



MONTANA'S COMMUNITY HEALTH CENTERS

What are Community Health Centers?

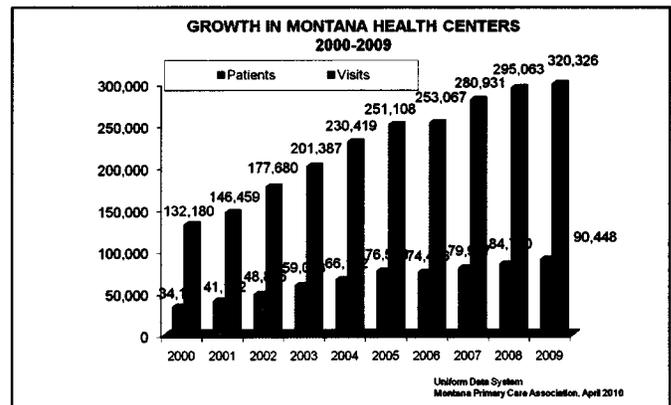
Community Health Centers (CHCs) are local, non-profit, community-owned health care providers serving low income and medically underserved communities. Montana has 15 such centers, also known as Federally Qualified Health Centers (FQHC), serving nearly 100,000 Montanans. Noted for their high quality, affordable, primary care and preventive services, Montana's health centers offer **medical care, dental care, case management, behavioral health (mental health) care, and numerous supportive services.** Because they are required to report health outcome data, health centers know how their patients are doing with their diabetes, hypertension, and other chronic diseases, as well as their immunization status, and preventive health screening.

Who did Community Health Centers Serve in 2009?

- A total of 90,488 patients or around **10% of Montanans**
- Over 85% living on very limited resources with 51% uninsured, 16% receiving Medicaid and 9% Medicare
- Of the total 320,326 visits, 54,110 visits were for dental and 14,507 visits were for mental health services

How do CHC Boards Make a Difference?

Health Centers are governed by local boards that must have health center patients as a majority of their members. Patient governance of health centers assures responsiveness to local needs.



CHCs improve the quality of life for patients and communities in the following ways:

Improve access to primary and preventive care. CHCs provide preventive services to vulnerable populations that would otherwise not have access to services such as immunizations, health education, mammograms, pap smears, and other screenings. Low income and uninsured health center patients are much more likely to have a usual source of care, are much less likely to have unmet medical needs, and are much less likely to visit the emergency room or have a hospital stay than those without a health center.

Provide cost-effective care. Care received at health centers is ranked among the most cost-effective. Two recent reports found that **total patient care costs are 24-50% lower than those served in other settings**, producing **up to \$24 billion in annual health system savings.** This is driven by lower utilization of costly specialty care, emergency departments, and hospitals.

Provide high quality care. National standards for health centers help to guarantee quality care. Multiple studies show that the **quality of care provided at CHCs is equal to or greater** than the quality of care provided elsewhere. Moreover, 99% of surveyed patients report that they were satisfied with the care they receive at health centers.

Effective Management of Chronic Illness. The Institute of Medicine and the Government Accountability Office have recognized health centers as models for screening, diagnosing, and managing chronic conditions such as diabetes, cardiovascular disease, asthma, depression, cancer, and HIV. Health Centers' efforts have led to improved health outcomes for their patients.

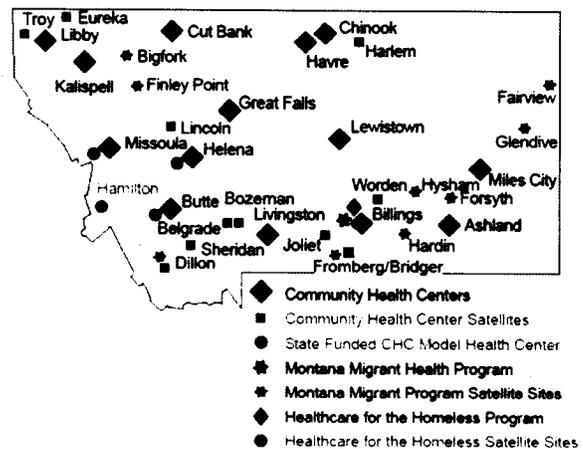
Create jobs and stimulate economic growth. Health centers are local businesses, provide good jobs, and help stabilize communities. In 2009, **CHCs employed 545 Montanans.** In addition, Community Health Centers bring federal dollars to Montana – over \$158,105,919 in federal grants to Montana since 1985.

The Office of Management and Budget ranked the CHC program as the #1 HHS program and one of the "Top 10 federal programs for effectiveness."

The Community Health Center Model of Primary and Preventive Care

- Family doctor/dentist care/behavioral health care
- Patient CENTERED Care
 - ✦ Address individual needs in the context of individual, family and community (relationships, stressors, environment, occupation, violence, epidemics, etc.)
- Preventive education/health screening throughout all stages of life:
 - ✦ Children – immunizations/car seats/tooth brushing, etc.
 - ✦ Teens – drugs, alcohol, smoking, speeding risks, etc.
 - ✦ Middle age – nutrition, smoking risk, exercise, breast, cervical, prostate, diabetes screening, etc.
 - ✦ Elderly – accident prevention/medication management, etc.
- Early detection of problems
- Effective treatment or management of chronic conditions
- Manage and coordinate all care (referral, diagnostics, Specialty/inpatient)

Montana Community Health Centers



Montana Medicaid's Health Improvement Program (HIP)

In an effort to assist **1,200 high risk/ high cost Medicaid patients** to be as healthy as possible and, therefore, reduce their cost of care, 12 Montana Community Health Centers are working with the Department of Public Health and Human Services (DPHHS) Medicaid Case Management Division. This project, called the Medicaid Health Improvement Program (**HIP**), utilizes a cadre of nurses and other health professionals located across the state to provide case and care management services which help keep Medicaid patients well and out of the need of high cost hospitalization.

In the first five months of operation, DPHHS is projecting **significant cost savings.** Formerly, 278 patients were receiving care. Under new CHC-Medicaid partnership, six times as many case/care managers are available in state for the same state investment. These 32 nurses/support staff teach self-care skills, review medication utilization, manage transitions, remind patients of upcoming appointments, do home visits, and arrange transportation when necessary.

One of three national models being studied as a best practice by the Commonwealth fund and the National Academy for State Health Policy, this innovative program puts expert care managers in charge of navigating our complicated system of care for those who need it most.

Montana's Community Health Centers



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- **Local, non-for-profit health care corporations serving low income and medically underserved communities**
- **Located in high need areas**
- **Governed by a consumer majority community board to assure responsiveness to local needs**
- **Receive a federal grant to provide comprehensive primary and preventive care**
- **Open to all residents regardless of ability to pay**
- **Held to strict performance/accountability standards for administrative, clinical, and financial operations**
- **Must provide primary medical, dental, and mental health services and submit data on health outcomes.**