



**Office of Human Services and  
Community Partnerships  
Primary Healthcare Program**

**Annual Report  
FY 2011/12**

January 29, 2013

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## Promoting Transparency, Accountability & Accessibility

*This is the Human Services and Community Partnerships Primary Healthcare Program Annual Report to the Board of County Commissioners. The report provides an overview of program services, performance and partnerships during Fiscal Year 2011/12 (October 1, 2011-September 30, 2012)*

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### **Primary Healthcare Program Overview**

Access to healthcare has been a priority for Leon County for many years. On August 31, 1999, the Health Care Advisory Council, a committee established by the County and City Commissions, advocated that local government take the lead in guaranteeing that all citizens of Leon County have access to healthcare. After several months of research and planning, during the Budget Workshop on July 24, 2001, the Board unanimously approved funding for healthcare services for uninsured and indigent residents of Leon County. Subsequently, during the regular Board meeting on December 11, 2001, staff was directed to proceed with implementation of the Primary Healthcare Program utilizing the CareNet Model to support the provision of health services. CareNet is a public/private sector partnership between the Board of County Commissioners and local healthcare providers designed specifically to address the disparity in access to care for low income and uninsured populations.

Leon County's Primary Healthcare Program is administered through the Office of Human Services and Community Partnerships. The goal of the Primary Healthcare Program is to improve the health of citizens by providing quality and cost effective health services through collaborative community partnerships. In keeping with the vision of the County, the program provides funding to support the provision of healthcare services to uninsured residents who are, based on Federal Poverty Guidelines, indigent.

The Primary Healthcare Program staff has the following functional responsibilities:

- Collaborate with federal, state, county, and/or community agencies in order to assess the health status of Leon County and establish a plan to improve access to quality health services and ensure effective and efficient delivery of County funded services.
- Exercise internal controls and a quality management strategy to promote and ensure excellence in service delivery.
- Monitor, review and evaluate County-funded and contracted health services, activities, and expenditures to ensure fiscal and program compliance.
- Pursue alternative funding and resources to expand access to healthcare for indigent and uninsured populations.
- Serve as liaison to the County's *Community Health Coordinating Committee*, which provides a forum for citizen participation in healthcare planning and dialogue to address community concerns and problems regarding healthcare.

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The CareNet collaborative is designed for the purpose of providing cost effective primary and specialty healthcare services in a coordinated continuum of care. Objectives of CareNet are as follows:

- To provide access to primary care and specialty medical services in a cost effective and efficient manner.
- To leverage County, State, Federal and private funds to the highest extent possible.
- To maintain continuity of primary care through services provided by CareNet partners.
- Reduce non-emergent hospital emergency room visits by Leon County residents.

### ***CareNet Partners***

Partnering with community health providers is essential in helping to ensure that residents have access to care. The following are collaborative partners, collectively referred to as CareNet:

- Bond Community Health Center, Inc.
- Neighborhood Medical Center, Inc.
- Leon County Health Department
- Florida A & M University College of Pharmacy and Pharmaceutical Sciences
- Capital Medical Society Foundation/We Care Network
- Capital Regional Medical Center
- Tallahassee Memorial HealthCare

### ***Primary Healthcare Program Funding***

For more than a decade, the County has provided funding to CareNet agencies to support efforts to provide critical health services to uninsured and indigent residents of Leon County. During the Budget Workshop on June 14, 2005, the Board reduced the Primary Healthcare Municipal Service Taxing Unit to 0.00 mil. Since that time, the County has funded the Primary Healthcare Program through general revenue. Over the last few years, the County has allocated close to \$2 million annually for health services. During FY 2011/12, funding to CareNet agencies totaled \$1,739,582. As reflected in *Table 1, Primary Healthcare Program Funding FY 2007/08 – FY 2011/12*, County funding to CareNet agencies has remained constant. The table illustrates program funding for the last five years.

Office of Human Services and Community Partnerships  
Primary Healthcare Program  
Annual Report FY 2011/12**Table 1. Primary Healthcare Program Funding FY 2007/08 – FY 2011/12**

