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2. Medicaid Provider Number: NPI 1215182712  
FQHC 001182601  
FFS 001182600
3. Provider Type: FQHC Look-Alike
4. Amount Applying for: \$341,500
5. Program Type: Enhanced Hours for Primary Care, Pediatric Urgent Care and Dental Services for children in Foster Care
6. Delivery System and Affiliations:

FoundCare, Inc., DBA FoundCare Health Center (FoundCare) was designated as a Federally Qualified Health Center Look-Alike in September of 2010. The health center currently provides primary care, pediatrics, infectious disease specialty, and diagnostic lab services. FoundCare is an established Medicaid and Medicare provider, and is credentialed in three Palm Beach County Health Care District insurance plans for low income county residents. Currently, FoundCare provides medical services 40 hours per week. The proposed service enhancement will increase total hours of operation by 40 hours (20 new hours at two locations). For this enhanced project, FoundCare will contract with a long established pediatric group, Children's Healthcare Associates, that has experience serving a Medicaid population and is located near St. Mary's Medical Center campus in West Palm Beach. Also as part of this service enhancement, FoundCare will partner with Children's Home Society of Florida, the agency responsible for case management of all children placed in foster care in Palm Beach County.

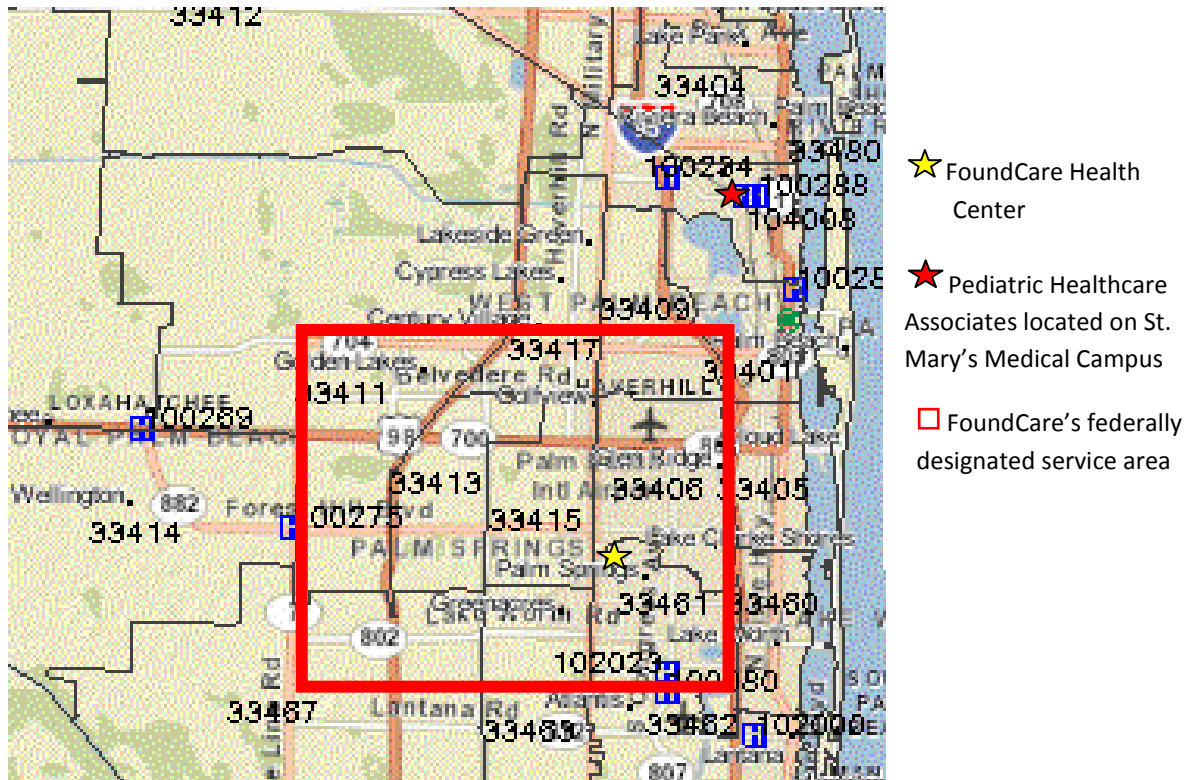
The enhancements included in this proposal are:

