



PRESENTATION TO
DURHAM COUNTY COMMISSIONERS

Monday, June 3, 2024

HISTORY

2002 Durham Health Summit highlights **access to healthcare** (especially specialty care for uninsured patients receiving primary care at Lincoln Community Health Center) as unmet need

2003 Task Force formed out of summit to develop solution(s) with physicians and healthcare administrators

2006 Community groups (**Partnership for a Healthy Durham**, Durham CAN, Durham Health Partners, and Latino Credit Union) met with leadership of Duke University Health System to discuss access issues

2007 Durham Health Summit gathered input on local healthcare initiatives for the uninsured



PROGRAM LAUNCH

Duke Private Diagnostic Clinic (now Duke Health Integrated Practice), Durham-Orange County Medical Society, and Durham Academy of Medicine, Dentistry, and Pharmacy agreed to recruit providers to donate specialty medical care

Duke University and Duke Regional Hospitals, NC Specialty Hospital, Lab Corp, Durham Diagnostic Imaging and Regional Anesthesia agreed to donate services ordered by participating providers

Durham County agreed to fund core operating support for patient enrollment, management of donated care network, and pharmacy support and specialty prescription medications

In 2008 Project Access of Durham County was launched (501-c-3 nonprofit agency)



SPECIALTY DONATED CARE NETWORK

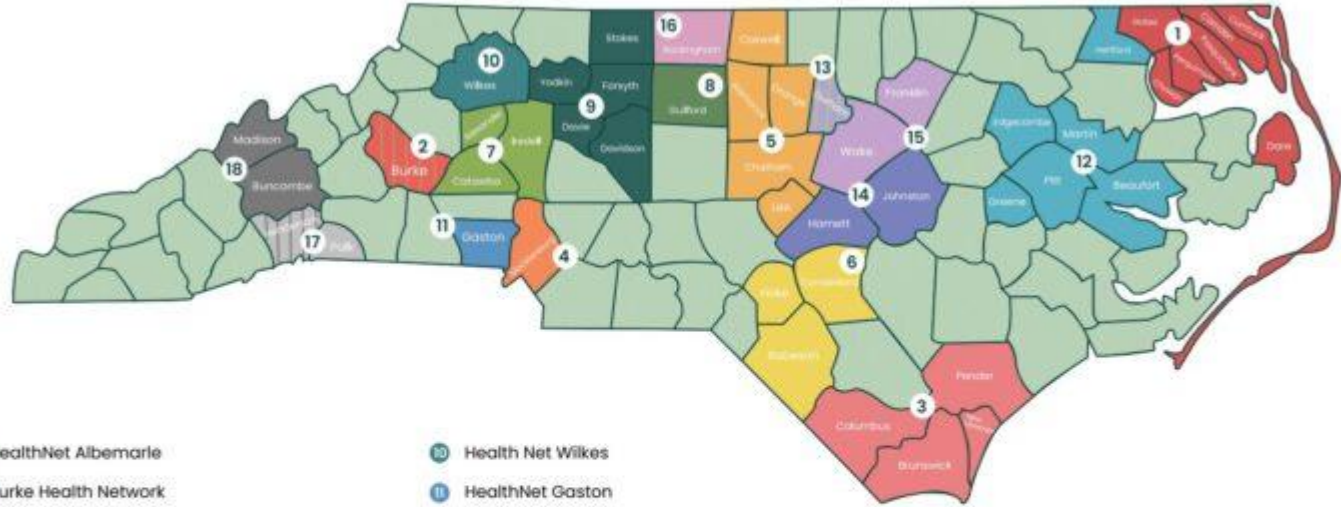
We connect low-income, uninsured Durham County residents to **donated specialty medical care** provided by physicians and other healthcare practitioners, along with ancillary services and hospital care.