Agency	FY 2007/08	FY 2008/09	FY 2009/10	FY 2010/11	FY 2011/12
Bond Primary Care	\$329,380	\$329,380	\$329,380	\$332,052	\$332,052
Bond Women & Children	\$350,411	\$248,260	\$248,260	\$245,588	\$245,588
Bond Mental Health	N/A	N/A	\$50,000	\$50,000	\$50,000
Bond Pharmacy*	N/A	N/A	\$88,750	\$177,500	\$177,500
<i>Total Bond Funding</i>	<i>\$679,791</i>	<i>\$577,640</i>	<i>\$716,390</i>	<i>\$805,140</i>	<i>\$805,140</i>
Neighborhood Medical Center (NMC) Primary Care	\$355,000	\$355,000	\$416,740	\$416,740	\$416,740
NMC Mental Health	N/A	N/A	\$50,000	\$50,000	\$50,000
<i>NMC Total Funding</i>	<i>\$355,000</i>	<i>\$355,000</i>	<i>\$466,740</i>	<i>\$466,740</i>	<i>\$466,740</i>
Capital Medical Society Foundation-We Care Network	\$90,043	\$90,043	\$130,043	\$130,043	\$130,043
FAMU Pharmacy**	\$355,000	\$355,000	\$266,250	\$177,500	\$177,500
Florida Healthy Kids	N/A	\$8,854	\$7,514	\$3,777	\$2,488
Apalachee Center, Inc.***	N/A	N/A	\$157,671	\$157,671	\$157,671
<b>Total Funding</b>	<b>\$1,479,834</b>	<b>\$1,386,537</b>	<b>\$1,744,608</b>	<b>\$1,740,871</b>	<b>\$1,739,582</b>

\*Bond began administration of its Pharmacy Program in April 2010 which was previously administered by FAMU

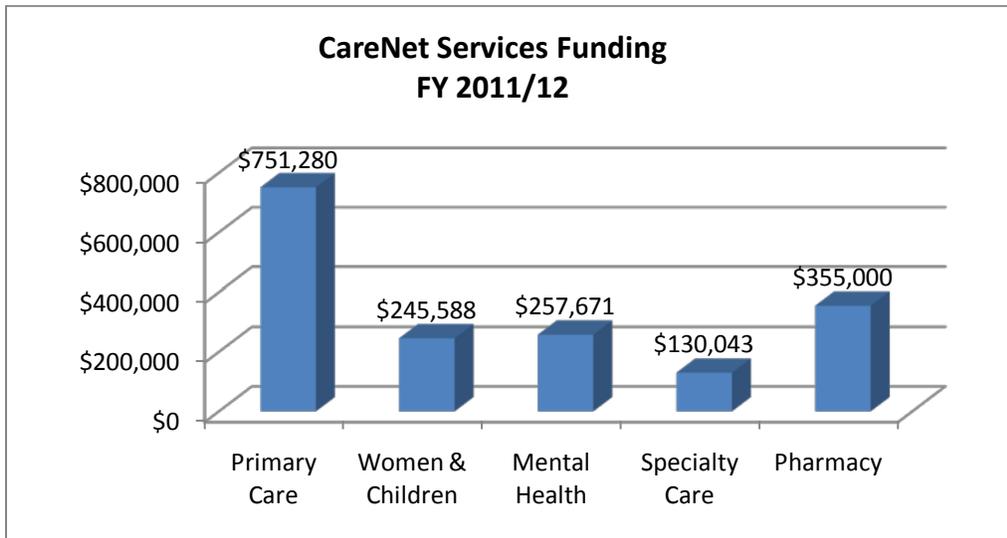
\*\*This allocation funds pharmacy services at Neighborhood Medical Center and the Health Department

\*\*\*Non-mandated mental health services

### **CareNet Provider Services**

The following table illustrates the type of services funded by the County. *Table 2, CareNet Services*, provides a breakdown of the distribution of funding for each type of service provided by CareNet partners. As shown, the majority of the funding is allocated for primary care, followed by pharmacy or prescription assistance.

**Table 2. CareNet Services**



### Demonstrating Performance & Results

To ensure success of the program and provide an appropriate level of accountability, monthly reporting is required of CareNet providers and includes the following to ensure that patients are not duplicated by receiving treatment from multiple programs for the same services:

- A comprehensive list of uninsured Leon County residents served via CareNet funding.
- The number of total patients seen for the period and total number of patient encounters.
- Description of patient encounters and services provided to patients served via CareNet funding.

In addition, monitoring is conducted to ensure compliance. During FY 2011/12, Primary Healthcare Program staff assumed all monitoring functions. In previous years, the Leon County Health Department conducted monitoring of the CareNet agencies on behalf of the County. The following terms are included in each of the CareNet provider contracts:

- No funds for staffing will be provided until such time as the staff member has been hired and actively performing services.
- All invoicing and reporting must be completed prior to the disbursement of funds.
- Restriction of county funding to verified Leon County residents only.
- Restriction of county funding to uninsured and financially indigent residents only.