- Increase Monday – Saturday access to walk-in and urgent care hours at the main FoundCare Health Center site to include evening and Saturday hours. This enhancement will create capacity for **3,200 additional adult and pediatric** urgent care walk-in visits.
- Enhance a north county pediatric practice with emergency diversion clinic hours from 5 p.m. to 8 p.m. Mondays through Fridays and Saturdays from 9 a.m. to 2 p.m. This enhancement will create access to 20 additional hours per week of pediatric walk-in same day sick appointments to accommodate working parents, after school hours, and children that otherwise would seek care at the emergency room. This enhancement will create capacity for **1,600 additional pediatric** urgent care walk-in visits.

- Implement a state of the art dental clinic providing access for children in foster care with one evening per week (4 p.m. to 8 p.m.) and Saturday mornings (9 a.m. to 1 p.m.). The enhanced dental services will create capacity for **880 new pediatric dental** visits for children in foster care.

7. Service Area:

FoundCare’s federally designated service area is located in central coastal Palm Beach County. Its boundaries are Okeechobee Boulevard to the north; I-95 east; Lantana Road to the south and 441 to the west. FoundCare has served patients from throughout the county with patients from over 30 Palm Beach County zip code areas.



8. Service Area Characteristics:

Palm Beach County, Florida is geographically one of the largest counties east of the Mississippi River. The county population is over 1.3 million representing a nearly 17% increase from the 2000 census (US Census 2010). Great racial, ethnic, and more importantly economic extremes impact the county. The targeted service area includes portions of the communities of Greenacres, Palm Springs, Lake Clarke Shores, Lake Worth, and West Palm Beach. The community is bordered by Okeechobee Boulevard and the Palm Beach International Airport to the north, Interstate 95 to the east, and the communities Of Delray, Boynton Beach and Wellington on the south and west. These targeted communities include a higher portion of working class families and include mobile home communities, older single family homes, rental apartments and older condominium housing, homeless, and public housing.

There is great economic diversity in Palm Beach County. **The average resident in the FoundCare service area makes \$13,000 less than the median income of Palm Beach County residents** (\$32,292 versus \$45,062 (US Census estimate 2009). The number of individuals and families living below poverty in Palm Beach County rose an alarming 23%, from 9.9 to 12.2% and is estimated to reach 17.22% in the FoundCare service area (US Census 2010). The residents of the target community often work in low-paying jobs in service industries (e.g., restaurants, hotels, lawn care, landscaping, and construction).

**Using 2011 UDS data for FoundCare Health Center**, 2,524 patients were served in 2011 receiving 5,026 unduplicated clinic encounters for pediatric, family practice and infectious disease.

- 99% of patients served by FoundCare Health Center live at or below 200% of the federal poverty level with 90% at or below 100% of poverty.
- 57% of pediatric patients are insured in Medicaid, Florida KidCare or other Medicaid managed care plans, or Health Care District sponsored plans.
- 9% of adult patients are insured in Medicaid plans
- 3% of adult patients are insured in Medicare plans
- 80% of pediatric patients of Pediatric Healthcare Associates are insured under Medicaid plans.

