

Hudson Headwaters Health Network



Mission: To provide the best health care, and access to that care, for everyone in our communities.

Vision: To pioneer an innovative, sustainable and community-focused health system through comprehensive primary care and diverse partnerships.

Erin Dunn

Lead Performance Improvement Coordinator

Karen Fidd

Lead Care Manager



Agenda

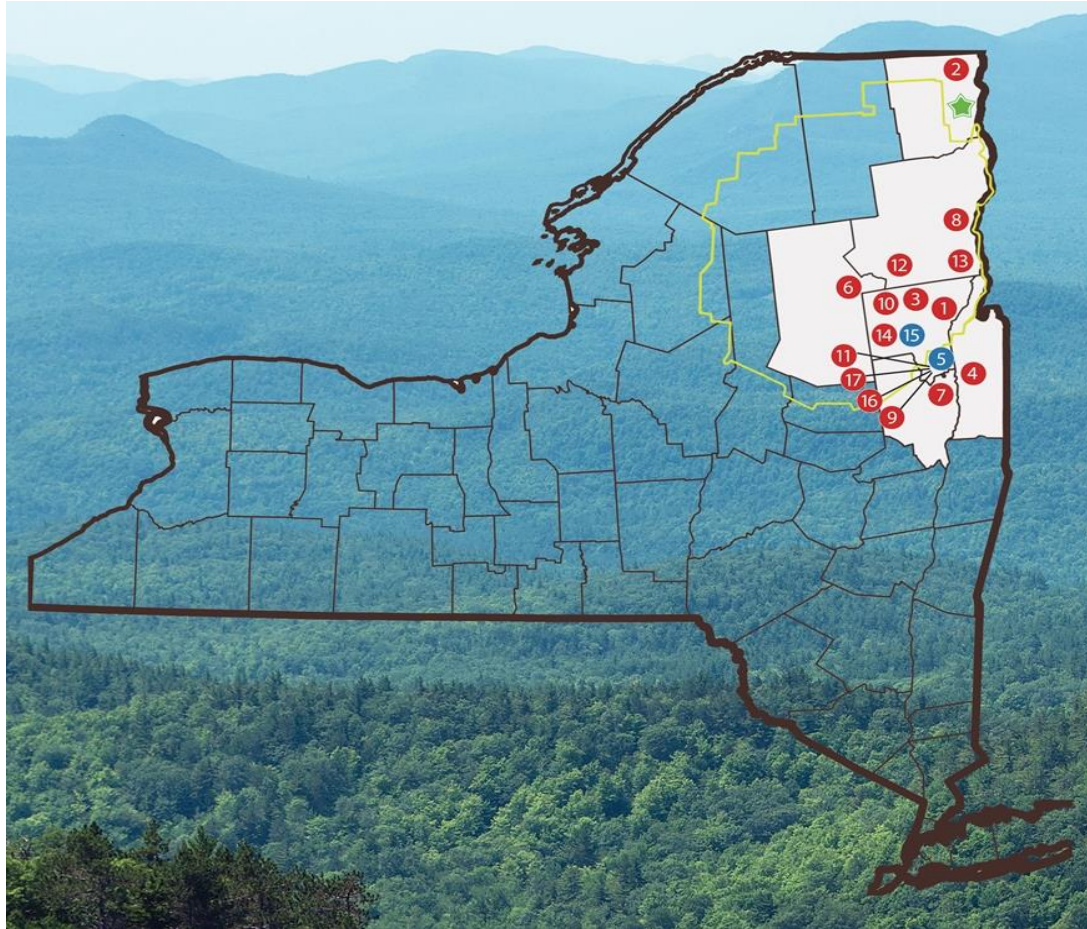
- **Hudson Headwaters Background & Introduction**
- **Patient Care Summaries**
- **Care Management**
- **Population Health**
- **Questions**

HHHN Background & Intro



“We began with a single health center in Chestertown in 1974, a time when communities north of Glens Falls faced an acute shortage of health care providers. Physicians were retiring; small hospitals were closing. Only Hudson Headwaters was able to answer the calls for help, establishing health centers in other Adirondack communities and the Glens Falls area. Today, our health centers care for thousands of people each day. We provide essential health care services, often in areas with no other options.”

