urbanhealthpartners

UNM HEALTH SCIENCES CENTER

PATHWAYS 3RD ANNUAL REPORT TO THE COMMUNITY

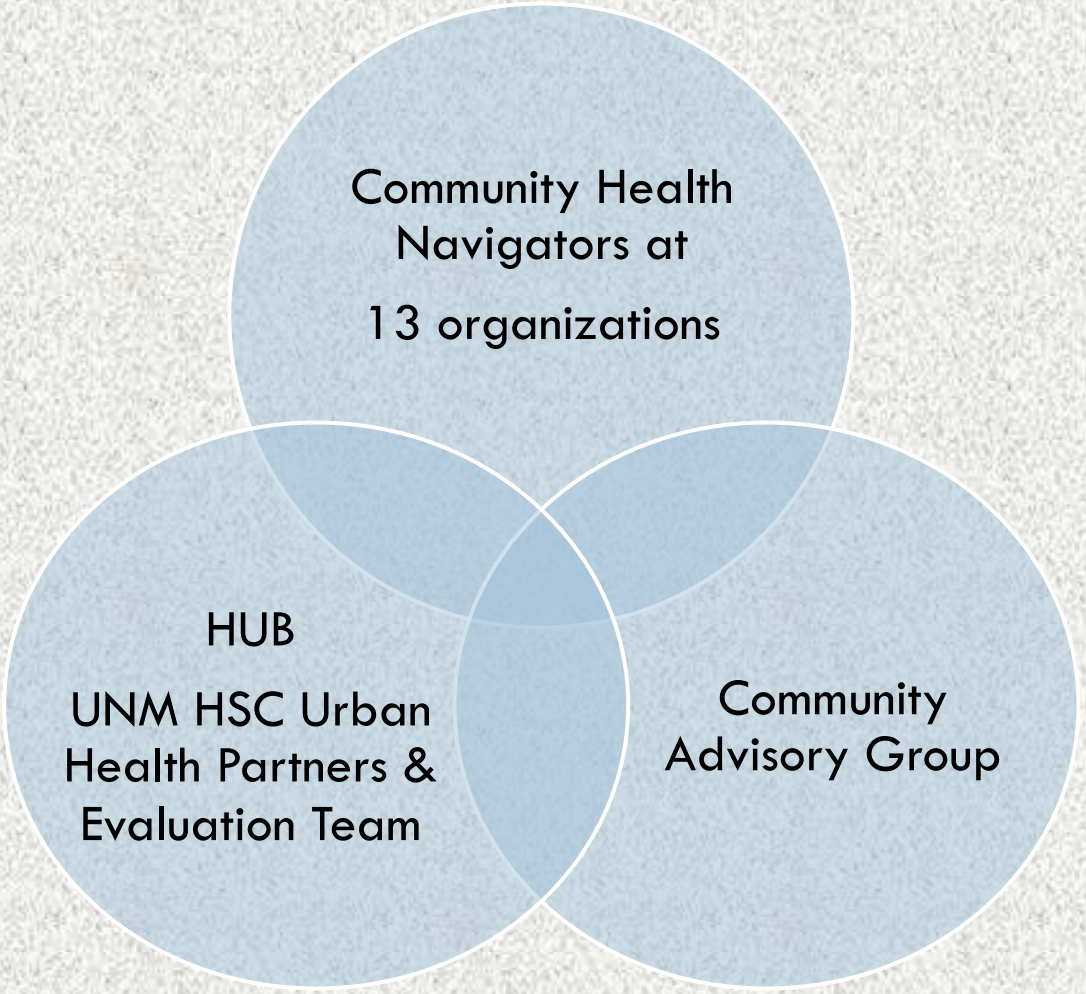
Pathways to a Healthy Bernalillo County
October 18, 2012

Program Goals

Through a nearly 2-year participative community planning process that began in 2007, the four primary goals defined for the Pathways Program are:

1. People in Bernalillo County will self-report better health
2. People in Bern. Co. will have a health care home
3. Health and social service networks will be strengthened and user- friendly
4. Advocacy and collaboration will improve health systems

