



2015
Community
Report



GOOD.
FOR THE
COMMUNITY.



Physicians CareConnection
Volunteers Serving Central Ohio

Physicians CareConnection (PCC)

is a volunteer-based charitable organization providing patient centered care coordination for people who are vulnerable (**ANY** person who has healthcare challenges due to individual barriers) in Central Ohio. Our organization was established 20 years ago by the Columbus Medical Association to enable health care professionals and volunteers to provide quality healthcare for those most vulnerable in our community.

Central Ohio is rich with healthcare resources, however, resources can be disconnected, lack coordination, lack capacity, and may not be affordable. Our staff and leadership understand that the issue is not just healthcare, it is the number of health risk factors outside of healthcare that impacts an individual's wellbeing. While healthcare coverage is critical, coverage does not equal access. Access to medical care is necessary, but it is not sufficient. Continuing to focus solely on creating access to healthcare only marginally improves healthcare outcomes.

Poverty, unemployment, poor nutrition, substandard housing, limited educational opportunities, and chronic stress are all barriers to the health and wellbeing of people who are vulnerable. Using our unique model of patient centered care coordination; PCC has achieved successful healthcare outcomes for high risk hard to reach populations in Central Ohio. Our model supports medical professionals operating at the top of their licenses to focus on the treatment and diagnosing of disease. PCC acts as an extension of the medical team, assessing and addressing social, behavioral and 'place - based' risk factors that negatively impact health care outcomes. Patients who have received our services have realized improved physical and mental health status, easier access to care, and a reduction in their use of emergency room services.

As the need for well-coordinated and integrated treatment continues to grow, PCC continues to bridge the gap and ensure responsive healthcare for the most vulnerable among us.

Follow us on Twitter @PCHealth for updates during clinic hours & other important news!

Email our Administrative Coordinator, Audrey Barker at abarker@pcchealth.org to learn about our volunteer opportunities!



To make a donation, go to www.pcchealth.org or email Executive Director, Isi Ikharebha at Isi@pcchealth.org

Like us on Facebook at Physicians CareConnection for other patient stories, updates and more!

Patient-Centered Care Coordination

In November of 2015, Physicians CareConnection was selected by CelebrateOne and was charged with developing an effective centralized prenatal care intake and referral service to enhance women's ability to access prenatal care.

CelebrateOne is greater Columbus' collective impact initiative to improve the health of babies, goal is to assure that all babies survive and thrive well past their first birthday. The initiative is guided by the recommendations of the Greater Columbus Infant Mortality Task Force, which was established to address the community's alarmingly high infant mortality rate. The infant mortality rate is the number of deaths for children under one year of age per 1,000 live births. In 2013, the infant mortality rate in Franklin County was 7.8 deaths per 1,000 births. Franklin County ranks 71st out of Ohio's 88 counties and Ohio ranks 47th in the United States (source: Healthy Policy Institute of Ohio 2014 Health Value Dashboard).

Nearly 18,000 births occur in Franklin County each year, with nearly 50% of them experiencing economic, social and health challenges. Ohio women, who recently had a baby, reported several barriers to beginning prenatal care including: lack of available appointments; inability to pay for the visit; not receiving a Medicaid card early enough to begin care; being too busy; or not having necessary child care or transportation.

The new program coordinated by PCC is called StepOne for a Healthy Pregnancy. StepOne provides information to pregnant women (with an emphasis on those women that qualify for Medicaid coverage) regarding prenatal and obstetric care options available to them within Columbus and Franklin County. We offer referrals to prenatal appointments, family coaching and support, and other community resources.

StepOne began providing services on January 11, 2016. Since that time, over 800 women have been connected to prenatal care appointments and resources. If you know a woman or are a woman who is pregnant or thinks she is pregnant, please call 614-721-0009 for assistance.