We accept referrals from a primary care provider at **Lincoln Community Health Center** (including its satellite clinics). Patients must meet the following qualifications:

- Have **lived in Durham** for the past six months
- Have household **income below 200%** of the Federal Poverty Level
- Be **uninsured** and not qualify for affordable health insurance coverage



ACCESSHEALTH NETWORKS



- 1 HealthNet Albemarle
- 2 Burke Health Network
- 3 Cape Fear HealthNet
- 4 Care Ring Physicians Reach Out
- 5 Carolina Health Net
- 6 Cumberland HealthNET
- 7 Greater Hickory Cooperative Christian Ministry
- 8 Guildford Community Care Network
- 9 HealthCare Access
- 10 Health Net Wilkes
- 11 HealthNet Gaston
- 12 HealthAssist
- 13 Project Access of Durham County
- 14 Project Access Johnston County / Harnett County
- 15 Project Access of Wake County
- 16 Care Connect Rockingham County
- 17 The Free Clinics
- 18 Western Carolina Medical Society Project Access

SPECIALTY DONATED CARE NETWORK

Patients are **enrolled for one year**, unless circumstances change to make ineligible

Prescription medications resulting from specialty care consultations may be filled at Lincoln Pharmacy (utilizing reduced 340-b pricing), or by special arrangement at Duke Pharmacies (donated) or a local pharmacy

Care managers assist patients to follow treatment plan, including:

- Make appointment reminder calls
- Coordinate with hospital on discharges
- Assist to obtain medications, supplies (DME orthotics)
- Return to primary care provider/medical home
- Access basic needs (housing, food, rent)
- Access benefits (SSI/SSDI/Medicaid)
- Referrals to community resources
- Interpretation/translation
- Arrange transportation



DONATED SPECIALTY CARE JULY 2008-JUNE 2023 (15 YEARS)

Patients referred by Lincoln Community Health Center	25,650
Patients enrolled for care (56% of those referred -- 15% did not qualify; 29% unable to reach/did not follow through)	14,315
Patients transitioned to health insurance	16%
Patients needing more than one year of donated care	40%
Specialty episodes of care donated (episode = visits over 3 month period)	43,660
Prescription medications filled	77,440
Value of medications and donated medical care (calculated by Medicare rates FY09-FY15, then by The Duke Endowment FY16-FY23)	\$99.7 million

DONATED SPECIALTY CARE JULY 2008-JUNE 2023(15 YEARS)

Specialty	Completed Episodes of Care
Cardio/Thoracic Surgery	138
Cardiology	2,141
Dermatology	2,448
Endocrinology	1,465
Gastroenterology	3,837
Gynecology	2,885
Hematology/Oncology	1,652
Infectious Disease	73
Nephrology	1,373
Neurology (inc sleep studies)	2,745
Neurosurgery	539
Ophthalmology (inc optometry)	4,701
Orthopaedics (inc podiatry, physical therapy)	8,557
Otolaryngology	1,991
Pediatric SubSpecialties	1,354
Pulmonary & Allergy (inc sleep studies)	1,151
Rheumatology	1,482
Surgery, General & Vascular	3,141
Urology	1,987
Totals	43,660

SPECIALTY DONATED CARE NETWORK

Duke Health Integrated Practice

Durham Nephrology

Durham Radiology

Durham Women's Clinic

EmergeOrtho

Dr. Garrett Bressler

Raleigh Neurology

Regional Anesthesia

Duke Hospital

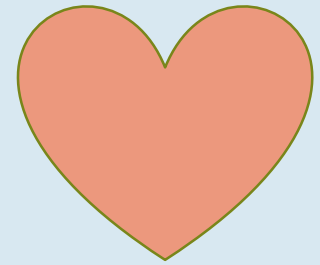
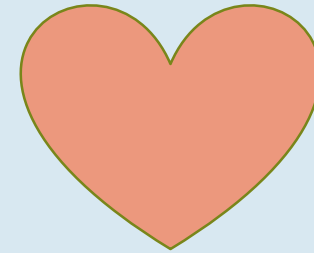
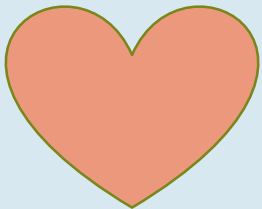
Duke Regional Hospital

