

Community HealthCare Connections

6-Month Outcomes Report through September 2011

ACTIVITY	DATA	April '11	May '11	June '11	July '11	Aug '11	Sept '11	6-month Total (or 6-month high) THIS YEAR	As compared to LAST YEAR
CHP PLAN A	Total Current Enrollment	1589	1461	1414	1363	1301	1258	(1,589)	(962)
CHP PLAN B	Number of New Enrollments this month	88	130	47	19	15	17	316	148
	Aged 60 and Over	6	11	8	2	3	4	34	34
	Under Age 60	82	119	39	17	12	13	282	114
	Total Current Enrollment	915	952	943	912	892	867	(952)	(923)
	Aged 60 and Over	135	151	133	131	130	125	-	-
	Under Age 60	780	801	810	781	762	742	-	-
	Number of eligible individuals on the waiting list	2	60	196	234	291	351	(351)	(1408)
Referral & Advocacy	Reception & Intake Services	1148	1146	1106	995	1076	978	6,449	-
	Communication and Education on Health Access Resources	472	461	489	498	405	381	2,706	1169
	Number of new Referral & Advocacy Cases taken on this month	364	310	63	130	115	151	1,133	2139
Hospital Coordination Services - EMERGENCY DEPARTMENT	Number of Emergency Department Community Referrals	23	33	4	33	60	35	188	158
	Number of Emergency Department Clinic Referrals	3	6	16	8	22	6	61	70
	Number Resolved	5	16	20	13	27	8	89	76
	Number Unresolved - Improper Referral	0	0	0	0	0	0	0	0
	Number Unresolved - Other Reasons (NO SHOW)	21	23	0	28	55	33	160	152
Hospital Coordination Services - INPATIENT DISCHARGE SUPPORT	Hospital Discharge Assistance - BCHS - # people helped	9	14	19	8	25	15	90	63
	Hospital Discharge Assistance - BCHS - \$ value of services	\$497.85	\$255.05	\$463.85	\$305.03	\$909.06	\$499.15	\$2,929.99	\$2,425.40
	Hospital Discharge Assistance - Oaklawn - # people helped	1	1	1	5	1	2	11	4
	Hospital Discharge Assistance - Oaklawn - \$ value of services	\$12.45	\$22.00	\$67.29	\$414.40	\$26.00	\$14.00	\$556.14	\$108.09
Prescription Drug Access	How many <b>new</b> clients were enrolled in PDAP this month?	44	31	61	54	46	36	272	299
	TOTAL active PDAP clients as of this month	1410	1499	1452	1484	1478	1496	(1,499)	(1,714)
	How many new applications were submitted this month?	838	784	1037	815	863	1026	5,363	5,763
	Aged 60 and Over	186	161	221	165	166	220	1,119	1,262
	Under Age 60	652	623	816	650	697	806	4,244	4,501
	How many <b>new</b> providers using PDAP program this month?	3	1	3	3	1	0	11	10
	How many total providers are using the PDAP program?	239	240	243	246	247	247	(247)	(243)
	How many <b>people</b> picked up prescriptions this month?	454	432	465	371	554	451	2,727	3,087
	Aged 60 and Over	90	98	97	80	111	92	568	622
	Under Age 60	364	334	368	291	443	359	2,159	2,465
	How many total prescriptions were picked up this month?	764	713	742	593	972	764	4,548	4,443
	Dollar value of the prescriptions picked up this month?	\$592,717.71	\$518,642.27	\$524,497.06	\$455,056.01	\$738,243.55	\$623,010.71	\$3,452,167.31	\$3,079,206.41

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	Total number of Prescription Discount Cards issued	1	0	3	0	0	0	4	13

