and that removes barriers to healthy living for all of Lakewood’s people.

• Within 5 years, it is our hope that a Lakewood community member will be able to say that “through the Lakewood Family Health Center’s focus on population medicine--and efforts of others in the community --my family and those I care about are healthier and have a better quality of life”
Objectives

1. Update this task force on the progress of the new Lakewood Family Health Center
2. Give a broad overview of the current initiatives our teams are working on in Lakewood.
3. Introduce current and future collaborations with community partners to improve health and wellness through population health
Population Health

• Many progressive health care organizations are doing cutting edge population health management, but are also working with other partners on total population health across geographic [geopolitical] populations.... In such cases, it would be appropriate to label these efforts as population medicine expanding into total population health.

• David Kindig
• April 6, 2015
### Exhibit 15: Behavioral Risk Factor Surveillance System, Chronic Conditions, 2015
(Light grey shading indicates indicator worse than Northeast Ohio average)

<table>
<thead>
<tr>
<th>Region</th>
<th>Total Population 18+ 2015</th>
<th>% Obese</th>
<th>% Back Pain</th>
<th>% Diabetes</th>
<th>% Asthma</th>
<th>% Depression</th>
<th>% High Blood Pressure</th>
<th>% High Cholesterol</th>
<th>% COPD</th>
<th>% Smoking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lakewood (44107)</td>
<td>41,633</td>
<td>31.2%</td>
<td>23.6%</td>
<td>14.2%</td>
<td>11.9%</td>
<td>14.9%</td>
<td>24.7%</td>
<td>18.2%</td>
<td>4.7%</td>
<td>30.8%</td>
</tr>
<tr>
<td>Cuyahoga County</td>
<td>990,489</td>
<td>30.8%</td>
<td>23.0%</td>
<td>13.3%</td>
<td>11.4%</td>
<td>13.8%</td>
<td>30.6%</td>
<td>22.0%</td>
<td>4.5%</td>
<td>27.7%</td>
</tr>
<tr>
<td>Northeast Ohio</td>
<td>3,454,621</td>
<td>31.7%</td>
<td>25.6%</td>
<td>14.0%</td>
<td>11.6%</td>
<td>15.1%</td>
<td>30.6%</td>
<td>24.1%</td>
<td>4.7%</td>
<td>27.5%</td>
</tr>
</tbody>
</table>


Compared to Northeast Ohio averages, Lakewood has comparatively high rates of diabetes, asthma, and smoking.
<table>
<thead>
<tr>
<th>Region</th>
<th>POI 1: Diabetes Short-Term Complications</th>
<th>POI 2: Perforated Appendix</th>
<th>POI 3: Diabetes Long-Term Complications</th>
<th>POI 5: Chronic Obstructive Pulmonary Disease</th>
<th>POI 7: Hypertension</th>
<th>POI 8: Congestive Heart Failure</th>
<th>POI 9: Low Birth Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lakewood (44107)</td>
<td>91</td>
<td>33</td>
<td>129</td>
<td>785</td>
<td>30</td>
<td>591</td>
<td>52</td>
</tr>
<tr>
<td>Cuyahoga County</td>
<td>118</td>
<td>37</td>
<td>175</td>
<td>927</td>
<td>76</td>
<td>559</td>
<td>78</td>
</tr>
<tr>
<td>Northeast Ohio</td>
<td>95</td>
<td>35</td>
<td>135</td>
<td>692</td>
<td>53</td>
<td>485</td>
<td>66</td>
</tr>
<tr>
<td>Ohio</td>
<td>95</td>
<td>37</td>
<td>119</td>
<td>609</td>
<td>53</td>
<td>424</td>
<td>61</td>
</tr>
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</thead>
<tbody>
<tr>
<td>Lakewood (44107)</td>
<td>117</td>
<td>206</td>
<td>149</td>
<td>21</td>
<td>25</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>Cuyahoga County</td>
<td>131</td>
<td>179</td>
<td>142</td>
<td>13</td>
<td>19</td>
<td>43</td>
<td>12</td>
</tr>
<tr>
<td>Northeast Ohio</td>
<td>125</td>
<td>187</td>
<td>131</td>
<td>11</td>
<td>14</td>
<td>37</td>
<td>10</td>
</tr>
<tr>
<td>Ohio</td>
<td>107</td>
<td>196</td>
<td>131</td>
<td>12</td>
<td>13</td>
<td>36</td>
<td>9</td>
</tr>
</tbody>
</table>
Lakewood FHC