NC Specialty Hospital

Durham Diagnostic Imaging

LabCorp

Triangle Endoscopy Center



SPECIALTY DONATED CARE NETWORK

Improved health system utilization

37% reduction in avoidable emergency department utilization and hospitalizations

Less than 10% no show rate at specialty care appointments

Improved provider satisfaction

Increase from 14% to 94% of Lincoln providers being successful in making referrals for uninsured

Increase from 43% to 94% of Lincoln providers being satisfied with the care for uninsured

Improved patient experience

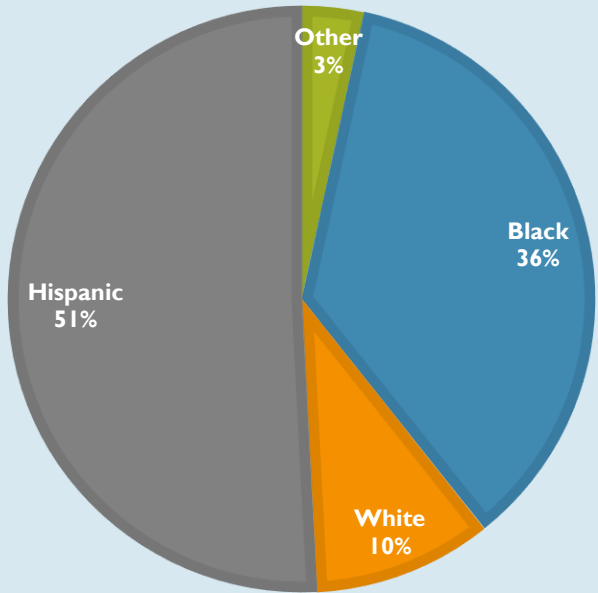
““If it wasn’t for this program, I think I would be back at stage 1 with no help at all, hurting and just depressed, because I did not know where I was going to get any help. That’s a big card [I.D. issued through Project Access]. And it’s big in respect that when I gave them my card, it was hassle free for me [at the doctor’s office].”



PATIENT DEMOGRAPHICS

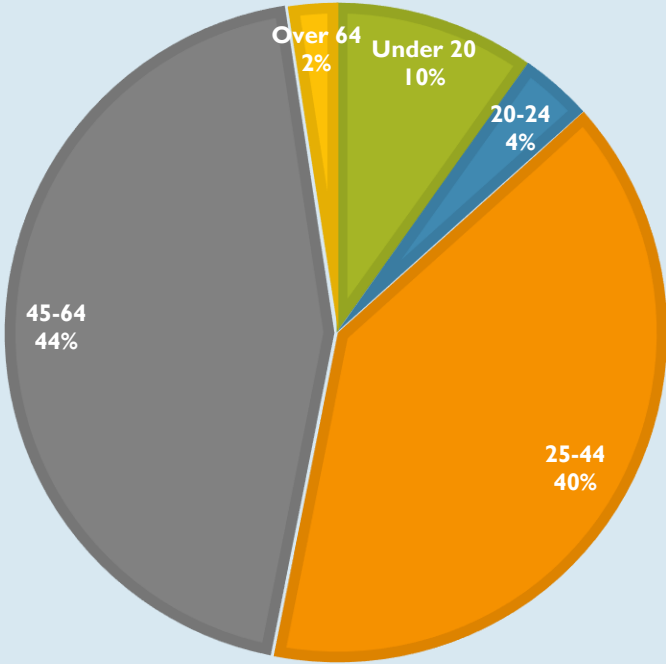
RACE / ETHNICITY

■ Other ■ Black ■ White ■ Hispanic



AGE

■ Under 20 ■ 20-24 ■ 25-44 ■ 45-64 ■ Over 64





In January 2016, PADC launched HELP – Health Equipment Loan Program (with start up funds from Durham County Department of Public Health’s Robert Wood Johnson Foundation award)