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Health Assistance Fund	Prescription Assistance - # helped (Age 60+)	22	12	17	23	26	15	115	146	
	Prescription Assistance - \$ (Age 60+)	\$685.38	\$275.10	\$445.68	\$540.07	\$485.98	\$245.85	\$2,678.06	\$5,702.21	
	Prescription Assistance - # helped (Under 60)	116	127	108	142	204	187	884	909	
	Prescription Assistance - \$ (Under 60)	\$2,291.76	\$2,475.45	\$1,745.41	\$2,468.05	\$3,086.10	\$3,386.45	\$15,453.22	\$30,070.34	
	Transportation Assistance - # helped (Dale Griffin Fund)	14	21	20	10	26	24	115	94	
	Transportation Assistance - \$ (Dale Griffin Fund)	\$841.34	\$522.70	\$969.68	\$1,166.55	\$1,966.00	\$704.62	\$6,170.89	\$6,667.13	
	Transportation Assistance - # helped (Aged 60+)	19	6	15	6	12	6	64	51	
	Transportation Assistance - \$ (Aged 60+)	\$535.72	\$138.95	\$522.23	\$115.54	\$323.71	\$273.42	\$1,909.57	\$1,694.47	
	Transportation Assistance - # helped (Aged 24-59)	51	39	49	65	83	59	346	308	
	Transportation Assistance - \$ (Aged 24-59)	\$1,334.49	\$1,211.14	\$1,337.81	\$1,066.25	\$127.89	\$1,270.74	\$6,348.32	\$6,840.23	
	Primary Healthcare & Therapeutic Services - # helped (Age 60+)	1	0	1	0	0	1	3	6	
	Primary Healthcare & Therapeutic Services - \$ (Age 60+)	\$5.00	\$0.00	\$35.00	\$0.00	\$0.00	\$5.00	\$45.00	\$35.00	
	Primary Healthcare & Therapeutic Services - # helped (Under 60)	4	3	10	3	5	12	37	24	
	Primary Healthcare & Therapeutic Services - \$ (Under 60)	\$114.00	\$187.00	\$466.00	\$13.00	\$19.00	\$467.00	\$1,266.00	\$895.62	
	Durable Medical Equipment - # helped (Age 60+)	0	0	1	1	0	1	3	4	
	Durable Medical Equipment - \$ (Age 60+)	\$0.00	\$0.00	\$61.00	\$35.79	\$0.00	\$41.40	\$138.19	\$426.40	
	Durable Medical Equipment - # helped (Under 60)	2	0	4	5	12	1	24	37	
	Durable Medical Equipment - \$ (Under 60)	\$89.80	\$0.00	\$372.70	\$178.00	\$848.46	\$40.00	\$1,528.96	\$2,993.39	
	Dental & Vision Assistance - # helped (Age 60+)	0	0	0	0	0	0	0	0	
	Dental & Vision Assistance - \$ (Age 60+)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
	Dental & Vision Assistance - # helped (Under 60)	0	0	1	0	1	0	2	6	
	Dental & Vision Assistance - \$ (Under 60)	\$0.00	\$0.00	\$325.00	\$0.00	\$200.00	\$0.00	\$525.00	\$752.76	
	<b>TOTALS (PEOPLE) (Age 60+)</b>		<b>42</b>	<b>18</b>	<b>34</b>	<b>30</b>	<b>38</b>	<b>23</b>	<b>185</b>	<b>207</b>
	<b>TOTALS (DOLLARS) (Age 60+)</b>		<b>\$1,226.10</b>	<b>\$414.05</b>	<b>\$1,063.91</b>	<b>\$691.40</b>	<b>\$809.69</b>	<b>\$565.67</b>	<b>\$4,770.82</b>	<b>\$7,876.08</b>
	<b>TOTALS (PEOPLE) (Under 60)</b>		<b>187</b>	<b>190</b>	<b>192</b>	<b>225</b>	<b>331</b>	<b>283</b>	<b>1,408</b>	<b>1,378</b>
	<b>TOTALS (DOLLARS) (Under 60)</b>		<b>\$4,671.39</b>	<b>\$4,396.29</b>	<b>\$5,216.60</b>	<b>\$4,891.85</b>	<b>\$6,247.45</b>	<b>\$5,868.81</b>	<b>\$31,292.39</b>	<b>\$48,219.47</b>
	<b>TOTALS (PEOPLE) ALL AGES</b>		<b>229</b>	<b>208</b>	<b>226</b>	<b>255</b>	<b>369</b>	<b>306</b>	<b>1,593</b>	<b>1,585</b>
<b>TOTALS (DOLLAR) ALL AGES</b>		<b>\$5,897.49</b>	<b>\$4,810.34</b>	<b>\$6,280.51</b>	<b>\$5,583.25</b>	<b>\$7,057.14</b>	<b>\$6,434.48</b>	<b>\$36,063.21</b>	<b>\$56,095.55</b>	
<b>AVERAGE HEALTH ASSISTANCE FUND REQUEST</b>		<b>\$25.75</b>	<b>\$23.13</b>	<b>\$27.79</b>	<b>\$21.90</b>	<b>\$19.13</b>	<b>\$21.03</b>	<b>\$22.64</b>	<b>\$35.39</b>	