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Staff conducted monitoring visits for the following CareNet providers; Capital Medical Foundation, Bond Community Health Center, Neighborhood Medical Center, and FAMU Pharmacy. Capital Medical Society and FAMU Pharmacy each had satisfactory monitoring visits with no findings. Monitoring results for Bond Community Health Center and Neighborhood Medical Center had noted deficiencies with improvement needed in certain areas. Staff responded with corrective action plans, and continues to work with the staff of each health center to address noted deficiencies. Additionally, each agency is working to ensure that processes are in place to improve efficiencies and improve compliance.

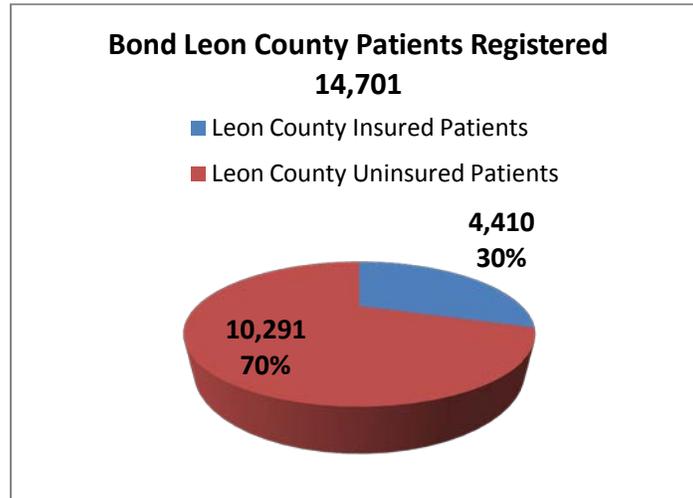
### **Primary Care**

Bond Community Health Center (Bond) and Neighborhood Medical Center (NMC) provide a wide range of primary care services. Bond and NMC accept patients by appointment, walk-in and upon referral from hospital emergency departments. Both health centers staff social workers and case managers for patient follow-up and care coordination. The health centers provide extended hours of operation to increase access to care. Disease management services are offered to patients with chronic conditions such as diabetes and hypertension. In addition, pharmacy services are available to facilitate ease of access to and management of prescription medications. Tallahassee Memorial HealthCare (TMH) and Capital Regional Medical Center (CRMC) each provide patients with community health information and referrals for follow-up as needed. If a patient does not have a primary care provider or is uninsured, they may be referred to Bond or NMC to establish a medical home for continued care.

### **Bond Community Health Center, Inc.**

The County provides \$805,140 in funding to Bond for healthcare services. Of this amount, \$586,623 is utilized as matching funds to secure State and Federal Low Income Pool grants. The agreement includes \$332,052 for primary care and \$245,588 for Women and Children's Services. Each requires the provision of ambulatory, preventive and primary care, including but not limited to, diagnostic and therapeutic services. The Women and Children's Services include family planning and prenatal care. Bond is reimbursed \$125 per patient visit, up to the contracted amount. In addition, mental health services funding in the amount of \$50,000 is included in the agreement. The agreement includes \$177,500 for pharmacy staffing; 1.0 FTE Pharmacy Manager at \$120,000 (salary/fringe); 1.0 FTE Pharmacy Technician for \$42,000 (salary/fringe); and .50 FTE Patient Assistance Program (PAP) Technician for \$15,500 (salary/fringe).

In FY 2011/12, Bond reported 14,049 patient visits for uninsured Leon County residents. As the graph below illustrates, of the 14,701 Leon County patients registered, Bond reports that 70%, or over 10,000 are uninsured.



County Cash Matches for Bond Grant Funding

In an effort to continue leveraging County funds to expand access to healthcare services, of its allocations to Bond, Leon County remitted matching funds to the Agency for Healthcare Administration (AHCA) on behalf of Bond for Low Income Pool grant funding as shown in *Table 3, Matching Funds to the Agency for Healthcare Administration*, the County’s local match is based on the annual Federal Medical Assistance Percentages (FMAPs) which are used in determining the amount of Federal matching funds for State expenditures for certain social services, and State medical/insurance expenditures.

*Table 3. Matching Funds to the Agency for Healthcare Administration*

Grant	County Match FY2011/12	State & Federal Funding	Total Community Benefit
Uncompensated Care	\$75,523	\$95,535	\$171,410
Dental Services	\$88,120	\$311,880	\$400,000
Emergency Room Diversion	\$290,800	\$709,200	\$1,000,000
Expanding Access to Care	\$132,180	\$467,820	\$600,000
<b>Total</b>	<b>\$586,623</b>	<b>\$1,584,435</b>	<b>\$2,171,410</b>

The funds provided to AHCA are a match and do not require additional County funds. The match is provided from Bond's current Primary Healthcare allocation. Funding is remitted to AHCA and AHCA provides funding to Bond, inclusive of the County, State and Federal dollars. The cash matches leveraged on behalf of Bond allowed Bond to draw down over \$1.5 million dollars in federal and state funds. The following provides an overview of each grant that the County provides matching funds for on behalf of Bond.