**Based on the Palm Beach County Community Health Assessment, June 2012,**

- 15.3% of children age 0-18 in Palm Beach County are uninsured compared to 12.7% for Florida
- 30.2% of adults age 18-64 in Palm Beach County are uninsured compared to 29.9 for Florida
- 33.8% of Black or African American residents of Palm Beach County are uninsured compared to 26.2% for Florida
- 38% of Hispanic or Latino residents of Palm Beach County are uninsured compared to 34.3% for Florida

**Medicaid Participation Rates** (2010 Palm Beach County enrollment data)

- 3.3% of children under age 5 are covered by KidCare
- 12,663/100,000 is the rate of low income individuals and families enrolled in Medicaid in Palm Beach County

**Medicare Participation Rate** (2010 Palm Beach County data)

- 98.7% of adults age 65+ are insured and or enrolled in Medicare

**Cultural/ethnic factors:** The targeted population of FoundCare Health Center represents significantly higher proportions of **minorities (61%)** than for the entire county (39%). Approximately **45% of the patients** currently accessing care at FoundCare Health Center's FQHC Look-Alike **are foreign-born and do not speak English as their primary language.**

FoundCare Health Center employs Spanish and Creole speaking front desk, phone and provider staff to greatly reduce barriers to accessing services for these patients.

**Geographic/transportation barriers:** Because of the large size of Palm Beach County the public transportation system, consisting of a county-operated bus system, has seen repeated reductions in funds and resulting increases in fares over the past several years. As such, it is very difficult for individuals to use public transportation to travel from one part of the county to another (anywhere from 20 to 40 or even 50 miles away) in order to access health care. Individuals have told stories of spending 2-3 hours taking a bus from one point to another within the county due to the limited routes and the use of a centralized “hub” for transfers. Both FoundCare and Pediatric Healthcare Associates are located on major bus routes.

**Unique health care needs:** The health care needs for the FoundCare target population are impacted by race, economics and access to preventive primary health care. Palm Beach County statistics reflect a healthier population when compared to national or Florida statistics in most cases. This may be impacted by higher wealth, ability to have private insurance, and access to health providers here or in another state. Sadly, this is not the case for FoundCare’s target population.

FoundCare’s target population contains a significantly lower percentage (39%) of white residents than in the county (73.5%). The population of the target communities has a significantly lower median income level (\$42,331- average for cities of Greenacres, Lake Worth, Palm Springs, and West Palm Beach) as compared to Palm Beach County (\$53,242) and for the immediately surrounding cities (\$86,668 – Boca Raton, Wellington and Palm Beach), impacting the availability of private insurance. Additionally, 73.2% of FoundCare patients are black or Hispanic –these two racial groups have a statistically higher risk for health issues. Additionally, the service area has a higher mortality rate compared to the State and County for many diseases. As shown in the following table, residents in the service area die two to three times more often from hypertension, diabetes, respiratory diseases, cardio-vascular disease, HIV/AIDS and cancer than State or County residents overall.

<b>Comparison of Mortality Rates for Various Health Conditions (rate per 100,000)</b>			
<b>Condition</b>	<b>Florida</b>	<b>Palm Beach County</b>	<b>FoundCare Service Area</b>
Diabetes	20.3	13.9	<b>24.67</b>
Heart Disease	155.0	141.2	<b>290.76</b>
Cancer	161.2	147.9	<b>212.65</b>
Infant Mortality	7.2	5.9	5.9
HIV/AIDS	9.4	7.4	<b>12.71</b>
Pneumonia/Influenza	8.8	5.9	<b>14.2</b>

Source: Florida CHARTS, Florida Department of Health, 2010

### **Increased Health Risks**

**Weight and Obesity** As in most regions of the US, increased weight or obesity is one of the most common health risks for FoundCare patients. While the prevalence of obesity is lower in Palm Beach County (14.5%) than for Florida (24.1%) and US (26.7%) the rates are highest among minority populations which compose the FoundCare target population. (Blacks in the

county have an obesity prevalence of 18.4% and Hispanics have a prevalence of 26.7%.) Hispanic.) Alarming, the prevalence of obesity among FoundCare patients aged 3-19 is 13%, placing these youth at a greater risk of type 2 diabetes.

