



# Wellness Referral Center Brief Report

FY 2020, Q1-Q3: October 1, 2019 – June 30, 2020

The purpose of this brief report is to summarize progress toward increasing provider referrals to community-based chronic disease self-management classes and activities in the South Valley, International District, and North 4<sup>th</sup> and 2<sup>nd</sup> Street Corridor communities of Bernalillo County, NM. *Healthy Here* aims to increase **the number of clinics participating, the number of providers completing referrals, the number of adult patients referred, and patient participation** in community-based programs. This report details referrals made during Year 2 of the REACH grant, from Quarter 1\* (Q1: October 1, 2019 – December 31, 2019) Quarter 2 (Q2: January 1, 2020 – March 31, 2020) and Quarter 3 (Q3: April 1, 2020 – June 30, 2020). This report excludes 3 individuals whose age was not provided.

\* While REACH funding cycle begins on September 30, we report all data in standard quarters

## How does it work?

Healthcare providers identify patients with or at risk for developing diabetes, pre-diabetes, high blood pressure, high cholesterol, and obesity and refer them to community-based prevention and self-management programs. Referrals go to the Wellness Referral Center (WRC) which began operation on January 4, 2016. The WRC, based at Adelante Development Center, Inc., then contacts patients and works with them to determine when the programs that the provider recommended are available, and which programs patients are able to participate in. Although the WRC accepts self-referrals, this report focuses on adult patients referred by a healthcare provider.

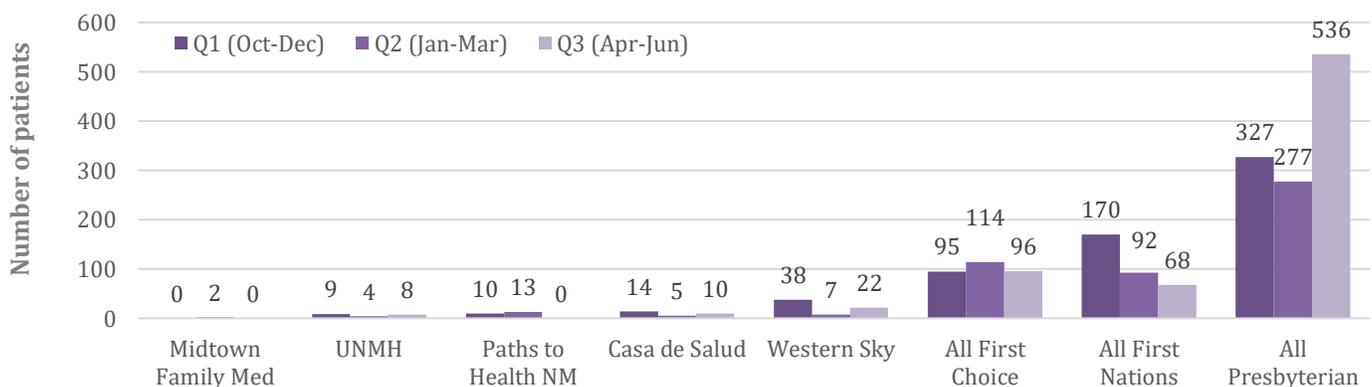
**Providers referred a total of 1,917 patients from October 1, 2019 to June 30, 2020**

## Who is referring?

A total of 37 clinics referred patients from October 1, 2019, through June 30, 2020. Clinics that are part of the Presbyterian Medical Group/Presbyterian Healthcare Services (21 clinics including the Food Farmacy) referred more than half (59.5%) of patients, First Choice (6 clinics) referred 16%, and First Nations (3 clinics) referred about 17%. The remaining clinics, Western Sky Community Care, Casa de Salud, UNMH (3 clinics), Paths to Health NM, and Midtown Family Medicine referred the remaining 7% of patients. A total of 246 providers referred during this time period. In addition, another 320 adults were “self-referrals” -- not referred by a provider (and not included in this report).