*Uncompensated Care:* The State of Florida Department of Health provides this funding for the Low Income Pool (LIP) for Federally Qualified Health Centers. The funding is utilized for administrative and clinical staffing.

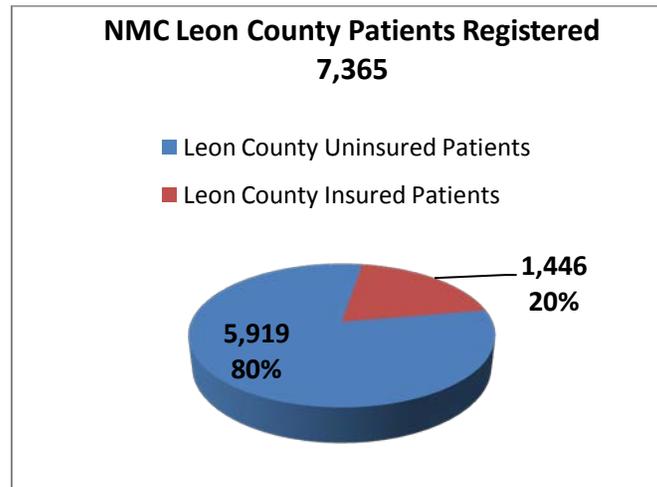
*Dental Services:* The Florida Department of Health "*Expanding Access to Primary Care*" grant provides funding for the provision of dental services to underserved and uninsured patients.

*Emergency Room Diversion:* The State of Florida Low Income Pool "*Enhanced Primary Care Funding*" Initiative is designed to reduce unnecessary emergency room visits and preventable hospitalizations by providing management, improving patient compliance and coordinating services.

*Expanding Access to Care:* The purpose of the funding is to address a critical need for specialty care service providers and support staff for ophthalmology, physical therapy and podiatry.

### **Neighborhood Medical Center, Inc.**

Leon County's agreement with NMC provides \$466,740 and requires the provision of ambulatory care for children and adults; preventive and primary healthcare, including, but not limited to diagnostic and therapeutic services. NMC is reimbursed \$125 per patient visit, up to the contracted amount. Funding for mental health services is included in the amount of \$50,000. During FY 2011/12, NMC reports that the health center has provided over 5,679 patient visits for uninsured Leon County patients. As shown in the graph below, NMC reported a total of 7,365 Leon County patients registered, of which 5,919 or 80% are uninsured.



County Cash Matches for NMC Grant Funding

The County partnered with Tallahassee Memorial Healthcare to secure Low Income Pool grant funds for a collaborative partnership with NMC. During the September 13, 2011 regular meeting, the Board allocated \$64,713 in primary healthcare funding towards an ACHA match, which did not require any additional funding. The \$64,713 will be matched with \$157,820 in Federal Medical Assistance funding for a total payment to NMC of \$222,533. The TMH and NMC grant funded projects include HIV/AIDS services and maternal and child health.

**Florida KidCare/Healthy Kids**

During this fiscal year, the County provided \$2,488 for insurance coverage for eligible children. The State Children’s Health Insurance Program (SCHIP) for Florida is an umbrella organization known as Florida KidCare. KidCare is comprised of Medicaid, MediKids, Healthy Kids, and the Children’s Medical Service (CMS) Network. The Healthy Kids Corporation health insurance program requires local match funds for participation. Currently, Chapter 624.91 F.S. permits local match credits for in-kind contributions and other efforts on behalf of children’s health.

Mental Health Services

Mental health and physical health are interrelated components of overall health and are best treated in a coordinated system of care. Funding is provided to Bond, NMC and Apalachee Center for the integration of mental health services in the primary care setting. Each agency provides screening and treatment of behavioral health problems.

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To further expand the availability of mental health services, NMC and Bond each receives \$50,000 to provide mental health services integrated in the primary care setting. Each health center is reimbursed \$80 per patient visit for mental health services, up to 625 patient visits each.

