



**ACTION  
PLAN**

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**ACCESS TO  
HEALTH SERVICES**



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## Access to Health Services

Access to a continuum of quality health care services is an important determinant of individual health, as well as the health of our nation. Improving the availability of quality health care is essential in eliminating health disparities and increasing both the quality and number of years of healthy life for all persons in our country. According to a comprehensive review by the Kaiser Commission on Medicaid and the Uninsured in 2003, the uninsured receive less preventative care, are diagnosed at more advanced disease stages, and, once diagnosed, tend to receive less therapeutic care, such as drugs or surgical interventions.

Improving access to care is a priority area in the Illinois State Health Improvement Plan, and 2018 target measures include increasing the percentage of Illinois adults with health insurance, increasing the percentage of Illinois adults that have a usual health care provider, decreasing the percent of Illinois residents unable to see a doctor due to cost, decreasing the number of health professions service shortage areas in primary care, and reducing the percentage of children without any health insurance coverage.

### Why is this issue important in DuPage County?

Data from the community assessment revealed that there are residents who lack health insurance coverage, and changes in the health care landscape continue to make access to care an area of focus.

### Community Profile

- In 2013, an estimated 88.4 percent of the DuPage County adult population had health insurance coverage, leaving 11.6 percent uninsured.<sup>1</sup>
- Only 79 percent of adults in DuPage County ages 25 to 34 have health insurance, the lowest percentage by age group.<sup>2</sup>
- Medicaid enrollment in DuPage increased by 14,924 individuals between 2010 and 2013.<sup>3</sup>
- In 2013, an estimated 86.4 percent of DuPage County residents, and 69.2 percent of residents had their last routine checkup within one year. However, 12.1 percent of DuPage County residents could not see a doctor due to cost.<sup>1</sup>

### Landscape Review: Community Survey

- When asked, “What are the three greatest strengths of DuPage County?” 20 percent of respondents selected Access to Healthcare.
- When asked, “Where should the community focus its attention to make things better in DuPage County?” 23 percent of respondents selected Access to Mental Health Treatment, 18 percent

<sup>1</sup> Illinois Department of Public Health. Illinois Behavioral Risk Factor Surveillance System. Illinois Center for Health Statistics. Unpublished Data.

<sup>2</sup> U.S. Census Bureau. Factfinder: Illinois 2013 American Community Survey 1-Year Estimates. Washington DC: U.S. Census Bureau. Table B27001.

<sup>3</sup> Illinois Department of Healthcare and Family Services. Number of Persons Enrolled in DuPage County: Five Year Enrollment History.



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selected Access to Alcohol/Drug Abuse Treatment, and 13 percent selected Access to Healthcare.

## Forces of Change – Trends, Factors, and Events that Affect Our Community

- New legislation has changed the way healthcare is delivered.
- The cost of medical care is rising, and advances in technology may not be available to all.
- More conversations are needed about advanced directives, given the emphasis on medical intervention which impacts quality of life and healthcare costs.

## Local System Assessment: Strengths, Weaknesses, and Opportunities of the Local System

- Strengths
  - Work has been done to integrate physical and behavioral health care.
  - The system is overall doing well in connecting people to public benefits.
- Weaknesses
  - Healthcare is fragmented, and not all sectors understand their role.
  - Access to specialty care is limited, particularly for those with disabilities and those enrolled in Medicaid.
  - There is not enough awareness of shared goals and progress related to population-based health services.
  - Evaluations of personal health services are conducted in silos and not as a system.
- Opportunities
  - Support better access to care by increasing participation in programs serving low-income families
  - Coordinate services and resources by creating a central directory.
  - Provide active marketing and outreach to target populations in order to improve awareness of what is available.
  - Improve follow-up and guide individuals in managing benefits and coordinating care.

## Taking Action: How do we capitalize on changes within the healthcare landscape to support diverse populations?

The DuPage Health Coalition's (DHC) mission is to develop and sustain in DuPage County a system for effectively and efficiently managing the health of low income populations across the continuum of care. Given this mission and the coalition's history of successful collaboration to address the needs of the safety-net population, DHC has taken the lead on Impact DuPage's Access to Health Services priority area.