– Dr. John Rugge, Founder, Hudson Headwaters



HEALTH CENTERS

- 1 Bolton Health Center
- 2 Champlain Family Health
- 3 Chester-Horicon Health Center
- 4 Fort Edward-Kingsbury Health Center
- 5 Health Center on Broad Street (Glens Falls)
- 6 Indian Lake Health Center
- 7 Moreau Family Health
- 8 Moriah Health Center
- 9 North Country Obstetrics & Gynecology
- 10 North Creek Health Center
- 11 Queensbury Family Health
- 12 Schroon Lake Health Center
- 13 Ticonderoga Health Center
- 14 Albert R. Tucker Dental Services Center
- 15 Warrensburg Health Center
- 16 West Mountain Health Services | Bldg. 1
- 17 West Mountain Health Services | Bldg. 2
- ★ Coming Soon: Plattsburgh Family Health
- Adirondack Park
- ALSO URGENT CARE

Health Care Services

- Primary Care
- Urgent Care
- Pediatrics
- Women's Health
- Behavioral Health
- Care Management
- Nutrition and Diabetes Education
- Dentistry
- HIV/Ryan White Program
- Imaging and X-Ray
- Infectious Disease
- Phlebotomy
- Nephrology
- Neurology
- Orthopedics and Sports Medicine
- ENT/Otolaryngology
- Palliative Care
- Podiatry
- Rheumatology
- Senior Care/Geriatrics
- Urology
- Vascular Services
- Endocrinology
- 80 Medical Staff, MD, DO, PhD, DPM, PsyD, DMD, DDS)
- 29 Contracted Staff
- 87 Advanced Practice Clinicians (NP, PA, LCSW, CNM)

PCMH 2014 Level 3

TEAM-BASED CARE

Hudson Headwaters approaches health with a team-based style which creates a partnership between the patient, the primary care provider, nurses, support staff and other health care professionals. Together, the team uses evidence-based guidelines to meet the patient's specific health care needs. The care team also provides the tools that enable the patient to better self-manage their health & coordinate their care when they need to see specialists or enter the hospital.

2017 Details

HHN ranked
6th
among all NY
State FQHCs as a
Health Center
Quality Leader!



Hudson Headwaters was recognized in the top 1% as a Health Center Quality Leader and in the top 2.5% overall of all FQHCs nationwide!!

- 296,152 primary care visits
- 16,744 behavioral health visits
- 12,381 dental visits
- 19,409 pediatric patient visits

Current Patient Summary

Current Medications

Your medical record indicates you are on the following medicine. If this list is not consistent with the medications you are currently taking, or if you are taking additional over-the-counter medicines, please inform your provider.

Name	Prescribed Date	Start Date
azelastine 137 mcg (0.1 %) nasal spray aerosol		
citalopram 40 mg tablet TAKE 1 TABLET BY MOUTH ONCE DAILY		
fluticasone 50 mcg/actuation nasal spray,suspension		
Mirena 20 mcg/24 hr (5 years) intrauterine device Take by intrauterine route.		
Vitamin D3 2,000 unit capsule Take 1 capsule every day by oral route for 90 days.	04/27/2017	

Notes: OTC Rexall, cold sore medication.