Apalachee receives \$157,671 to fund mental health patient visits. Mental health services are provided by an ARNP, Case Manager, Psychiatrist, and Comprehensive Community Support Team. Reimbursement to Apalachee ranges from \$9.47 per quarter hour for the Comprehensive Community Support Team services to \$68.53 per quarter hour for psychiatric/ARNP services. Apalachee reports that 997 patient visits were provided during FY 2011/12. This includes visits for psychiatric evaluations and medication management.

Independent of the County's non-mandated funding for mental health services, Apalachee and Bond have partnered to operate Bond-Apalachee Wellness Integration Center (BAWIC). BAWIC is supported by a 4-year, \$2 million grant from the federal Substance Abuse and Mental Health Service Administration. This grant funds outpatient services; longer service hours; more treatment staff; and more availability of integrated physical, mental and substance abuse healthcare services. This is only one example of how CareNet providers are collaborating to improve healthcare delivery and outcomes.

### **Specialty Care**

#### **Capital Medical Society Foundation - We Care Network**

Important to the delivery of health services is the continuum of care provided by Capital Medical Society Foundation's We Care Network (We Care). We Care provides specialty medical services and dental services to eligible patients. Through coordination with the primary care providers and hospitals, We Care utilizes a network of volunteer dentists and specialty physicians to take care of client needs that cannot be addressed by the primary care physician. Availability of specialty care is limited by the capacity of various volunteer specialists who donate their services.

Funding to the We Care Network supports personnel costs; Project Coordinator, Case Managers, and a Case Management Aides. The FY 2011/12 Agreement between Leon County and We Care provided \$130,043 and required the provision of care coordination and patient assistance, i.e. bus passes for doctor appointments or dentures. We Care bills the County \$10,836 monthly. This represents 1/12 of its funding allocation. We Care reports that more than \$3.3 million in donated specialty medical care was provided. Donated dental care valued \$128,410. During this fiscal year, 514 medical patients, and 112 dental patients were served.

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### **Pharmacy Services**

The Florida A & M University College of Pharmacy and Pharmaceutical Sciences (FAMU) provides pharmacy services at NMC and Leon County Health Department. Bond administers pharmacy services at its health center. Prescription medications are dispensed with affordable co-pays and prescription assistance is provided to eligible patients. In addition, the pharmacy provides educational services on appropriate drug utilization. The Patient Assistance Program is administered at each pharmacy to assist patients in receiving medically necessary brand medications, which are typically very costly and often unaffordable.

Leon County provided \$177,500 to FAMU to support coordinated and unified pharmacy services for indigent clients at NMC, the two local hospitals, and Richardson-Lewis Health Center (Leon County Health Department). The funding provides \$59,000 for two Pharmacy Technicians; a Pharmacy Manager, including fringe and benefits at \$103,200; MedData Services and Software for \$9,158; and Equipment and Sales for \$6,142. FAMU bills the County monthly, at a rate of 1/12 of its funding allocation or \$14,791.

This fiscal year, FAMU reports over 15,000 prescriptions have been filled at NMC for a retail value of over \$440,000. FAMU also administers a Patient Assistance Program (PAP) which provides discounted brand or specialty drugs. There were 755 PAP prescriptions dispensed for a value of almost \$600,000. FAMU reports that at the Health Department site, 3,825 prescriptions were filled, valuing close to \$17,000.

During the fiscal year, Bond reports that over 46,000 prescriptions have been filled, valuing more than \$4.2 million. Bond also operates a Patient Assistance Program (PAP) which provides discounted brand or specialty drugs. Bond provided 1,218 PAP prescriptions at an estimated value of \$1.1 million.

The report illustrates the soundness of the County's investment in healthcare services for uninsured residents with low income. Based on the value of services reported by CareNet agencies, the community benefit realized is \$5.35 in health services for every \$1.00 of County tax revenue expended for the County's Primary Healthcare Program.

## Engaging Citizens & Partnering With Our Community

### Maternal and Child Health

The Board requested that information regarding infant mortality rates be included in this report. Florida Community Health Assessment Resource Tool Set (CHARTS) is maintained by the Florida Department of Health, Office of Health Statistics and Assessment. CHARTS reports indicators or measures used to assess the health status of a community's mothers and children:

- The number of infant deaths
- The number of very low birth weight births
- The number of births to mothers ages 15-19
- Births to mothers who are overweight/obese
- Births with no prenatal care
- Maternal deaths

During 2010, there was a concerning spike in Black infant deaths; a total of 24 for a rate of 18.3%. As illustrated in *Table 4, Florida CHARTS Infant Death Rates*, Leon County experienced a significant decline in Black infant deaths in 2011. The most current CHARTS report indicates that there were 12 Black infant deaths for a rate of 9.5%. Although any loss of a baby is difficult for families and communities, it's encouraging to see the reported decline.