## Who is being referred?

Figure 1. Referrals, by medical group, by quarter, to the Wellness Referral Center: FY2020 Q1-Q



From October 1, 2019, to June 30, 2020, 1,917 adult patients were referred to the WRC by their healthcare provider. The number of provider referrals dropped slightly from Q1 (N=663) to Q2 (N=514), but rebounded in Q3 (N=740). The increase in referrals from Q2 to Q3 was driven largely by Presbyterian clinics.

Women make up the majority of people referred by a healthcare provider to the WRC during this time period (Table 1). Referred adult patients ranged in age from 18 to 97 years. Nearly two-thirds (63%) identified as Hispanic or Latino, and 6% were American Indian or Alaska Native. Over the past five years, the WRC has expanded to include clinics throughout Bernalillo County and beyond. Even so, more than one of every five referred patients (22%) lives in Healthy Here’s focus ZIP codes. The WRC continues to serve low-income families. More than half of patients referred (56%) were insured under Medicare or Medicaid, and an additional 8% had no health insurance.

**Table 1.** Demographic characteristics of those referred to the Wellness Referral Center by a healthcare provider, October 2019 – June 2020.

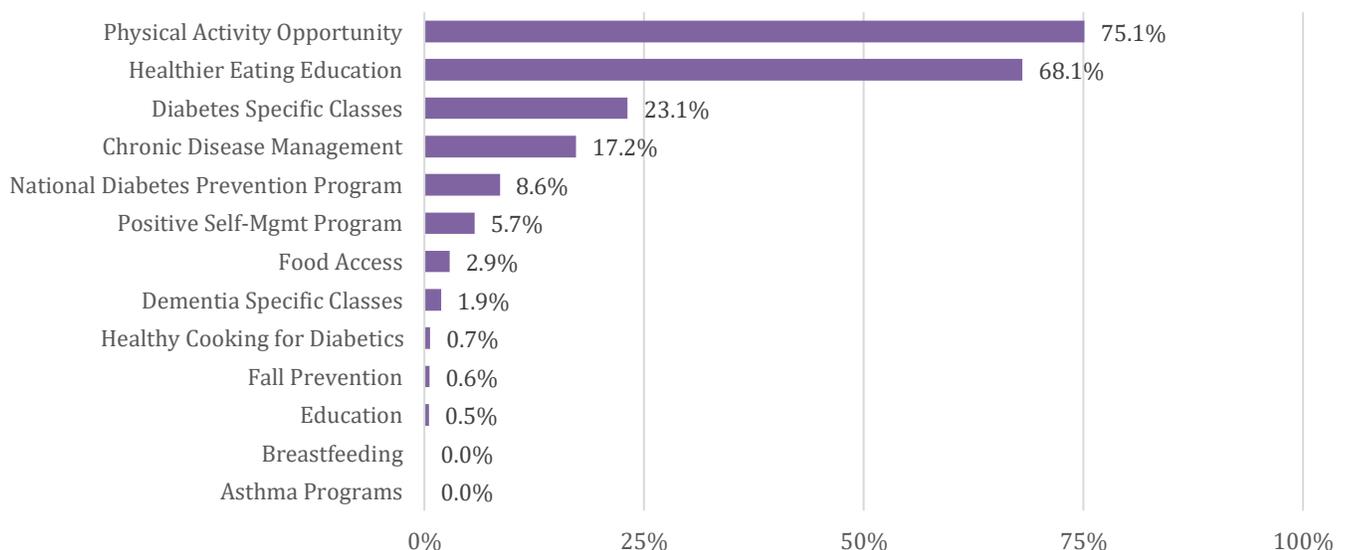
Characteristic:	N (%)
<b>Gender</b>	
Female	1,339 (69%)
Male	570 (30%)
Unknown	8 (1%)
<b>Age</b>	
Range	18 – 97 years old
Mean	53.1
<b>Hispanic/Latino*</b>	
Yes	1,073 (63%)
No	626 (36%)
<b>Native American*</b>	113 (6%)
<b>Healthy Here focus ZIP codes</b>	415 (22%)
<b>Health insurance</b>	
Medicare or Medicaid	1,080 (56%)
No insurance	156 (8%)
Private insurance	681 (36%)

\* Percentages presented are of those who answered the question

## Which programs were participants referred to most often?

Patients were referred to a variety of different prevention programs (Figure 2). Notably, referrals for Food Access increased from 1 in Q1 and Q2 to 64 in Q3.

