Dear Friends,

2017 was a year of tremendous growth and transition at Care Alliance Health Center. It was a year that demanded us to be nimble and creative, yet adaptable to meet the unpredictable health care climate. We know that the climate of our industry is such that we must continuously prepare our team to step up to remove barriers to quality health care in our community.

This past year has been busy, with many positive achievements. Some of our impressive accomplishments include:

• Filled 14,341 prescriptions, an increase of 62% over 2016.
• Centering Pregnancy for 14,341 patients; transportation services for 3,716 patients;
• Increased yield of 10 of our HRSA clinical quality goals. Additionally, billing processes were streamlined to increase revenue and new partnerships were established to expand patient access to care.
• Issued 16,139 prescriptions, an increase of 62% over 2016.
• Eased 1,379 hospitalizations.
• Labeled Centering Pregnancy to improve high-risk pregnancy outcomes; with navigation services, reducing our Medicaid program.
• Expanded our transportation services by initiating a shared-ride shuttle program for pregnant patients.
• New revenue streams: and so much more.

Care Alliance Health Center also saw the stage in 2017 to incorporate new quality improvement (QI) models and practices such as Rapid DPI and TeamSTEPPS to continue to improve operational efficiency, patient and clinical outcomes. To help track and record our improvement initiatives, we implemented a quality dashboard tool that also makes progress toward meeting Healthy People 2020 goals by improving on 11 of 17 quality measures, and exceeded 10 of our HRSA clinical quality goals. Additionally, billing processes were streamlined to increase revenue and new partnerships were established to expand patient access to care.

2018 promises to be another eventful year as we anticipate continued patient growth, and development and the implementation of innovation programs, along with a staff equipped and prepared to serve this population.

Thank you for your support over the past year. Please know that there is always room for new thoughts and voices that share our passion and interest in building a healthy community. As we look to 2018, Care Alliance Health Center is poised to be a local trailblazer in Cleveland for new thoughts and voices that share our passion and interest in building a healthy community.

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Respectfully,

Craig S. Miller
Board Chair

Elaice Sawyers
President and CEO

MISSION

Our mission is to provide high-quality, comprehensive medical and dental care, patient advocacy and related services to people who need them most.

TRANSFORMATION IN MOTION

Organization Transformation – Workflow through Automation

In collaboration with First Year Cleveland’s CenteringPregnancy™ Coalition, Care Alliance Health Center developed an inhouse program to help combat the high infant mortality rate in Cuyahoga County. CenteringPregnancy at Care Alliance Health Center was launched at our Central Neighborhood clinic in June 2017. The program was designed to provide mothers with ten 90-minute prenatal visits.

CAHC identified centering as a strategic best practice as our Central clinic is located in a neighborhood disproportionately impacted by the infant mortality crisis. The first group consisted of area women and their support persons. During the centering sessions, the group discussed issues related to their overall wellness, as well as that of their babies. They actively engaged in their prenatal care taking their own blood pressure, weight and keeping track of their progress. The group laughed together, shared stories and their fears. All nine women delivered healthy full term babies. 13 babies were born in 2017. Currently, 40% of our OB panel participates in CenteringPregnancy.

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Thank you for your support over the past year. Please know that there is always room for new thoughts and voices that share our passion and interest in building a healthy community. As we look to 2018, Care Alliance Health Center is poised to be a local trailblazer in community health care, both in health care access and quality improvement, supported by school-based health programs that will help us to achieve and exceed exceptional improvements in clinical outcomes and financial health.

In 2017, 320 MAT patients were seen in our MAT program. As a result of these positive outcomes, CAHC continues to receive interest in the MAT program and referrals for care. Most referrals originate with the justice system and treatment centers, such as St. Vincent Rosary Hall and local hospitals in underserved areas with no MAT providers. Patients have been traveling to CAHC specifically for integrated MAT.

In 2017, our program expanded to East Tech High School, New Tech High School, Jane Addams Business Careers Center, Case and George Washington Carver elementary schools.

Care Coordination reduced uninsured patients by 32%

We save lives. Patients served 320

School-Based Health Clinics

The Care Alliance School-Based Health program is designed to improve the health of children and youth by improving access to health care by bringing health care to the students. Research has shown that when health and education come together, great things happen. Attendance improves. Conditions like asthma, obesity or diabetes are better managed. Medical and mental health care is more convenient. Verbal reports in school-based locations these visits result in students receiving quick expert attention. Our vision is that all children are healthy and achieving their full potential.

We expand our services to the Cleveland Metro area. Strategic partnerships increased linkages to external care by 11%

Added 33 new jobs to the workforce in the Cleveland Metro area.

Transportation = Health Care Access

Care Alliance Health Center was the first in the area to introduce Uber-like services to assist patients unable to obtain medical care because of lack of transportation to their appointments. By the close of 2017, CAHC had provided 460 Uber-like rides for patients. Additionally, CAHC also instated a shared-ride shuttle program for underserved and uninsured patients, and those with disabilities needing to access medical care. In 2017, two fully-equipped vehicles were purchased to transport patients to and from medical appointments at its clinical sites. Shuttle routes will be established with local public housing estates, homeless shelters and drop in centers, supportive housing areas, and other community-based agencies. CAHC is the only safety-net provider in Cleveland dedicated to serving individuals experiencing homelessness and residents of public housing. This population severely lacks transportation resources to access much needed care.

A 2018

Increased total patients served by 3%

Grew total patient visits by 6%

Improving High-Risk Pregnancy Outcomes One Mom at a Time – Centering Pregnancy

Care Alliance Health Center offers patients struggling with opioid and alcohol addiction with the ability to receive medication-assisted treatment (MAT) through expanded substance abuse services. The MAT program was implemented in July 2017 to streamline and refine its integrated substance abuse programs. The Medication-Assisted Treatment (MAT) team worked diligently to streamline the initiation and coordination of care for patients in a Vivitrol program. The team developed a comprehensive manual outlining the policies and procedures for all aspects of the program. CAHC’s straightforward, patient-centered processes have yielded positive results and will inform policies and procedures as the program expands.

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