*Table 4. Florida CHARTS Infant Death Rates*

Infant Deaths Per 1,000 Live Births, Single-Year Rates								
	Leon				Florida			
	White		Black		White		Black	
Years	Count	Rate	Count	Rate	Count	Rate	Count	Rate
2000	8	4.6	21	18.5	810	5.4	594	12.6
2001	10	5.9	18	15.9	839	5.5	635	13.5
2002	12	7.1	21	18.4	892	5.9	629	13.6
2003	17	9.8	16	12.9	907	5.8	647	13.7
2004	10	5.9	22	17.9	876	5.5	621	13.2
2005	6	3.6	18	14.7	882	5.3	652	13.6
2006	7	4	20	15	974	5.6	653	12.9
2007	10	5.7	17	12.7	906	5.2	689	13.4
2008	7	4.3	15	11.3	914	5.5	661	12.9
2009	10	6.3	13	9.7	780	4.9	667	13.2
2010	5	3.1	24	18.3	750	4.9	580	11.8
2011	5	3.1	12	9.5	698	4.6	584	12

The Primary Healthcare Program seeks opportunities to leverage County funding and community resources to expand access to health services for residents. During this fiscal year, the County was awarded a \$130,000 Department of Health Office of Minority Health Closing the Gap grant for the provision of targeted health education activities for the reduction of infant mortality in the Leon County community. The project period was November 2011 through June 2012. The County partnered with the Capital Area Healthy Start Coalition (CAHSC) and the Tallahassee-Greater Frenchtown Front Porch Community for the “Campaign for Healthy Babies” project. The purpose of the project was to provide health education to African-American women and girls of childbearing age to improve overall health and birth outcomes. Healthy Start conducted the education services and the County provided the overall administration of the grant to ensure program and financial compliance.

Through these funds, the County also hosted a community forum, “*Year of the Healthy Infant II*”. In cooperation with Healthy Start, staff coordinated the forum to reconvene community partners and other stakeholders to review current infant mortality rates and the status of community projects designed to help reduce these rates. An estimated 1,500 women and girls were provided education services in various community settings. A comprehensive education and outreach media campaign to address safe infant sleep was also conducted.

Our community is fortunate to have dedicated community resources committed to helping to improve pregnancy and birth outcomes. Capital Area Healthy Start Coalition (CAHSC) has the following legislatively mandated responsibilities in accordance to Section 383.216 Florida Statutes:

- Develop and maintain a system of healthcare for pregnant women and babies which is consistent with local objectives and this section
- Review, monitor and advise the Department of Health regarding the system of care and make annual adjustments
- Determine the allocation of available federal, state and local resources to prenatal and infant care providers
- Perform community assessments to identify the local need for comprehensive preventative and primary care for moms and babies
- Identify gaps and barriers to service delivery
- Develop a Service Delivery Plan for Leon County
- Solicit and select local service providers based on reliability and availability, and define the role of each in the Service Delivery Plan

- Build broad-based community support
- Raise additional funds for services to moms and babies

The Fetal and Infant Mortality Review (FIMR), is an evidence-based process developed by the American College of Obstetricians and Gynecologists (ACOG), currently utilized by 300 communities across the nation. For 20 years, Capital Area Healthy Start Coalition has conducted FIMR in Leon, Wakulla, Gadsden, Jefferson, Madison, and Taylor Counties. FIMR is a three-phased process consisting of medical record abstraction, family interviews, and a multi-disciplinary case review. It is double blinded and de-identified to protect confidentiality. Access to medical records is through public health research laws. The case review team reviews 30 cases of infant death per year, and analyzes data from the year and makes recommendations for targeted local interventions to prevent infant mortality. Meetings are held at Tallahassee Memorial HealthCare. An estimated sixty-five local professionals and interested community members collaborate at these meetings. Attendees must sign a confidentiality statement and abide by its contents.

Whole Child Leon has also provided support and advocacy for initiatives to help improve maternal and child health in our community. Most notably, through a partnership with COPE: to help reduce childhood obesity.

### **Community Health Coordinating Committee**

The Community Health Coordinating Committee (CHCC) serves as a Board of County Commissioners advisory committee and is established as a focus group. CHCC held its first meeting on April 7, 2011. During the September 12, 2011 meeting, the committee adopted a statement of purpose and scope of work.