Through a joint strategic planning process, the DuPage Health Coalition and the DuPage Federation on Human Services Reform developed the DuPage Safety Net Plan for Health and Human Services 2016-2018. This plan celebrates and coordinates the efforts of a host of inter-connected organizations, programs, and facilities in DuPage County. The four major goals of the plan are:

1. Comprehensive Assessment and Enrollment in Appropriate Services



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2. Timely Access to Essential Health Services
3. Timely Access to Essential Human Services
4. Effective Management of the Social Determinants of Health

The plan contains current efforts, new programs, indicators, and benchmarks for programs and services offered by the DuPage Health Coalition and the DuPage Federation on Human Services Reform, as well as other community partners. Key metrics for efforts contained in the plan continue to be developed, data will need to be collected, and appropriate benchmarks will evolve over the next few years. Some measurable objectives have been designated below, but it is important to note that the DuPage Safety Net Plan for Health and Human Services 2016-2018 serves comprehensively as the action plan for the Access to Health Services priority. Those Safety Net Plan goals centered on human service access are not included in this overview, but can be viewed in the document itself.

## DuPage Health Coalition – Board

Name	Title	Organization
Kevin Most, D.O. Chairman	Vice President, Medical Affairs	Northwestern Medicine Central DuPage Hospital
Laura Neiberg Vice-Chairman	Vice President, Ancillary Services and Community Health	Advocate Good Samaritan Hospital
Karen Ayala Secretary	Executive Director	DuPage County Health Department
Dave Dopp Treasurer	Executive Director	Wheaton Eye Clinic
Jeff Anderson	Regional Director, Managed Care	AMITA Health Adventist Midwest Health
Dennis Fine	Chief Operating Officer	DuPage Medical Group
Steve Hamman	Vice President, Network Management	Blue Cross and Blue Shield of Illinois
Mary Keating	Director of Community Services	DuPage County
Candace King	Executive Director	DuPage Federation on Human Services
Brian Lemon	President	Northwestern Medicine Central DuPage Hospital
Patti Ludwig-Beymer	Vice President & Chief Nursing Officer	Edward-Elmhurst Health Edward Hospital
Kara Murphy	President	DuPage Health Coalition
Mark Nelson, M.D.	Physician	DuPage Medical Group
Patrick O'Donnell, M.D.	Physician	Edward Medical Group
Krishna Ramachandran	Chief Administrative Officer	MPAS/DuPage Medical Group
Jim Russ	Community Member	
Sheri Scott	System Director, Communications and Creative Services	Edward-Elmhurst Healthcare
Donna Thompson	Chief Executive Officer	Access Community Health Network
Charlie Thurston	Community Member	



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Lanny Wilson, M.D.	Chairman, Governmental Affairs	DuPage County Medical Society
Linnea Windel	President & CEO	VNA Health Care
Kathleen Yosko	President & CEO	Marianjoy Rehabilitation Hospital & Clinics

## Healthy People 2020 Objectives

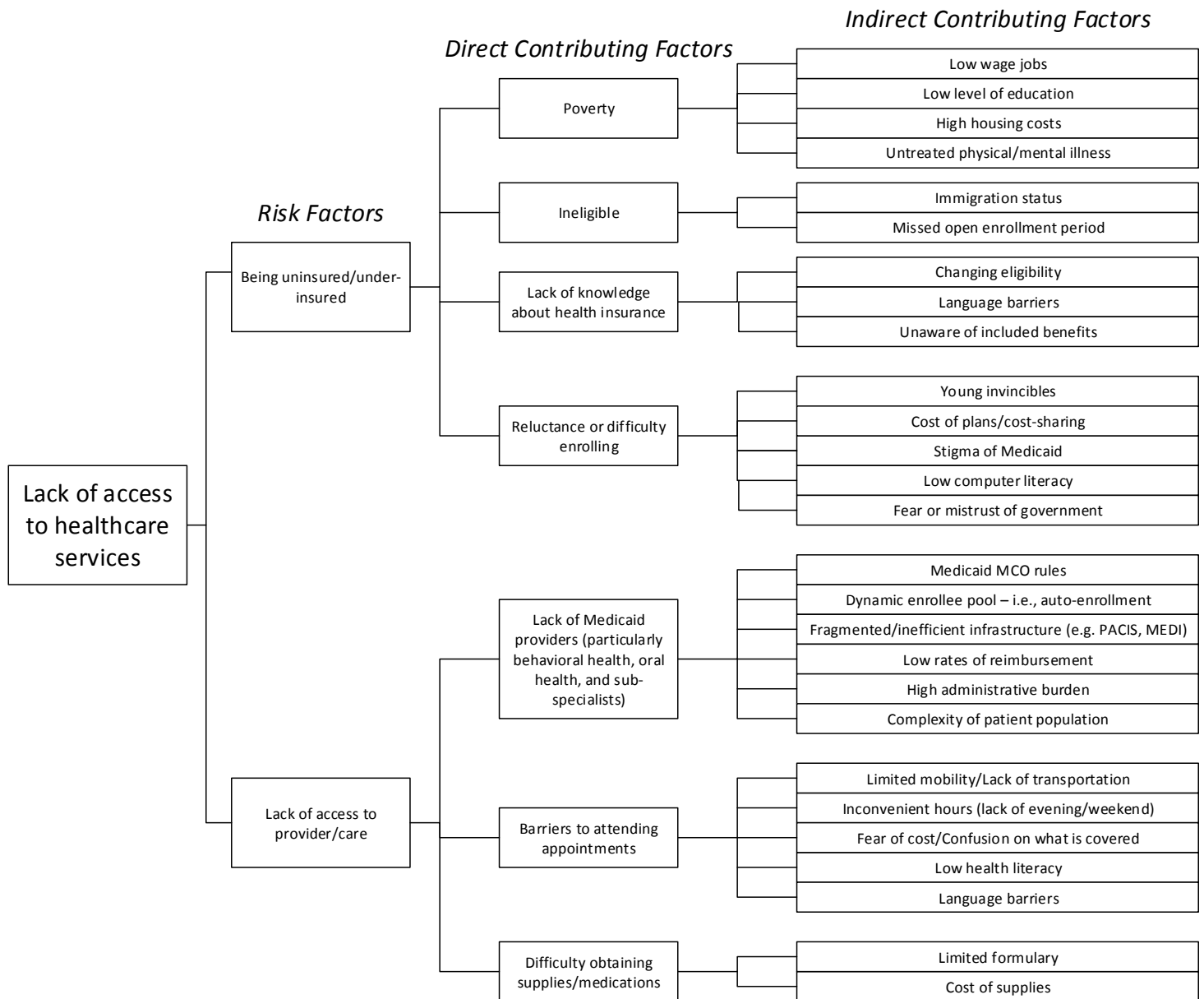
The DuPage Safety Net Plan for Health and Human Services 2016-2018 aligns well with national Healthy People 2020 objectives to improve access to comprehensive, quality health services. Moreover, one of the strategies of Goal 4 of the Safety Net Plan is to develop a shared tracking system of key social determinants of health data through the Impact DuPage dashboard, utilizing Healthy People 2020 recommendations for indicators where possible. Below is a list of Healthy People 2020 objectives that align with the Access to Health Services plan.