Program Components



Partner Organizations

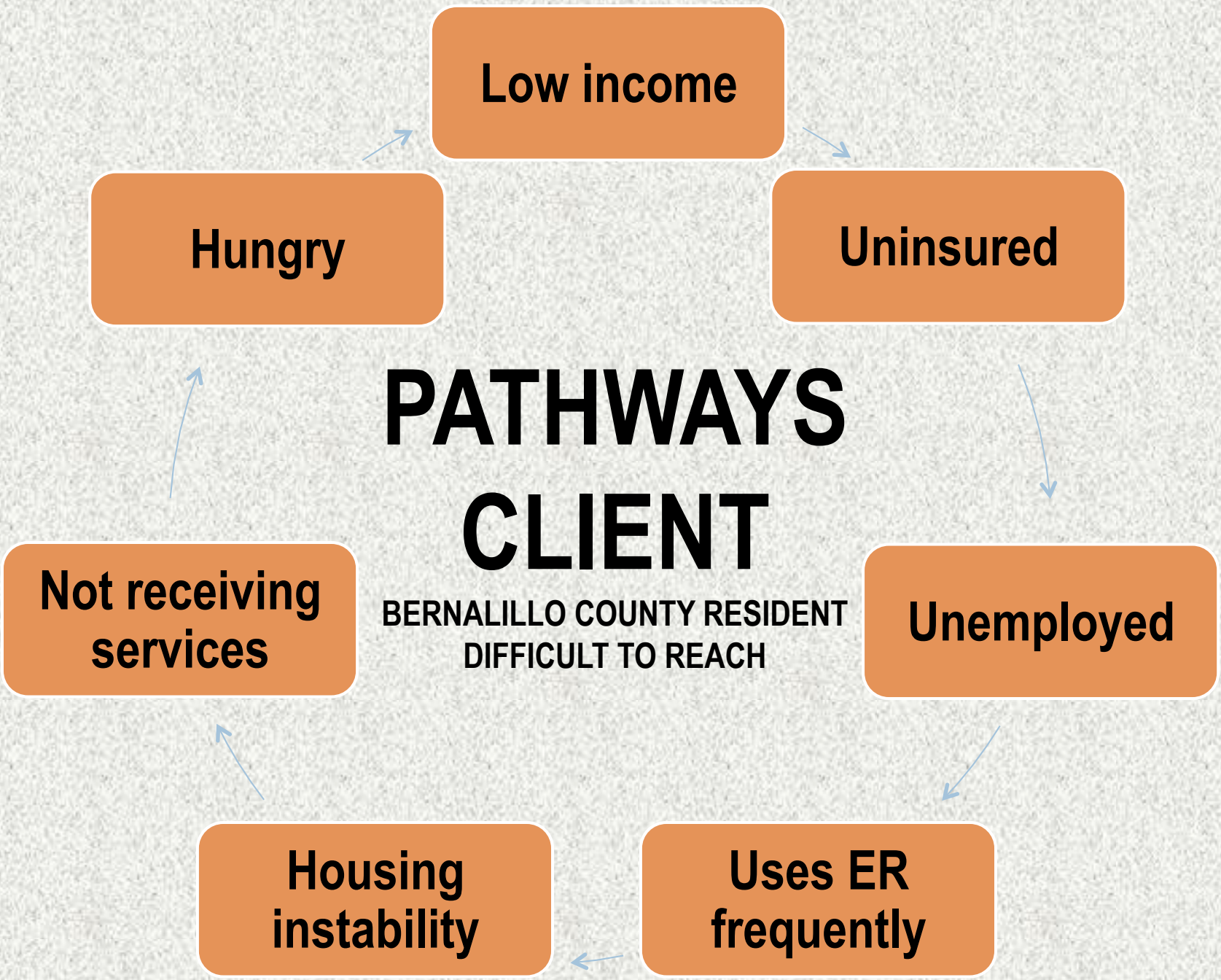
- A New Awakening
- Catholic Charities Refugee Resettlement Program
- Enlace Comuntario
- East Central Ministries
- First Nations Community Healthsource
- Samaritan Counseling Center
- **Downtown Collaborative**
  - NM Immigrant Law Center
  - Encuentro
- **South Valley Healthy Communities Collaborative**
  - Casa de Salud
  - Centro Sávila
  - La Plazita Institute
  - PB&J Family Services
  - South Valley Economic Development Center
  - Rio Grande Community Development Corporation

Pathways Community Advisory Group (PCAG)

- NM Dept. of Health, Public Health Division
- Bernalillo County Office of Environmental Health
- Southwest Tribal Epidemiology Center
- The Storehouse [*]
- New Mexico AIDS Services [*]
- Local Behavioral Health Collaborative
- NM Community Health Worker's Association
- Former CAC member
- Representative from local Vietnamese community