#### *Statement of Purpose:*

The purpose of the Leon County Community Health Coordinating Committee is to serve as a hub of information regarding existing community partners, their capabilities, admission criteria, and sources of funding. The committee will provide a forum to analyze system gaps with the intent of recommending locally based solutions. The committee will recommend the promotion of preventative health strategies targeted on committee determined community priorities. The committee will make recommendations to staff regarding strategies to promote primary care and local available services for Leon County residents.

*Scope of Work:*

- Advocate for the establishment of a locally based primary care system with linkages to a broad spectrum of services, that include women's health, mental health, substance abuse counseling, health screenings (i.e., dental, vision), and children's health services.
- Make recommendations to assist staff in the development of a strategic plan for the Office of Human Services and Community Partnerships Primary Health Program.
- Review data to identify and recommend health priorities in Leon County.
- Analyze data to help focus county health efforts.
- Make recommendations for funding decisions based on priorities determined by the CHCC.
- Make recommendations for improving the efficiency and effectiveness of the delivery of primary health services and functions, such as performance measurements and evaluations, organizational structures, contracting and budgetary and financial accountabilities.
- Identify and recommend stable long and short term external funding opportunities for community health services.

During the 2011/12 fiscal year, after the Board and Department completed its strategic planning, the CHCC assisted staff in the development of an Action Plan for FY 2012-13. The plan is in keeping with the Board's priorities and strategic initiatives. The committee continues to meet regularly to provide support to staff as the program works towards these objectives.

**Action Plan**

In preparation for action planning, the Community Health Coordinating Committee (CHCC) and staff reviewed various health data/statistics. The committee also received presentations from community health providers regarding current and proposed community health initiatives. To ensure that the objectives and actions of the Primary Healthcare Program and CHCC are aligned with the priorities of the Board of County Commissioners (BCC) and the Department's strategic initiatives, staff provided an overview of each to CHCC.

Over several months, CHCC reviewed findings from the Board's strategic planning process data from various sources including Florida CHARTS, RWJF County Health Rankings. Additionally, findings from the MAPP (Mobilizing for Action through Planning and Partnerships) community health assessments facilitated by the Leon County Health Department were reviewed. From this process, an Action Plan for the Primary Healthcare Program was developed. The plan is through the 2012/13 fiscal years and will be reviewed regularly for progress towards program objectives.

## Primary Healthcare Program Action Plan FY 2012-13

Goals and Objectives	Action Items	Timeline	Responsible Person(s)
<b>Goal 1:</b> Support CareNet in providing access to healthcare for uninsured and financially indigent residents.			
<b>Objectives:</b>			
1.1 Monitor CareNet providers to ensure program and fiscal compliance.	1.1. a. Execute agreements with CareNet providers which document program and fiduciary responsibilities.	Annually	Healthcare Services Coordinator/BCC
	1.1. b. Review provider patient services reports.	Monthly	Healthcare Services Coordinator
	1.1. c. Collaborate with Health Department for the development of a universal monitoring tool for primary care services.	March 2013	Healthcare Services Coordinator
	1.1. d. Conduct administrative and eligibility compliance reviews.	Annually	Healthcare Services Coordinator/Health Department
	1.1. e. Conduct clinical quality assurance reviews.	Annually	Healthcare Services Coordinator
1.2 Partner with institutions of higher learning to offer internships which provide a practical experience for students and help support the administrative functions of the Primary Healthcare Program.	1.2. a. Establish and maintain relationships with internship coordinators of health-related programs.	Ongoing	Healthcare Services Coordinator
	1.2. b. Attend preceptor functions to promote program and recruit interns.	Semester	Healthcare Services Coordinator
		Semester	

	<p>1.2. c. Post internship opportunities and screen applicants.</p> <p>1.2. d. Evaluate Internship Program.</p>	Annually	<p>Volunteer Coordinator</p> <p>Healthcare Services Coordinator/ Volunteer Coordinator</p>
<p>1.3 Re-establish CareNet collaborative meetings for improved access, coordination and continuum of care for uninsured and financially indigent residents.</p>	<p>1.3.a. Reinstitute quarterly CareNet meetings.</p> <p>1.3.b. Develop/refine and adopt CareNet referral and follow-up procedures.</p> <p>1.3.c. Develop collaborative partnership strategies to maximize program effectiveness.</p> <p>1.3.d. Develop and distribute CareNet brochure for program/resource awareness.</p> <p>1.3.e. Review uninsured patient hospital utilization and consult with hospitals on strategies to reduce inappropriate utilization by uninsured residents.</p>	<p>January 2013</p> <p>February 2013</p> <p>February 2013</p> <p>March 2013</p> <p>March 2013</p>	<p>Healthcare Services Coordinator</p> <p>Healthcare Services Coordinator/CareNet</p> <p>Healthcare Services Coordinator/CareNet</p> <p>Healthcare Services Coordinator/CareNet</p> <p>Healthcare Services Coordinator/CareNet</p>
<p><b>Goal 2:</b> Support Leon County Health Department to ensure the provision of mandated public health services.</p>			
<p><b>Objectives:</b></p>			
<p>2.1 Provide annual funding to the Leon County Health Department as mandated for the provision of public health services.</p>	<p>2.1.a. Execute annual agreement with the Health Department</p> <p>2.1.b. Review program and financial updates.</p>	<p>Annually</p> <p>Ongoing</p>	<p>Human Services Analyst/BCC</p> <p>Human Services Analyst/Healthcare Services Coordinator</p>
<p>2.2 Remain informed regarding legislation impacting public</p>	<p>2.2.a. Consult with Health Department Administrator.</p>	<p>Ongoing</p>	<p>HSCP Director/ Healthcare</p>