Problems

Name	Status	Onset Date	Source
Migraine	Active	05/02/2018	
Anxiety Disorder	Active		
Chronic Sinusitis	Active		

Patient Summary Concerns

- Current Procedure
 - Pt. Services: “Would you like your patient care summary today?”
 - Printed medication list with some dosing instructions
 - Printed problem list
- Work in Progress
 - Pt. Services: “Here is your patient care summary for today’s visit.”
 - Printed medication list that includes both the generic and brand name while stating what problem on your list you are taking each medication for as well as dosing instructions

Barriers & Challenges

- Financial/Socio-economic barriers/Insurance
- Geography/Remote locations
- Inability to get meds delivered
- Literacy/Comprehension
- Elderly population unwilling to leave home
 - Pharmacies giving monthly med bubble packs of all meds daily with info on back

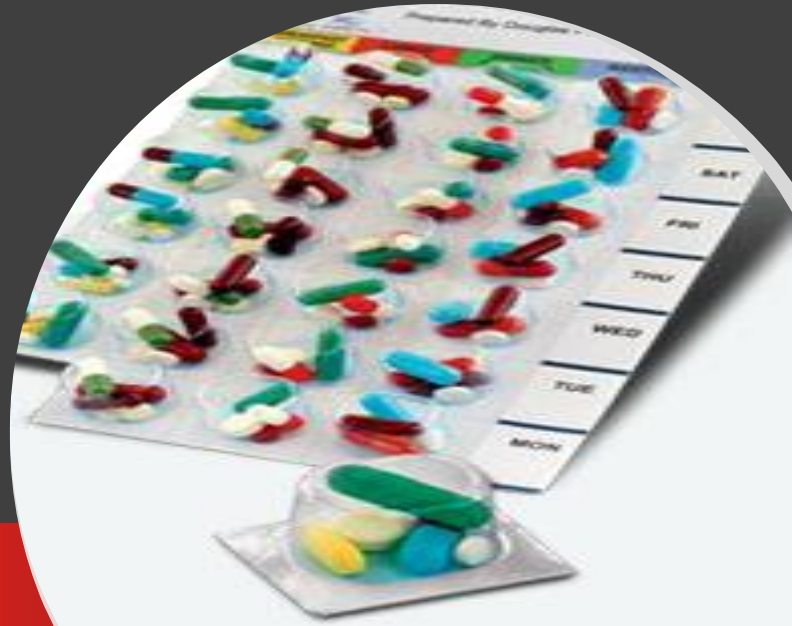
Care Management

"At Hudson Headwaters, Care Managers are members of the health care team that assist individuals living with chronic conditions meet their health care goals. Care Managers work alongside the primary care, specialty care and behavioral health care team to provide health coaching and coordination. They help patients better understand their conditions, health care goals and medications. Navigating the health care system can be challenging; Care Managers provide education and support to help patients overcome this challenge. In addition, they can assist patients with accessing community resources and supports to improve their overall health and wellness."