- Access to Health Services (AHS)-1: Increase the proportion of persons with health insurance
- AHS-2: (Developmental) Increase the proportion of insured persons with coverage for clinical preventive services
- AHS-3: Increase the proportion of persons with a usual primary care provider
- AHS-4: (Developmental) Increase the number of practicing primary care providers
- AHS-5: Increase the proportion of persons who have a specific source of ongoing care
- AHS-6: Reduce the proportion of persons who are unable to obtain or delay in obtaining necessary medical care, dental care, or prescription medicines
- Potentially all Social Determinants of Health Objectives



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## Priority Issue Analysis







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## Goal 1: Comprehensive Enrollment in Available Benefits and Services

All members of the target population eligible for health insurance coverage, coordinated health access and other resources are properly and promptly enrolled in the appropriate program. Barriers to enrollment are thoroughly evaluated, and DuPage County partners develop effective strategies connecting individuals and families to programs for which they qualify.

This goal is a strategic priority for both the DuPage Health Coalition and the DuPage Federation, with projects initiated, led, and funded by both organizations (as well as community partners).

### Outcome Objective 1

By December 31, 2018, increase the percentage of DuPage County residents that have any type of health coverage using the following metrics:

- Enrollment in Access DuPage will exceed 6,500 members annually by 2018 (versus current 5,000 members)
- Enrollment in Silver Access ACA Premium Assistance will exceed 750 members annually by 2018 (new program in 2016)
- Fewer than 2 percent of DuPage County children will be uninsured by 2018 (versus current 3.4%)

### Impact Objective 1.1

By December 31, 2017, the DuPage Health Coalition will implement, or support implementation by a community partner, two or more new county-wide programs to increase comprehensive enrollment in benefits by DuPage County residents.

### Strategies

- SOAR (SSI/SSDI Outreach, Access, and Recovery), a program designed to increase the timeliness and efficiency with which people who are homeless or at risk of homelessness due to mental illness or other disabling conditions are enrolled in Social Security disability benefits
- Silver Access (ACA Premium Subsidy Assistance), a new program to assist low-income ACA subsidy-eligible patients to purchase health insurance through the Federal Marketplace
- Post ACA Health Access Assessment, a research study to assess former enrollees' current enrollment in and access to health care services
- Get Kids Covered DuPage, a potential partnership with IPHA to increase pediatric health insurance enrollment through outreach to uninsured parents, engagement with DCHD screened school age children, and collaborative partnership with early intervention and human services partners
- Expand Engage DuPage, a benefit program in local area emergency rooms and other sites of care, to an additional hospital in FY2017



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## Goal 2: Timely Access to Essential Health Services

Every individual within the target population has timely access to each of the following healthcare services, as needed:

- Primary Care First
- Medical specialists
- Hospital services
- Behavioral health treatment
- Prescription drugs
- Maternal/Child and Women's Health Services
- Oral health services
- Preventative and wellness services and chronic disease management
- Effective care coordination

While both organizations commit time and energy to support this goal, the DuPage Health Coalition is more commonly the lead agency in planning, development, and operations, alongside collaborative partners. Funding for initiatives related to this goal is more typically originated at the DuPage Health Coalition, with support and consultation from the DuPage Federation.