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Lions Club Eyeglass Program for <b>ADULTS</b>	<b>ADULTS:</b> Number of adults helped this month	4	5	4	10	10	21	54	16
	Dollar value of glasses purchased for adults this month	\$468.00	\$345.00	\$388.20	\$444.00	\$1,941.00	\$2,052.00	\$5,638.20	\$1,704.00
	Average cost per pair of glasses for adults	\$117.00	\$69.00	\$97.05	\$44.40	\$194.10	\$97.71	\$104.41	\$106.50
	Number of people on the waiting list for glasses	206	225	240	203	193	170	(240)	(120)
	Total funding available for glasses at the beginning of this month	\$11,534.00	\$11,096.00	\$10,801.00	\$11,452.80	\$11,128.80	\$9,297.80	-	-
	Contributions collected this month	\$30.00	\$50.00	\$40.00	\$120.00	\$110.00	\$210.00	\$560.00	\$50.00
	Additional donations and grant funds received this month	\$0.00	\$0.00	\$1,000.00	\$0.00	\$0.00	\$0.00	\$1,000.00	\$0.00
	Total expenditures on glasses this month	\$468.00	\$345.00	\$388.20	\$444.00	\$1,941.00	\$2,052.00	\$5,638.20	\$1,704.00
	Total funds remaining at end of the month	\$11,096.00	\$10,801.00	\$11,452.80	\$11,128.80	\$9,297.80	\$7,455.80	-	-
Lions Club Eyeglass Program for <b>CHILDREN</b>	<b>CHILDREN:</b> Number of children helped this month	1	0	2	2	0	1	6	0
	Dollar value of glasses purchased for children this month	\$99.00	\$0.00	\$198.00	\$198.00	\$0.00	\$99.00	\$594.00	\$0.00
	Average cost per pair of glasses for children	\$99.00	\$0.00	\$99.00	\$99.00	\$0.00	\$99.00	\$99.00	\$0.00
Language Support	Number of clients/patients reporting language other than English as their "preferred language"	22	26	27	21	12	16	124	9
	SOLUTION - In-house Interpreter	22	26	27	21	12	14	122	7
	SOLUTION - Patient/Client's own interpreter	0	0	0	0	0	0	0	2
	SOLUTION - LHCP	0	0	0	0	0	0	0	0
	SOLUTION - Other external interpreter	0	0	0	0	0	2	2	0
	SOLUTION - Not able to help	0	0	0	0	0	0	0	0

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Nursing Clinic	Number of <u>patients</u> treated in the Clinic	300	300	323	241	282	240	1,686	1,827
	Total number of <b>CLINICAL</b> patient <u>encounters</u>	351	366	402	355	346	287	2,107	2,296
	Encounters by Volunteer Providers	15	16	12	29	18	13	103	105
	Encounters by Staff Providers	336	350	390	326	328	274	2,004	2,191
	Total number of Chiropractic patients seen	-	-	36	29	32	31	128	-
	Total number of <b>ADVOCACY-ONLY</b> patient encounters	77	65	45	114	127	144	572	-
	Ratio: Number of visits per patient	1.43	1.44	1.24	1.47	1.23	1.20	1.59	1.26
	Number of Clinic Days This Month	20.0	20.5	19.5	15.5	20.0	14.0	109.5	123.5
	Ratio: Number of visits per <b>DAY</b>	21.40	21.02	22.92	30.26	23.65	30.79	24.47	18.6
	Number of patients TURNED AWAY due to limited capacity.	47	36	39	91	63	67	343	-
	Number of prescriptions (sample medications) given out	275	315	289	207	184	196	1466	832
	Dollar value of sample medications given out	\$29,118.75	\$27,579.18	\$28,101.12	\$19,251.18	\$18,482.19	\$20,118.12	\$142,650.54	\$114,371.26
	Number of hygiene kits given out	5	7	10	10	5	5	42	25
	Number of specialist referrals made	22	28	26	24	28	32	160	227
	Number of community referrals made (clinic only)	26	46	33	29	32	46	212	182
	Value of donated radiology - Professional services	\$3,197.00	\$3,434.00	\$4,386.00	\$4,507.00	\$4,647.55	\$2,135.22	\$22,306.77	\$23,730.50
Dollar value of lab work provided to patients	\$786.68	\$1,706.46	\$3,464.32	\$1,727.10	\$1,360.08	\$10,945.67	\$19,990.31	\$12,910.01	
Mobile Clinic	Number of mobile clinic <u>encounters</u>	70	138	166	132	81	55	642	-
	Number of hygiene kits given out	-	-	15	17	2	22	56	-
	Number of food kits given out	-	-	54	49	3	33	139	-
	Total number of mobile clinic referrals	-	-	6	5	2	6	19	-
	To Family Health Center	-	-	1	0	0	3	4	-
	To "home" Nursing Clinic	-	-	5	5	2	1	13	-
	To Emergency Department	-	-	-	0	0	1	1	-
	To Other Medical Facilities	-	-	-	0	0	1	1	-