The Care Manager Role

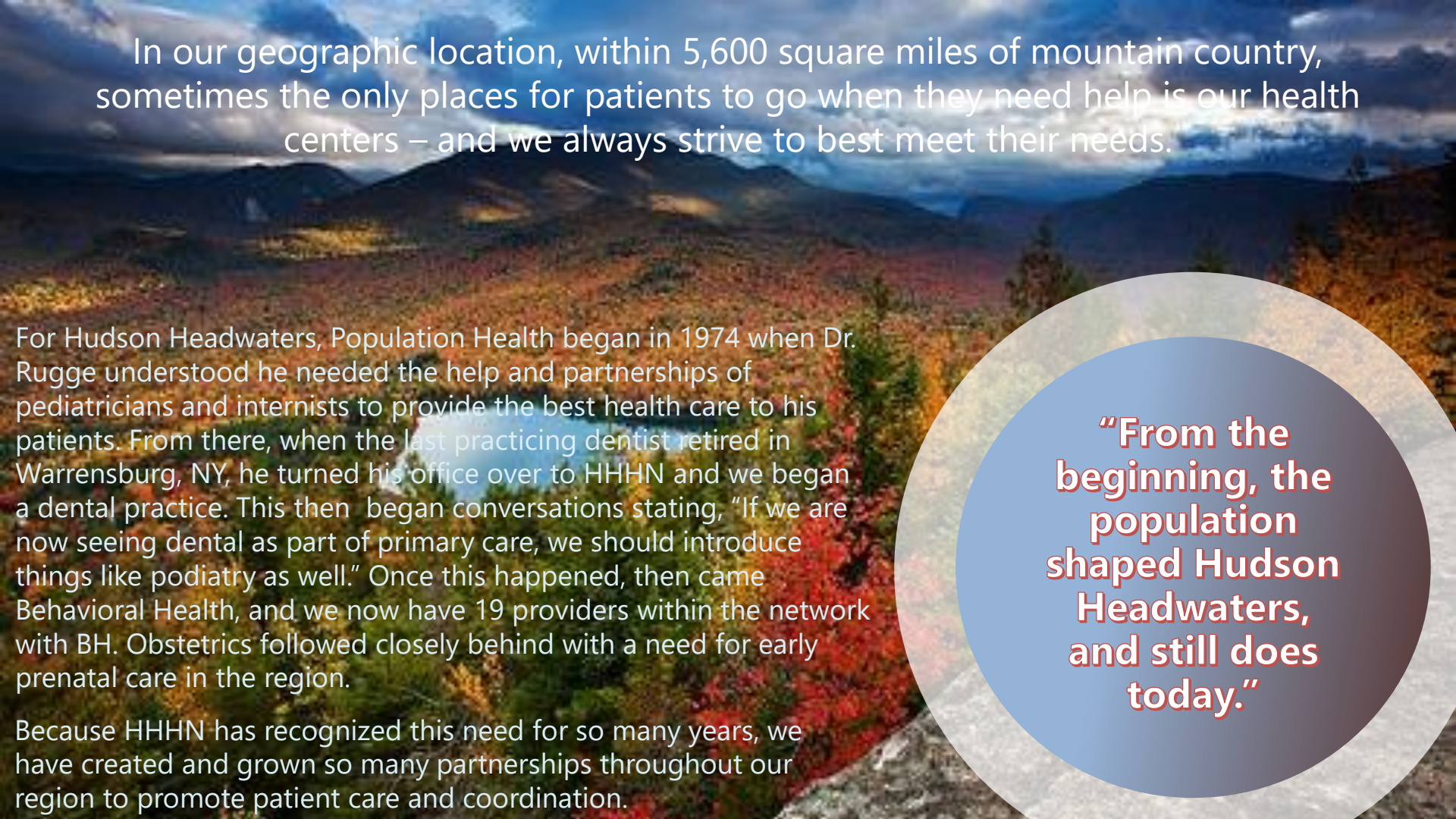
- Care Managers (CMs) print the medication lists along with the problem lists and document which meds are for what problems to make sense for the patient as to why they are taking each medication.
- CMs ask patients to bring their medications in so they can go through them together and ensure all are being taken properly.
- If the patient has medication allergies, the CM will print up the list of medications this covers so there is no confusion (i.e. NSAIDS)
- If a patient cannot afford the needed medication, the CM will work with RX Assist or other entities (i.e. North Country Ministries) to help fund the medication.
- CMs will work with pharmacies and patients to get bubble packs of multiple medications made up for those that have trouble managing their daily meds



Ah-Ha Moments

- Karen's Success Story





In our geographic location, within 5,600 square miles of mountain country, sometimes the only places for patients to go when they need help is our health centers – and we always strive to best meet their needs.

For Hudson Headwaters, Population Health began in 1974 when Dr. Ruge understood he needed the help and partnerships of pediatricians and internists to provide the best health care to his patients. From there, when the last practicing dentist retired in Warrensburg, NY, he turned his office over to HHHN and we began a dental practice. This then began conversations stating, “If we are now seeing dental as part of primary care, we should introduce things like podiatry as well.” Once this happened, then came Behavioral Health, and we now have 19 providers within the network with BH. Obstetrics followed closely behind with a need for early prenatal care in the region.

Because HHHN has recognized this need for so many years, we have created and grown so many partnerships throughout our region to promote patient care and coordination.

“From the beginning, the population shaped Hudson Headwaters, and still does today.”

Thank you!



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Any questions/comments?