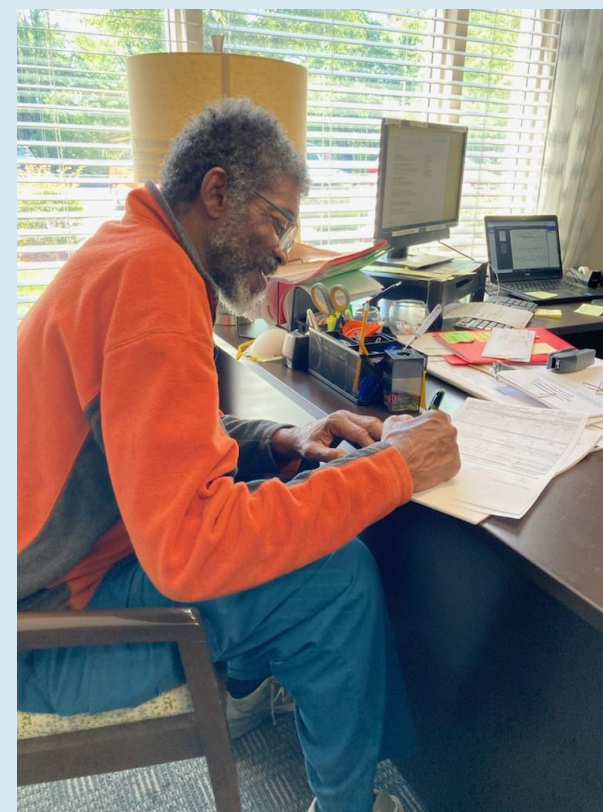
HELP collects, repairs, cleans and sanitizes used durable medical equipment and loans it out to Durham County residents who need it, including crutches, walkers, wheelchairs, tub transfer benches, rollators, and more!





Access to Care Committee of the Partnership for a Healthy Durham included creation of medical respite (short term housing) as part of 3 year Community Action Plan in 2013. Launched pilot in 2014 and expanded in 2016 to form **Durham Homeless Care Transitions**.

- Provide funding for **short-term housing** for persons needing medical stabilization or rest and recovery following hospitalization (at one of several transitional houses)
- Establish or re-establish **primary care** home
- Establish or reconnect to **mental health and/or substance abuse** services (via Alliance Behavioral Healthcare)
- Assist with application for **disability benefits**, or support to return to **work**
- Develop **plan for housing**
- Assist to qualify for **transportation** services
- Identify social and community supports and support reconnection and strengthening **relationships**



CHW INITIATIVE

We collaborate with partner organizations to provide trainings and resources to Community Health Workers (CHWs) and Community Health Promoters (CHPs). CHWs and CHPs serve as necessary bridges between their communities and important healthcare services. Through a combination of outreach, support, and advocacy, they increase health organizations' capacity to deliver high-quality, culturally-informed care and grow their communities' health literacy.

Bull City Strong (June 2022-July 2024)

Durham County Department of Public Health was funded by the Office of Minority Health to increase health literacy in Durham and increase knowledge about COVID-19. PADC supported training of 9 cohorts of CHPs working to improve health literacy among community members.



STAFF AND CONTACTS

Sally Wilson, MDiv, Executive Director

April Maldonado Huerta, Referral Specialist

Maria Glover, Enrollment Specialist

Maria Campos Flores, Enrollment Specialist

Lauren Salazar, Enrollment Specialist

Laura Alcorn, RN, Nurse Case Manager

Kathia Guerrero, Case Manager

Natacha Cross Rubio, Case Manager

Waleska Amaya, Community Health Worker

Phillip Miller, Housing Specialist

Lora Klein, HELP Manager

Office:

4206 N. Roxboro St Suite 100

Durham, NC 27704

Main Phone Numbers:

Donated Care Network 919-213-4077

DHCT 919-864-0180

HELP 919-748-1022

Website:

<https://projectaccessdurham.org/>