**Diabetes** Palm Beach County residents are more likely to be diagnosed with diabetes (8.9%) than for Florida (8.7%) or the US (8.3%) however, the general population is less likely to be hospitalized or to have lower extremity amputations related to diabetes. The prevalence of diabetes in the county is highest for Hispanics (10.4%), then whites (9.1%) followed by blacks (8.9%). However, blacks have 40.5 deaths per 100,000 due to diabetes and Hispanics have 13.3 deaths per 100,000 from diabetes, compared to 11.6 deaths per 100,000 for whites. This racial/ethnic disparity is most likely due to lack of access to diagnosis, treatment and other preventive measures experienced by racial and ethnic minorities.

**Hypertension and Heart Disease** Palm Beach County whites have the highest rates of hypertension (29.3%) which is higher than national rates (27.8%). The much lower than national rates of hypertension for black and Hispanics in the county may reflect issues of access to prevention and early diagnosis and/or that many of the members of these two groups may have lived in the US for less time and with less exposure to the American diet and culture of reduced exercise. FoundCare patients do not follow these county statistical trends and are more reflective of national data for blacks and Hispanics. In general all segments of Palm Beach residents are less likely to die of diseases of the heart or to be hospitalized for diseases of the circulatory system. Hispanics are most likely to die of congestive heart failure (6.8 deaths per 100,000 compared to 6.6 per 100,000 for the general population of the county).

**Cancer** The incidence of all cancers is slightly lower in Palm Beach County than for the state and US. However, the mortality of cancers for FoundCare's service area is 30% higher than for overall residents in Palm Beach County. Access to primary care and early and routine diagnostic testing appear to contribute to these outcomes. Palm Beach County women over the age of forty are less likely to have had a mammogram in the past two years compared to the US population. Women in Palm Beach County are 30% less likely to have had a pap test in the past three years than women in the country. The risk of cervical cancer is higher in Palm Beach County than for both Florida and the US, with black women at the greatest risk of dying of cervical cancer (5.2 deaths per 100,000 versus 2.4 deaths per 100,000 for the general population). The rates of adults over 50 who have had a fecal occult blood test in the past year is slightly higher for Palm Beach County whites, but lowest for Hispanics (8.7% Florida vs. 13.4% US). The percentage of men over 50 with a PSA test in the past two years is slightly lower for Palm Beach County than for the state (57.6% vs. 60.2%). Black and Hispanic mortality from prostate cancer in Palm Beach County is higher than for Florida men overall, and higher than national levels for Hispanic men.

**Infant Mortality** Palm Beach County has an infant mortality rate of 5.9 deaths per 1,000 live births, compared to Florida's 7.2 deaths per 1,000 live births and the US rate of 6.7 deaths per 1,000 live births. Infant mortality among Hispanics in the county is slightly higher (5.9 per 1,000 live births) than for Hispanics nationally (5.4 per 1,000 live births.) While access to prenatal care is just slightly lower for white and black residents of Palm Beach County compared to Florida, Hispanics are much more likely not to access prenatal care (57.8% vs. 74.8% for Florida). Birth weights are slightly higher for county residents. The rate of births to teenage mothers is highest in the targeted service area (11.3% vs. 8.8% Palm Beach County). In general, the rates for smoking during pregnancy are much lower in all county residents (2.3% vs. 13.2% US) but are

much higher for Hispanic women (3.5% vs. 1.4% Florida Hispanic women). Access to early prenatal care, health education and resources are most needed for Hispanic women in the service area.

**Immunizations** Children aged 2 years old (have had their 2<sup>nd</sup> birthday in the measurement year) have a 90.7% immunization rate in Palm Beach County, exceeding state and national levels. However, many factors negatively impact the residents of the service area accessing FoundCare Health Center in regard to immunization compliance. Many patients have relocated from other states or countries and do not have documentation to prove that some or all immunizations recommended have been administered. Patients are willing to have their children receive the immunizations once offered but have been unaware of free Vaccines for Children programs and have not had insurance and therefore could not afford private vaccinations.

