



Major Goal of Dubuque VNA Project: To increase access to care for children in Dubuque County by assisting families in establishing a medical/dental home.

Problems Encountered: Access to care in the Dubuque medical community had become increasingly restricted over the last five years as providers implemented rules in their practice refusing appointments for newly eligible Medicaid residents. Though the new FQHC Crescent Community Health Center had served some of these clients, the inability of Crescent to fill the Medical Director position restricted their ability to serve as medical home for more complex clients. As more families were relocating to Dubuque and qualifying for Iowa Medicaid, it was increasingly difficult to get families into a medical home. This was a community-wide issue needing a community-wide solution.

Solution Developed: The community-wide approach to this politically-charged problem proved to be a quite effective solution. The Board of Health provided the mechanism to get discussion started between community stakeholders. The County BOH Access-to-Care subcommittee includes providers, elected officials, and agencies. At the October 2008 meeting, all agreed that a) finding Crescent CHC a medical director was critical and b) helping Medical Associates again become a *hawk-i* provider were good starting points. The VNA offered case managers to do onsite case management in provider offices as they already were working at Crescent.

Barriers: The greatest barrier was the providers' concern about the cost of accepting Medicaid patients into their practices. The local political climate in the Dubuque medical community polarized providers on opposite sides making it more difficult for families to access a medical home.

Successes:

- After the October 2008 meeting, the VNA case managers were able to continue their role as advocate for clients needing a medical home, successfully getting all practices to accept newly eligible children. During the winter of 2009, the VNA continued to work with Crescent staff on accepting more families in their medical/dental home and helping to refer more complex clients who needed a pediatrician. Services provided by VNA case managers:
 - Patient social service assessment and development of plan
 - Assist provider with identification of social needs and referrals to solve needs.
 - Assistance enrolling in Medicaid, *hawk-i*, or Iowa CARE.
 - Assistance in obtaining medical home for family
- Representative Pam Jochum was present at the October meeting. She was a successful advocate with the Iowa Insurance Commission to get *hawk-i* provider status reinstated for the Medical Associates clinic thus giving families a choice.
- Both major practices helped Crescent recruit a medical director who started May 11, 2009. Since Crescent CHC now has strong medical staff leadership, Crescent is willing to be the clearinghouse for Dubuque residents needing a medical home for both adults and children. If a patient needs specialty care, Crescent and/or the VNA case manager can help make a referral to another practice.

- The April 29, 2009 Access-to-Care subcommittee meeting was successful in that key members were present, able to move toward consensus and work together on solutions. The group agreed to meet every six months to continue these collaborative efforts as the BOH looks toward the 2011 Community Needs Assessment addressing other community-wide health and family issues.

VNA Medical Home Data	July 2008 through March 2009
Total Number Pt served	225
Gender-Male	100
Gender-Female	125
Ages breakdown	
Less than 1 year	32
1 year	25
2-5 years	62
6-9 years	40
10-13 years	36
14-18 years	28
19-21 years	2
Medical Home By Provider/Clinic Site	
Crescent Community Health Center	141
Dubuque Family Practice	10
Dubuque Pediatrics	18
Dubuque Schools Health Clinic	7
Medical Associates Health Clinics	46
Tri-State Family Practice	1
No Medical Home	2
Insurance Payor	
Non-Citizen/No Insurance	43
Citizen No Insurance	33
Citizen Private Insurance	1
Citizen Medicaid	148

Telling Our Story:

One Crescent Community Health Center family demonstrated the excellent collaboration between Crescent and the VNA case manager. The woman came to the Crescent CHC seeking help for her family. She was raising her grandchildren as well as caring for her own elderly mother. The grandchildren ranged in age from five days to nine years. The grandmother had just returned from another state with the children, including the newborn, as her own son was not able to raise his children. Forced to assume the caregiver role for this household, the grandmother had the wisdom to immediately bring the family to the Crescent Community Health Center to have their health evaluated.

Having assessed the entire family for needs, the VNA case manager was able to offer the woman some options. Arrangements were made for VNA in-home services including housekeeping for chores and parenting help from the VNA Family Advocate. A referral was made to Finley Home Care for bath help for the woman's elderly mother and was gratefully received. The Crescent staff were able to assess and meet the children's current health needs beginning a plan for preventive services. This family found a medical home at Crescent but also found needed community support for all members of the family.