Lakewood ARB – approved Design
Third Floor

- Draw Lab
- Internal Med
- Ctr. for LGBT
- Diabetes/Endo
- Allergy
- Pulmonology
- Chronic Care
- Geriatrics
- Neurology
- Nephrology
- Urology
- Behavioral Health
- Cardiology
- General Surgery
- Dermatology
Patient Centered Exam Room

- Open space for mobility
  - Foam in, face patient
- Minimize casework
  - Trash hidden
- Exam chair vs. table
- Guest chairs
  - Flexible
  - Moveable
- Mobile workstation
- Triangular eye contact
  - Patient
  - Clinician
  - Guest
- Accessories
  - Hooks + mirror
  - Shelf, Otoscopes, Artwork
- Same handed rooms
  - Standardize
The Center for Family Medicine
Faculty Physicians

► Sandy Snyder, DO  
  Program Director, Director of Osteopathic Education

► Fred Jorgensen, MD  
  Chairman, Associate Program Director, Medical Director

► Kelly Raj, DO  
  Associate Program Director/Curriculum Director

► Dave Eberlein, MD  
  OB/GYN & Medical Student Director

► Carl Tyler, MD, MSc  
  Geriatrics & Research Director

► Robert Kelly, MD  
  Integrative Medicine /Conference Director

► John Hanicak, MD  
  Faculty

http://my.clevelandclinic.org/staff/4197-robert-kelly
### School Based Health Care

#### 2016-2017 Outcomes and Metrics

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>School Partners and Enrollment</strong></td>
<td>965 students</td>
</tr>
<tr>
<td><strong>Immunizations</strong></td>
<td>Total Immunizations given (includes Flu shot): 696</td>
</tr>
<tr>
<td><strong>Clinical Visits</strong></td>
<td>Total: 462&lt;br&gt;Provider Visits: 266&lt;br&gt;Nurses Visits: 196</td>
</tr>
<tr>
<td><strong>Bike Safety</strong></td>
<td>Total Bike Helmets distributed: 588 students&lt;br&gt;educated on bike safety</td>
</tr>
<tr>
<td><strong>Epinephrine Auto Injector Prescription and Training</strong></td>
<td>159 schools have the prescription, 211 school district nurses, health aides, and faculty completed training</td>
</tr>
<tr>
<td><strong>Wellness/Health Education</strong></td>
<td>Heart Health Education and Kickboxing: 120 students&lt;br&gt;Juvenile Diabetes Support Group: 40 students educated about Diabetes Management</td>
</tr>
</tbody>
</table>

In addition to providing clinical services, the Cleveland Clinic Children’s School Based Healthcare team provides school wellness and health education curriculum implementation and instruction.

- Hypertension and Stroke 101
- Adolescent behavioral risk assessment
- ACTIVHOS nutrition and fitness program
School Based Health Care

- Clinic located within Lakewood HS-providing services for the Lakewood school district
- 2 exam rooms, conference room, & office space for:
  - Telehealth
  - Behavioral health consults
  - Shared medical appointment space
- APP provider to serve students and school faculty and staff
- Dedicated clinical time to Teen Health mission.
Navigation Center Purpose

- Community outreach
  - Outreach and Education; Health Screenings
  - Linkage to external Social service agencies

- Financial
  - Patient Qualifications for insurance
  - Assist with medical applications

- Service
  - Coordinate the service needs of patients including: housing, food stamps, clothing, transportation, etc

- Clinical
  - Care coordination for Chronic disease management, Behavioral health and primary care
The Patient Navigation Model at STJHC aims to increase coordination across the continuum of care, from outreach to rehabilitation, using both clinical and lay navigators.