### Outcome Objective 2a

By December 31, 2018, increase the estimated percentage of DuPage County adults who report a usual person as a health care provider from 85.0 percent (2014) to 89.25 percent (a five percent increase).

Data Source: Illinois County Behavioral Risk Factor Survey

### Outcome Objective 2b

By December 31, 2018, decrease the number of DuPage County adults who reported that they needed to see a doctor but could not due to cost from 9.3 percent (2014) to 8.3 percent.

Data Source: Illinois County Behavioral Risk Factor Survey

### Impact Objective 2.1

By December 31, 2017, the DuPage Health Coalition will implement or support at least two new primary care focused initiatives.

### Impact Objective 2.2

By December 31, 2017, the DuPage Health Coalition will implement or support at least one new initiative to support increasing access to specialty care in DuPage County.

### Strategies

- Medical Home Supply and Demand Analysis – maintain annual data and maps that display both supply (Health Safety Net Resources) and demand (number and types of anticipated populations) by geographic region within DuPage
- Same and New Site FQHC Growth – DHC partners will add one or more FQHCs in DuPage County, and also grow service delivery capacity at existing sites



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- Medicaid Specialty Care Services – begin a planning process and develop strategies to increase access, support provider equity, and ensure efficient use of available resources
- Medicaid Managed Care Access in Hospitals – develop metrics reviewing hospital participation in Medicaid plans and create strategies maximizing patient access and hospital equity
- MCO Partnerships – seek opportunities to partner with MCOs to develop collaborative care coordination models that improve healthcare access and delivery
- Data Integration for Health Impact (DASH DuPage) – explore opportunities to integrate data collection and communication efforts between providers of traditionally defined health care and human service partners serving the same patient populations
- High Intensity Patient Navigation Services – Access DuPage identify a small number of patients whose utilization and disease burden suggests they would benefit from higher level support services
- Care Coordination for Silver Access Enrollees – identify strategies improving the health literacy of new entrants in the health care marketplace
- Community Strategies Supporting Aging Well – enhance partnerships between providers of health and human services for seniors and caregivers

## Goal 3 – Social Determinants of Health (Goal 4 in Safety Net Plan)

DuPage County will grow our capacity to effectively track and manage the Social Determinants of Health

Responsibility for achieving this goal is shared between all partners, but the DuPage Federation and the DuPage Health Coalition will take a leadership role in advancing this effort.

This is a new goal to both organizations, with both leadership and funding still to be determined. It is anticipated that successful efforts to examine, understand, and strategically address social determinants of health will require equal health and human service collaboration, and will thus succeed through shared goal setting, leadership, and funding.

### Strategies

- Social Determinant Data Dashboard – priority will be placed on improved data collection and reporting and assessing key social determinant data. Where possible, Healthy People 2020 recommendations will be incorporated into the Impact DuPage tracking and website.
- Community Interpreting Training
- Additional Profile Reporting and Updating – update current DuPage Federation profiles of at-risk populations
- Childhood Trauma (ACEs) – compile a profile on Adverse Childhood Experiences, with recommendations for identification and treatment

### Assets and Resources

- DuPage Health Coalition (Access DuPage, Silver Access)
- DuPage Federation on Human Services Reform (LARC, SOAR)
- Access Community Health Network



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- Advocate Good Samaritan Hospital
- AMITA Health
- Blue Cross Blue Shield of Illinois
- DuPage County Community Services
- DuPage County Health Department
- DuPage County Medical Society
- DuPage County Treatment Leadership Team
- DuPage Medical Group
- Edward-Elmhurst Healthcare
- Hamdard Healthcare
- Metropolitan Family Services DuPage
- NAMI DuPage
- Northwestern Medicine – Western Region
- Prevention Leadership Team
- VNA Health Care
- Wheaton Eye Clinic

## Funding

Funding for the above strategies typically originates within the DuPage Health Coalition or the DuPage Federation on Human Services Reform, alongside collaborative health partners. More information on responsibility and/or funding can be found in the DuPage Safety Net Plan for Health and Human Services 2016-2018.

Created January 2016