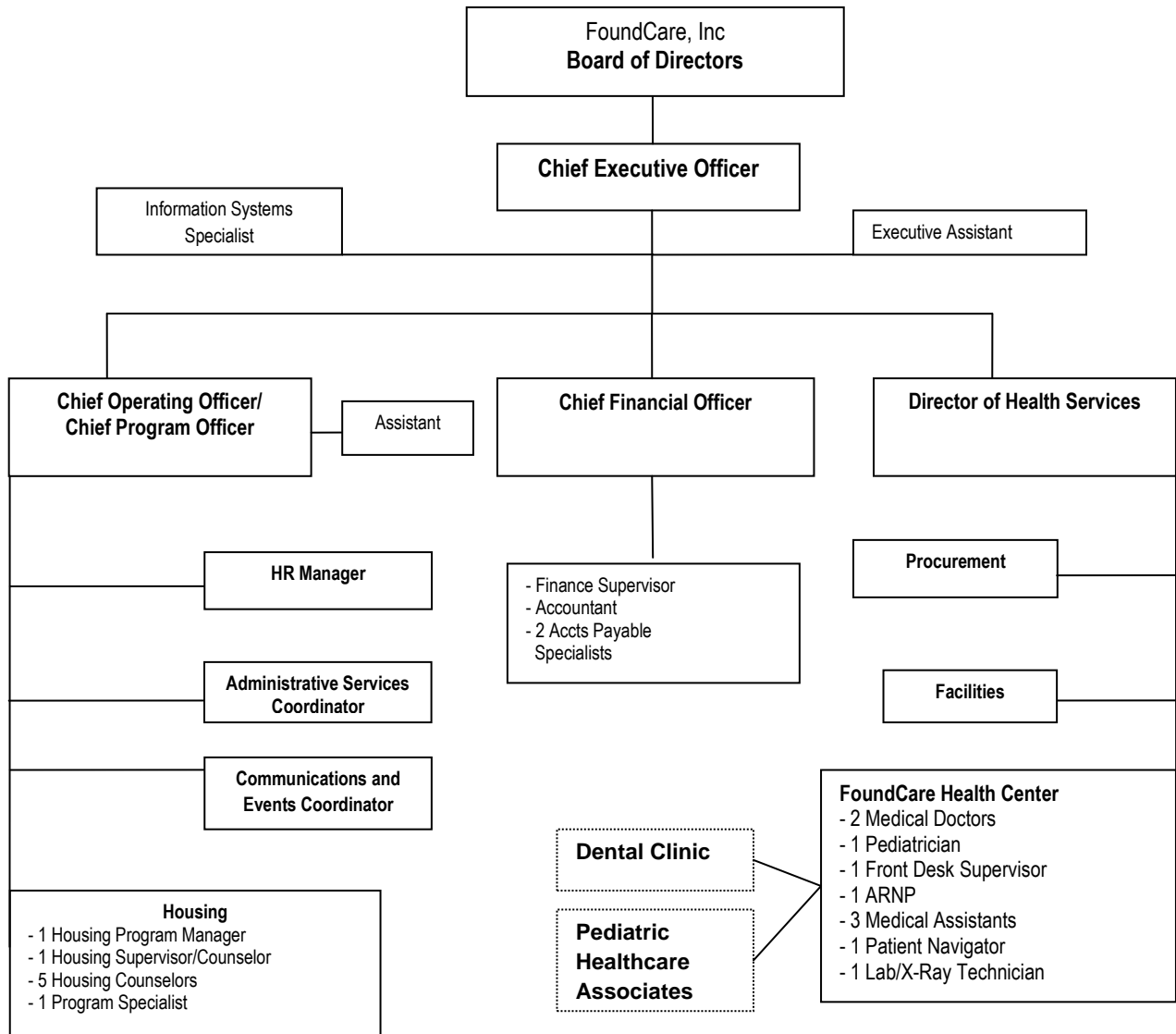
**Oral Health** Access to oral health care is a serious problem in Palm Beach County and Florida as a whole. FoundCare's entire service area is within a federally designated dental provider shortage area. Florida received a grade of "F" by the Pew Foundation's recent state report cards. Children's Dental Health Project 2010 reports: "Applying national pediatric dental epidemiologic rates to the County, it is estimated that at least 20-25,000 County children under age six have experienced tooth decay and that at least 15,000-18,000 have untreated disease." Florida ranks lower than 46 other states in the number of children with Medicaid who have accessed a dentist with only 21% of enrolled children having had any access to dental in the past year (Agency for Health Care Administration, 2005 – most recent data). 29.9% of Black adults and 35.1% of Hispanic adults in Palm Beach County did not have access to a dental visit in the past year due to cost compared to 23.7% of Black adults in Florida and 28.3% of Hispanic adults in the state. Statewide, 31% of Florida adults did not have a dental visit in the past year, compared to 28.7% of adults nationally.