**Community Outreach:**
- Identifies patients in need of HC Services.
- Represents Cleveland Clinic in the Community

**Financial Counselor(s):**
- Insurance Assistance
- Payment Plans

**Clinical Coordinators:**
- Chronic Disease Management (DM, CKD)

**Social Worker(s):**
- Psychosocial assessment and intervention

**External Resources:**
- Community Resources
- Social Resources

**Clinicians:**
- Physicians
- Physical Therapists
- Pharmacy

**Patient Navigation Services:**
- Barrier identification / assessment
- Helps patient in navigating non-clinical elements of care
- First point of contact
- Maintains relationships with community groups
- Provides health and wellness programming to patients and community

**Types of Barriers:**
- Cultural
- Logistical
- Financial
- Clinical
Social Determinants of LGBT Health

- 56% of Lesbian, Gay, Bisexual patients have experienced some form of discrimination in healthcare. 70% of transgender individuals have experienced discrimination [HRC HEI 2014].
- LGBT individuals face discrimination in access to health insurance, employment, housing.
- Shortage of healthcare providers who are knowledgeable and culturally competent in LGBT health [Healthy People 2020]
Equality is about SAMENESS, it promotes fairness and justice by giving everyone the same thing. BUT it can only work IF everyone starts from the SAME place, in this example equality only works if everyone is the same height.

EQUITY is about FAIRNESS, it’s about making sure people get access to the same opportunities. Sometimes our differences and/or history, can create barriers to participation, so we must FIRST ensure EQUITY before we can enjoy equality.
Same-sex couples in Ohio

By Census Tract

- 0 to 5.2
- 5.3 to 6.8
- 6.9 to 9.5
- 9.6 or more

Top Five Counties

<table>
<thead>
<tr>
<th>County</th>
<th>Number of Same-Sex Couples (Adjusted)</th>
<th>Per 1,000 Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Franklin</td>
<td>5,720</td>
<td>11.98</td>
</tr>
<tr>
<td>Hamilton</td>
<td>2,461</td>
<td>7.37</td>
</tr>
<tr>
<td>Montgomery</td>
<td>1,601</td>
<td>7.15</td>
</tr>
<tr>
<td>Lucas</td>
<td>1,277</td>
<td>7.08</td>
</tr>
<tr>
<td>Athens</td>
<td>166</td>
<td>7.05</td>
</tr>
</tbody>
</table>

Top Five Cities

<table>
<thead>
<tr>
<th>City</th>
<th>Number of Same-Sex Couples (Adjusted)</th>
<th>Per 1,000 Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lakewood</td>
<td>376</td>
<td>14.87</td>
</tr>
<tr>
<td>Columbus</td>
<td>4,598</td>
<td>13.87</td>
</tr>
<tr>
<td>Bexley</td>
<td>60</td>
<td>12.82</td>
</tr>
<tr>
<td>Cleveland Heights</td>
<td>237</td>
<td>11.85</td>
</tr>
<tr>
<td>Cincinnati</td>
<td>1,395</td>
<td>10.46</td>
</tr>
</tbody>
</table>

Source: The Williams Institute

The Columbus Dispatch
HIV incidence

Figure 5. Two-year HIV/AIDS incidence for 2012-2013 across zip code (ZCTA)

HIV Incident Cases, 2012-2013 across Zip Codes
(zip code tabulation areas)

New Cases, 2012-2013
- 1 - 3
- 4 - 7
- 8 - 11
- 12 - 18
- 19 - 25
- 26 - 38
- 0 cases

Cleveland
Patient Care
Mental Health Care

- Adult psychiatry, MD’s and APP
- Child and adolescent psychiatry
- Psychotherapy
- Colocation of mental health teams with primary and specialty medical care.
- Mental health faculty
- Behavioral health resource- school based clinic.
- Community mental health center partner-
  comprehensive mental health services.
Cleveland Clinic
Every life deserves world class care.