**Figure 2.** Community-based chronic disease prevention programs to which patients were referred by a healthcare provider, October 2019 – June 2020



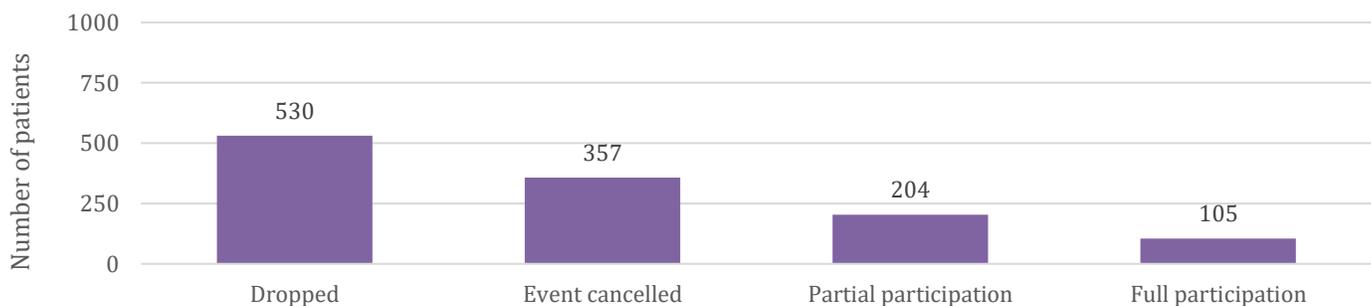
Note: Percentages do not add to 100 because individuals may have been referred to multiple programs.

## How many referred patients participated in community-based programs?

From October 1, 2019, through June 30, 2020, the WRC was able to contact **1,545 adults** who were referred by their healthcare provider to participate in one or more community-based programs. The WRC staff registered **1,240 people (80.8%)** for at least one community-based program. Some of those referred (N= 483) declined to participate in at least one suggested program referral, and 93 people were wait-listed for at least one program.

Program participation data were available for 1,196 of those who were registered for a program. Participation rates are presented in Figure 3, below. A total of 309 people (26%) participated in at least one program during the reporting period, and one-third of them completed the program. Another 357 people (30%) were registered for a program that was cancelled. A total of 530 people (44.3%) cancelled their registration, or dropped, prior to participating in the program.

**Figure 3.** Patient participation status, among healthcare provider referred patients who registered to participate in at least one program, October 2019 – June 2020.



## What did patients say about community-based programs?

It has taught her to eat healthier and she learned about portions. Before she took the program, she was not eating fruits or vegetables but the Food Farmacy changed that for her. It is helping her with her diabetes and she lost some weight.

As of her last doctor's checkup her A1C went down, she has lost weight, and her cholesterol levels have improved. The instructor teaches her how to protect her ankles when exercising and also teaches her workouts she can do at home.

I learned how to cope with diabetes, how to read labels and how to make meals specifically for diabetes. I also learned how to check blood sugar levels, when to eat and what not to eat. Also that it is okay to feel bad at times and it is okay to talk about it.

He said he is feeling a lot better. He likes all the instructors, they do such a great job. He is very thankful that his doctor referred him to [the WRC] because it's such a great program.



*This report was supported by Presbyterian Healthcare Services through Cooperative Agreement, Number 5 U58 DP005868-03, funded by the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Department of Health and Human Services.*