

A stylized, light-colored tree graphic with several branches and leaves, positioned on the left side of the slide.

neighborcare | health

CHIPRA Outreach Grant

The Role of Neighborcare Health in Outreach

Who We Are

- Federally Qualified Community Health Center serving Seattle/King County
- 17 clinic sites located in Rainier Valley, Pike Market, West Seattle, Wallingford, Georgetown, Central Area, Greenwood, and Lake City
- 7 medical clinics, 5 dental clinics, and 6 school-based health centers + other programs

Who We Serve

- Publicly insured and uninsured adults and children
- Programs specific to homeless youth and families, public housing residents, HIV/AIDS patients, mentally ill/substance abusing adults
- School-based health centers serve 3 high schools and 4 middle schools.

Our Patients

- Total Patients: 48,557
- Total Visits: 197,856
- Percent of patients at or below 100% of poverty: 65%
- Uninsured patients: 42%
- Homeless patients: 10%
- Patients under age 18: 29%
- Patients of ethnic/racial minority: 70%

Neighborcare's Approach

- Our main approach is to reduce the number of uninsured children among established Neighborcare patients by 50% before 9/30/2013.
- We target low-income Seattle families with varying degrees of acculturation and limited English proficiency.

Neighborcare's Strengths

- 90% of our Eligibility Specialists are able to speak one or more of the following languages utilizing Neighborcare's bilingual diversity to facilitate our outreach efforts and expand our enrollment:
 - Spanish
 - Mandarin
 - Arabic
 - Thai
 - Tigrigna
 - Somali
 - Lao
 - Amharic

Neighborcare's Action Plan

- We increased outreach in the communities we serve by:
 - Tagging onto community partnership events, such as back-to-school and health fairs.
 - Focusing engagement with racially and ethnically diverse communities, public housing residents and the homeless.
 - Placing recertification calls two weeks before a member falls off of a program – allowing us to prevent a lapse in coverage.

Enrollment Strategies

- Neighborcare School-Based Clinics' brochures and flyers
- Neighborcare Clinics' brochures
- Banners
- Children Health Educational Brochures
- Identified Joint Venture Partners
- CHPW Partners

Challenges to Date

- Identifying our patients and SBC students without insurance, verifying address, phone numbers and the best times to call.
- Ongoing translations of materials targeting Hispanics, African-American, and Asian.
- Encouraging parents to respond to the various School-Based Events.
- Establishing a process to efficiently incorporate other schools as partners.

Future Plans

- Also look into the feasibility of expand the use of text messaging, emails, etc
- Continue Spanish media outreach
- Continue to improve systems
- Neighborcare Health's Eligibility team is working on a variety of initiatives to improve access and coordination of care for our school based and dental patients in the following areas: Program Alignment, Improve access to Medical care
- Our goal is to develop, a care coordination model that can be replicated by other grantees

Questions for Us

- Questions?