Dental services are the most requested services from people seeking services from FoundCare. Unfortunately, funding has not yet been available to hire staff to meet this need. There are very limited options for oral health care for the uninsured throughout Palm Beach County, including the designated service area for this project. Palm Beach County Health Department offers limited Medicaid covered services that include extractions and basic remediation and pain alleviation, but there is often a long wait list to gain an appointment. As a result, clients attempt to access services at two free clinics in the community: Caridad Center and Community Health Center. Both operate on a "first-come, first-served" basis, resulting in patients lining up at 5:30 a.m. in the hopes of being seen at some point during the day that oral health services are offered. There is a large need for additional oral health services directly in the service area to help alleviate this situation.

An average of 45 new children per month are placed into foster care in Palm Beach County each month. Each of these children require a medical exam within several days of intake, but also require a minimum of two dental exams per year. Case workers and foster parents have a chronic problem of finding dentists who accept Medicaid or related plans. Also, children go to school and foster parents often work making it difficult to schedule appointments that conflict with school attendance or work.



## 9. Organizational Chart



10. Proposed Budget

Category	Item	Annual Salary	FTE/Unit	Amount
Personnel	Provider	\$135,000	1.0	\$135,000
	Medical Assistant	\$22,500	1.0	\$22,500
	Front Desk	\$20,700	1.5	\$31,050
	Credentialing/Billing	\$27,000	1.0	\$27,000
	MSW Navigator	\$38,700	1.0	\$38,700
	Director Health Svc.	\$82,800	0.2	\$16,560
	Front Desk Sup	\$33,300	0.2	\$6,660
	<b>Personnel Subtotal</b>			
Fringe	21% x \$277,470		6.5	\$58,269
<b>Total Personnel</b>				<b>\$335,739</b>
Contract	Dentist	\$135,000	0.2	\$27,000
	Hygienist	\$40,500	0.2	\$8,100
	Dental Asst	\$31,500	0.2	\$6,300
	Pediatrician	\$131,000	\$70 hour	\$60,930
	Medical Assistant	\$22,500	0.5	\$11,250
	HCN licenses	\$5,000 per user/ Year	11	\$49,500
	Coverall	\$400	Month	\$4,320
	Security	\$500	Month	\$5,400
<b>Total Contract</b>				<b>\$172,800</b>
Supplies	Medical supplies	\$6.50	Visit	\$33,700
	Dental supplies	\$11.00	visit	13,480
Computers	laptop/pcs EMR	\$700	8	\$5,600
Digital Xray	Software integration	\$4,500	1x	\$4,500
Malpractice	4 providers			\$63,000
Rent	FoundCare	Dental	4000 sq ft	\$14,400
		Medical	10,000 sq ft	\$72,000
<b>Total Other</b>				<b>206,750</b>
<b>Subtotal</b>				<b>\$715,290</b>
Admin	Subtotal x .15%			\$107,293
<b>TOTAL PROJECT BUDGET</b>				<b>\$822,583</b>
Program Revenue	Medical			\$91,200
	Pediatric			\$81,280
	Dental			\$55,880
	Self-Pay			\$2,723
<b>Projected Revenue</b>				<b>\$231,083</b>
Local Match	Health Care District			\$250,000
<b>LIP Request</b>				<b>\$341,500</b>