STEP ONE
For a Healthy Pregnancy

Call 614-721-0009 or visit
celebrateone.info/StepOne

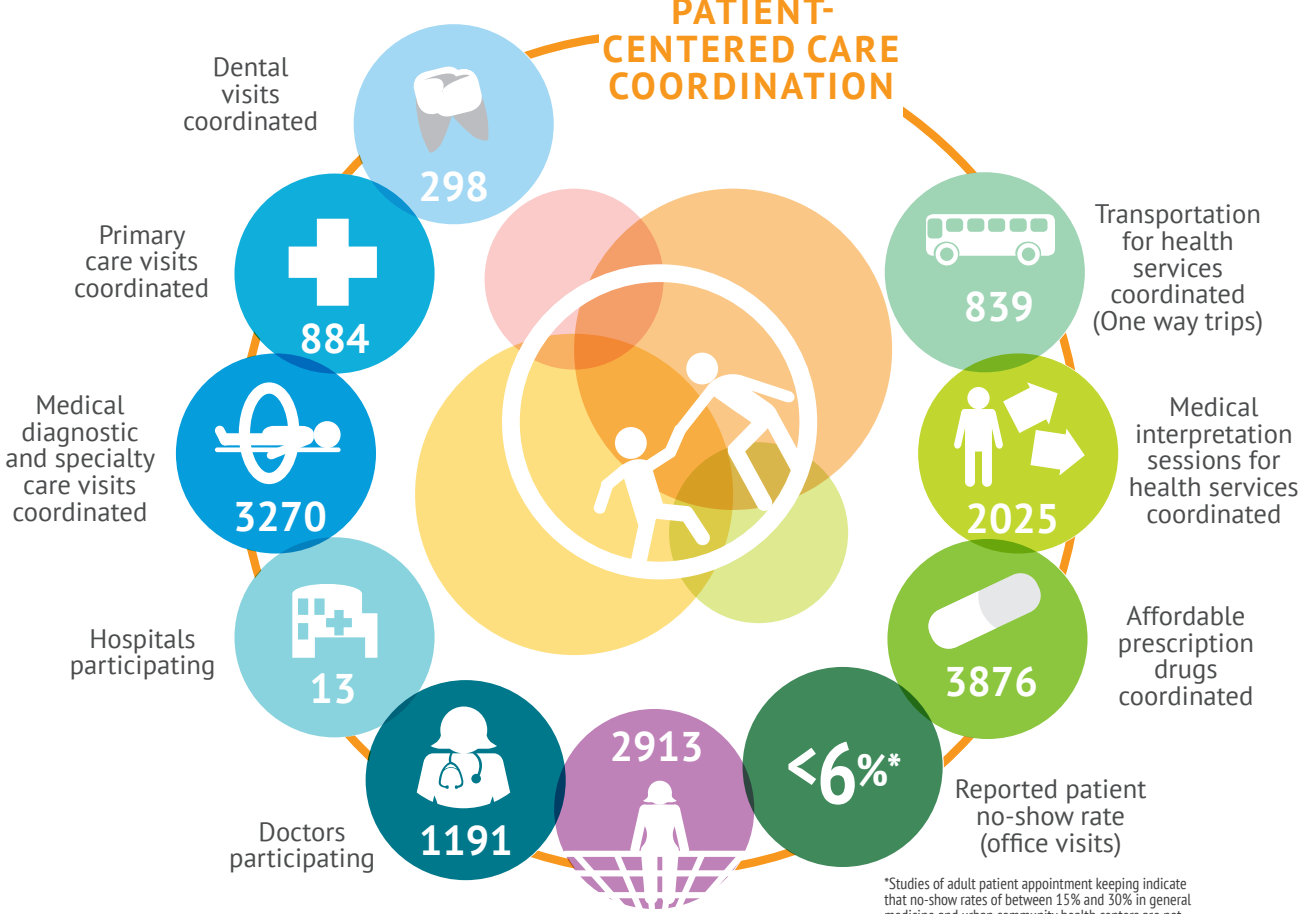
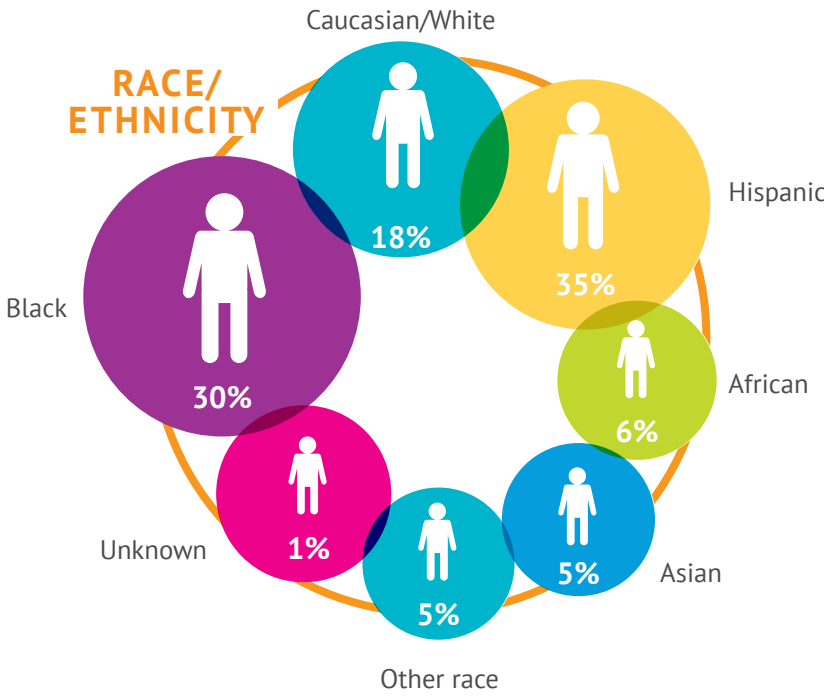
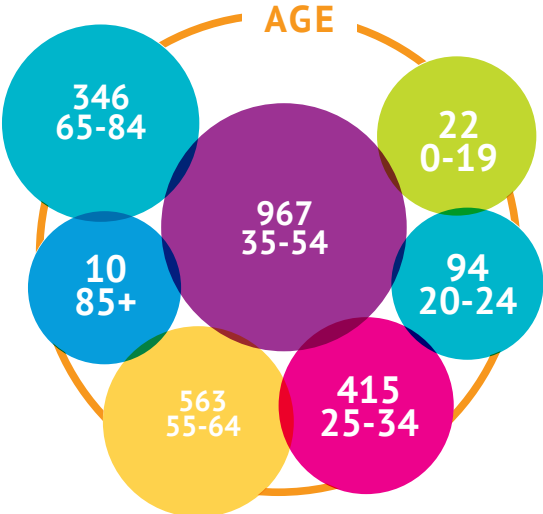
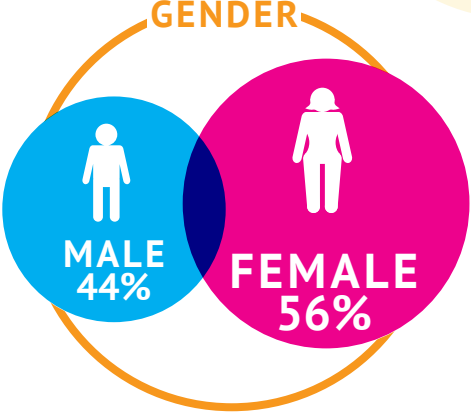




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Physicians CareConnection is dedicated to optimizing the health of those most vulnerable in Central Ohio. We believe in giving patients a hand up and not a hand out.



Number of vulnerable people helped by coordinating and connecting health care safety-net services

*Studies of adult patient appointment keeping indicate that no-show rates of between 15% and 30% in general medicine and urban community health centers are not uncommon, Patient Health Status and Appointment Keeping in an Urban Community Health Center, Journal of Health Care for the Poor and Underserved - Volume 15, Number 3, August 2004, pp. 474-488

Goal Care Coordination
Coordinate at least 3,500 patient referrals.

ROI Coordinated 4,154 patient referrals working with community health centers (primary care), Physicians Free Clinic, Voluntary Care Network doctors and hospitals, and other social services in Franklin County.

Goal Health Status
Increase overall health status of patients participating in a coordinated system of care.

ROI 62% of patients reported improved overall health status after receiving care coordination for 12 months.

Goal Access to Care
Increase access to health care of patients participating in a coordinated system of care.

ROI 55% of patients reported improved access to care after receiving care coordination for 12 months.

Goal Emergency Room Utilization
Decrease emergency room utilization of patients participating in a coordinated system of care.

ROI Patients who received care coordination reported a 12% reduction in emergency room visits after 12 months

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