Role of Navigators

- Find most at-risk community members
- Build trust
- Assess and identify problems
- Prioritize pathways in terms of importance
- Guide clients through pathways steps
- Confirm completed pathways/ meaningful outcome achieved
- Document information in database
- Present systems-level barriers


Low income
Uninsured
Unemployed
Uses ER frequently
Housing instability
Not receiving services
Hungry
PATHWAYS CLIENT
BERNALILLO COUNTY RESIDENT
DIFFICULT TO REACH

Client Results by Fiscal Year

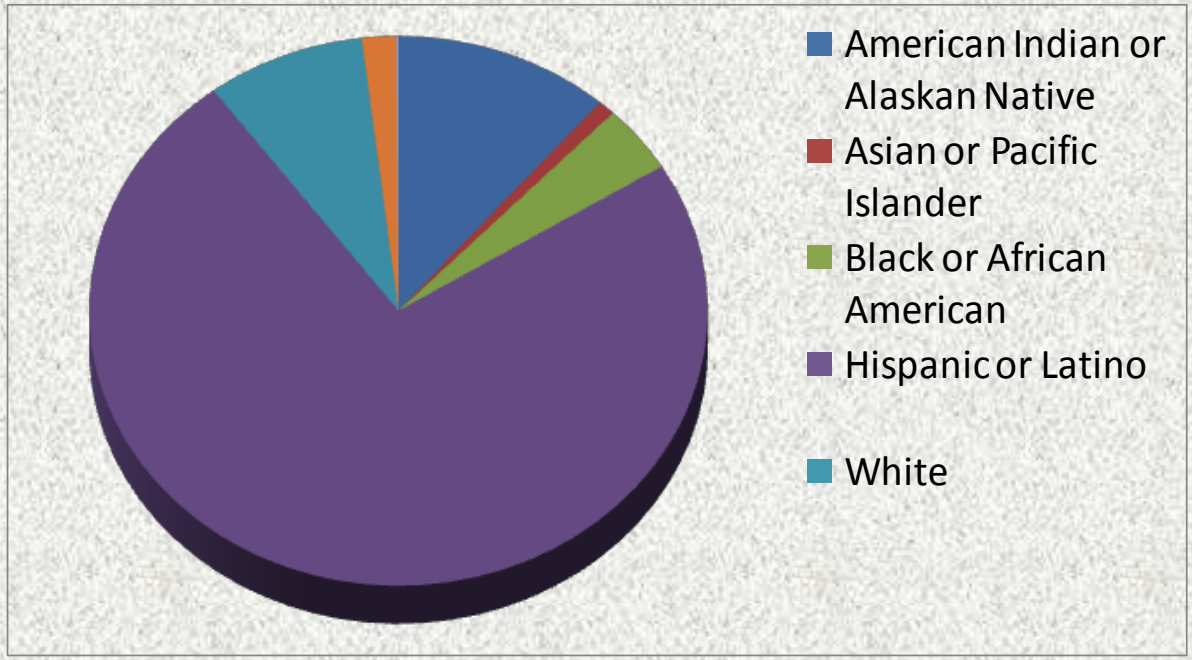
	Total Clients	Completed Pathways	Completed Program
FY2012	531	820	304
FY2011	532	728	438
FY2010	597	444	67
Totals	**1660**	**1992**	**809**

Typical Pathways Clients

- ✓ Hispanic Female - 73%
- ✓ Primary Language is Spanish - 64%
- ✓ Average age - 37 years old
- ✓ Less than a high school education - 68%
- ✓ Resident of southern BernCo - 71%

Race & Ethnicity

Race/Ethnicity	Percent Clients
American Indian or Alaskan Native	11.3%
Asian or Pacific Islander	0.9%
Black or African American	4.0%
Hispanic or Latino	73.6%
White	8.3%
Other	1.8%
Decline to answer	0.1%



Common Pathways

Health Care Home	37%
Employment	33%
Behavioral Health and/or Depression	33%
Housing	21%
Food Security	21%
Vision & Hearing	18%
Legal Services	18%
Medical Debt	15%
Dental Care	15%
Education/GED	12%
Average number of pathways per client	**2.74**

Quality Improvement Measures

New features added to the Pathways database will allow for:

- Analysis of the responses to the risk score questionnaires by agency, individual navigators, and zip codes over any given time period
- Comparisons of the risk score responses to the pathways being worked on as well as the pathways completed per agency
- Additional identifiers alert the program manager to possible duplicate clients
- An Exit Interview will now be administered to every client upon completion of their participation. This will help measure Outcome 1 and provide the opportunity to update contact information and ensure more successful post-Pathways follow-up

Risk Profile

An analysis of the data collected in our Risk Score Instrument reveals that vulnerable adults in our community:

- 88% rated their health as fair or poor
- 39% had 3 or more ER visits or hospitalizations in the past year
- 86% reported feeling sad, empty or depressed
- 81% are at risk of losing their home or are homeless
- 82% are unemployed and report needing training or skills to get a job.

(Pathways FY2012)

Outcome 1: People in Bernalillo County will self-report better health

- Data collection for baseline indicators
  - Self reported health improvement
  - Sustained improvements in housing, employment, and other specific pathways for clients
  - Experience in reaching client population after program intervention

Example: " Compared to your health when you began Pathways, would you say your overall health is: much better, a little better, a little worse or about the same? 58% much better; 24% a little better (2011 Post completion surveys with Pathways clients)

OUTCOME 2: People in Bernalillo County will have a Health Care Home

At intake, nearly 85% of the clients report that they do not have a usual source of care.

Over the first three years, a total of 622 clients selected the health care home pathway. Below is a breakdown of health care homes in which the clients were connected:

OUTCOME 2: People in Bernalillo County will have a Health Care Home

Health Clinic	Total
One Hope Centro de Vida Medical Center	112
First Nations Community Healthsource	54
UNMH Family Health Clinics (1209)	49
UNMH Family Health Clinics (Southeast Heights)	35
Casa de Salud Family Medical Office	28
First Choice Community Health (South Valley)	23
First Choice Community Health (South Broadway)	15
UNMH Family Health Clinics (Southwest Mesa)	10
First Choice Community Health (North Valley)	7
UNMH HSC Family Practice	7
Albuquerque Indian Hospital	6
First Choice Community Health (Alameda)	6
Presbyterian Health Services	6
Lovelace	6
First Choice Community Health (Alamosa)	5
Total	**622**

Outcome 2: People in Bernalillo County will have a health care home

- *Health Care Home: Experiences and Criteria in the Pathways to a Healthy Bernalillo County Program* (HRRC# 12-286)
  - Focus groups with Spanish-speaking immigrants, Off Reservation Native Americans, and formerly incarcerated individuals **Completed**
  - Focus group interview with Pathways Navigators **Completed**
  - Key informant interviews with primary care providers & administrators

Final report December 2012

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Outcome 3: Health and social service networks will be strengthened and user friendly

Structural Assessment of a Community Service Network

Lovelace Clinical Foundation for Research, completed Fall 2011

- Online Survey using the PARTNER tool (U.C. Denver]
- Surveyed PW Navigators and administrators, and administrators of partner organizations. 70% overall response.

Results:

1. Network's most important outcome as "improved health outcomes" and "reduction of health disparities."
2. Trust among network members is moderate to strong
3. Pathways program "very successful" or "successful"

Outcome 4: Advocacy and collaboration will lead to improved health systems

- Barriers recorded in FY12 include appointment delay, front desk staff, language, cost & availability of needed services.

- **Housing:** Focused discussions, exchange of strategies among navigators and information
  - Navigators provided direct input into City of Abq new 5-year housing strategic plan
  - Slight increase in completion rates for housing pathway

- **Employment:** Revised pathway; focused attention in navigator meetings

Future Evaluation Plans

- Return on Community Investment: UNM Institute of Social Research will conduct a cost benefit analysis
  - ISR conducted a similar study on the NM Supportive Housing Coalition and City of Abq's Housing First program.

- Patterns of Hospital Utilization by Pathways Clients

  To assess program impact on client's engagement pre and post-Pathways in the UNMH health care system.

- Comprehensive evaluation plan
  - Incorporate what we have learned to date and provide direction for full program evaluation beginning Year 5

New Horizons

- **Early childhood risk score and pathways:** Kellogg funding to EleValle Pathways partners to provide child-centered interventions alongside Pathways interventions for adults

- **American Indian children in middle and high school settings:** with the Native American Community Academy.
  - Risk score instrument and pathways for school age children and the adaptation of pathways for American Indian population

Contact Information

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Thank you y Gracias!