health and primary care services provided by the Health Department.	2.2.b. Consult with Legislative Liaison/FAC Human Services Advocate.	Ongoing	Services Coordinator  HSCP Director/ Healthcare Services Coordinator
<b>Goal 3:</b> Secure funding from alternative sources to support or expand existing programs and implement new initiatives designed to improve access to quality healthcare services for uninsured and financially indigent residents.			
<b>Objectives:</b>			
3.1 Identify and pursue funding opportunities which are in keeping with the goals of the Primary Healthcare Program.	3.1.a. Develop proposals for funding.  3.1.b. Submit applications for funding.  3.1.c. Provide administration for funded projects.  3.1. d. Collaborate with CareNet providers and other community health agencies to support programs and initiatives that improve/expand access to care.  3.1.e. Identify and recommend stable funding opportunities for health services.	Ongoing  Ongoing  Ongoing  Ongoing  Ongoing	Healthcare Services Coordinator  Healthcare Services Coordinator/Grants Coordinator  Healthcare Services Coordinator  Healthcare Services Coordinator  CHCC
3.2 Collaborate with CareNet and other community health entities to secure funding and other resources for programs which are in keeping with the goals of the Primary Healthcare Program.	3.2.a. Partner with agencies as feasible and appropriate.  3.2.b. Provide administrative and/or program support as feasible and appropriate.  3.2.c. Allocate Primary Healthcare funding for utilization as leverage to secure additional state and federal	Ongoing  Ongoing  BCC Approval	Healthcare Services Coordinator/CareNet/Capital Coalition for Health/Community Agencies  BCC/HSCP Director

		funding.		
<b>Goal 4:</b> Consult with Community Health Coordinating Committee for advisement and recommendations for ongoing program development.				
<b>Objectives:</b>				
4.1 Advocate for the establishment of a locally based primary care system with linkages to a broad spectrum of services, that include women’s health, mental health, substance abuse counseling, health screenings (i.e., dental, vision), and children’s health services.	4.1.a. Review data to identify and recommend health priorities.	Completed /Ongoing	CHCC	
	4.1.b. Analyze data to help bring focus to county health efforts.	Completed /Ongoing	CHCC	
	4.1.c. Make recommendations to staff for funding priorities as determined by the CHCC.		CHCC	
	4.1.d. Make recommendations for improving the efficiency and effectiveness of the delivery of primary health services and functions, such as performance measurements and evaluations, organizational structures, contracting and budgetary and financial accountabilities.	Ongoing	CHCC	
	4.1.e. Make recommendations to assist staff in the development of an action plan for the Primary Healthcare Program.	Completed /Ongoing	CHCC	
	4.1.f. Assess national healthcare reform and its impact on local health services.	Ongoing	HSCP Director/ Healthcare Services Coordinator/CHCC	

### **Uninsured**

When the Primary Healthcare Program was established in 2001, there were an estimated 45,000-48,000 uninsured residents in Leon County. According to Florida CHARTS, Community Health Assessment Resource Tool Set, which is maintained by the Florida Department of Health Office of Health Statistics and Assessment, the most recent data indicates that Leon County's 2011 uninsured rate is 10.6%, or approximately 29,000. The State rate for the same year is 17%. Leon County has experienced a significant increase in the number of residents who have health coverage.

With full implementation of the Patient Protection and Affordable Care Act, national healthcare reform, it's anticipated that the patients currently being funded by the County program will have coverage for healthcare. As the County's Primary Healthcare Program was established for the purpose of increasing access to care for uninsured residents, continued analysis and planning should occur to assess the future purpose and direction of the County's Primary Healthcare Program.