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Dentists' Partnership	Number of <b>people</b> who have <u>completed</u> an exam/treatment visit	65	78	74	56	59	58	390	395
	Number who also had <b>NO MEDICAL INSURANCE</b>	65	77	72	55	56	58	383	358
	Total number of exam and treatment <b>visits</b> completed this month	73	90	74	56	64	70	427	441
	Total number of exams and treatment <b>services</b> completed this month	130	127	148	84	140	107	736	713
	<b>Dollar value</b> of exam and treatment visits completed this month	\$16,277.00	\$14,425.00	\$21,557.00	\$10,849.00	\$17,806.00	\$15,944.00	\$96,858.00	\$89,132.00
	Number of <b>people</b> who have completed an oral health class	38	175	230	34	52	36	565	312
	Number of free dental cleanings/screenings	47	71	77	43	52	70	360	281
	Total number of <b>dentists</b> participating	37	39	39	39	39	39	(39)	(38)
	Total number of staff or volunteer <b>dental hygienists</b>	4	4	5	5	5	5	(5)	(3)
	Number of <b>people</b> who failed to appear (no-show) at a dentists' office this month	1	2	2	1	1	0	7	16
No Show Percentage	1.4%	2.2%	2.6%	1.8%	1.5%	0.0%	1.6%	3.5%	
Denture Partnership	<b>Value</b> of denture services and materials donated this month	\$440.25	-	\$178.50	\$292.50	-	\$181.50	\$1,092.75	-
"Better Smiles. Better World." (orthodontia pilot program)	Number of <b>Orthodontists</b> participating	2	2	2	2	2	2	(2)	(1)
	Number of <b>people</b> actively in treatment	47	51	53	53	64	67	(67)	(13)
	Number of orthodontia <b>visits</b> donated this month	7	4	7	6	7	7	38	6
	<b>Value</b> of orthodontia visits donated this month	\$1,890.00	\$1,080.00	\$1,690.00	\$1,350.00	\$1,870.00	\$1,890.00	\$9,770.00	\$1,620.00
Pay It Forward Community Impact	Hours of community service performed - Dentists' Partnership	767	1631	1871	911	1055	941	7175	8292
	Hours of community service performed - Orthodontia program	200	113	378	117	246	275	1329	103
	Hours of community service performed - Health Assistance Fund	12	19	17	15	19	25	107	152
	Bags of clothing donated - #	32	27	22	24	26	20	151	224
	Household good and durable medical equipment donated - #	0	0	0	5	3	3	11	23
	Pounds of non-perishable food items donated - #	5	3	0	0	2	5	15	0
	Financial contributions made toward caring for the uninsured - #	\$5.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5.00	\$73.83

\$58,577.05 worth of medications were donated to the Nursing Clinic in Sept 2011  
 \$19953.74 worth of medications were donated to Summit Pointe in Sept 2011

**\$6,904,334.62**

May & June 2011 Oral health care class numbers high for High School outreach

**A FIELD HIGHLIGHTED IN YELLOW INDICATES A MEASUREMENT FOR SENIORS (AGED 60 AND OLDER)**  
**WHERE THE ( - ) APPEARS IN A FIELD, IT MEANS THAT WE DID NOT MEASURE THAT ITEM AT THE TIME DATA WAS ORIGINALLY REPORTED**



