## 11. Project Summary

FoundCare, Inc. is proposing to enhance current services to meet three critical needs in Palm Beach County:

- a. Foundcare will expand its current staffing to increase the hours of operation from 8 a.m.-5 p.m. Monday, Tuesday, Wednesday and Friday and 11a.m.-7 p.m. Thursdays to 8 a.m. to 8 p.m. Monday through Friday and Saturday from 9 a.m. to 6 p.m. In order to make this change, Foundcare will hire an additional FTE Family Practice/Urgent Care physician to provide access for walk-in, same-day-sick or urgent care appointments. Services will be provided regardless of ability to pay and based on the established sliding fee scale. FoundCare requests a minimum payment of \$20 which is a significant savings for low income families who otherwise must pay an average of \$125 to access private urgent care or to go to emergency rooms. FoundCare is the recipient of a Health Care District Pilot program that reimburses \$60 per visit for uninsured patients. FoundCare will hire an Eligibility Patient Navigator to assess each uninsured patient for insurance eligibility and assist with the completion of Medicaid, Florida KidCare or Health Care District plans when eligible. Patients accessing the enhanced hours of care will be encouraged to continue medical services at FoundCare as their medical home. This expansion will result in a minimum of 3,200 additional patient visits during the first year.
- b. FoundCare will submit a change of scope to the Health Resources Services Administration to expand FQHC services at the established pediatric practice of Children's Healthcare Associates located on the campus of St. Mary's Medical Center. This established pediatric practice serves a patient base that is 80% Medicaid. The group also provides inpatient coverage at St. Mary's and for FoundCare. The group currently provides services 8 a.m.-5 p.m. Monday through Friday. This enhancement will create a new access point for mainly Medicaid patients seeking urgent care in the evenings (5 p.m. – 8 p.m.) and on Saturday (9 a.m. – 2 p.m.) who typically are forced to seek services at the emergency room at St. Mary's Hospital. Additionally, uninsured patients will be accepted and covered under FoundCare sliding fee services or through the current Health Care District grant. New patients seeking care will meet with the Eligibility Patient Navigator at FoundCare to be assessed for insurance and assisted with applications. Also patients will be encouraged to utilize either the Pediatric Healthcare Associates or FoundCare site as their medical home. This expansion will result in a minimum of 1,600 additional urgent care/emergency room diversion visits during the first year.
- c. FoundCare will hire a part time dentist and hygienist to implement an oral health access point for children in foster care. Dental services will be provided one evening per week (4 p.m. to 8 p.m.) and Saturday (9 a.m. to 1 p.m.) to accommodate children who are in school during the day and their working foster parents. Foster children are required to have both medical and dental assessments during the course of their placements. All foster children are insured but case workers and foster parents have chronic issues with finding dentists who accept Medicaid. FoundCare Health Center has a state of the art, four operatory dental clinic including digital x-ray. The dental clinic uses Dentrrix

electronic medical records that are integrated into the Intergy electronic medical records used for primary care. This system allows for pediatricians and dentists to have access to medical history and treatment information seamlessly. Pediatric medical services will also be offered to these families using a medical home model of care. The intent is to improve timely access for children in foster care for this critical service.

## 12. Plan to Identify Participants

FoundCare is an established health care provider in central Palm Beach County with 3,500 patients projected in 2012. FoundCare cannot currently respond to all walk-in or same day sick requests for health services due to limited staffing with an established patient base. In 2011, FoundCare shifted Thursday hours to 11 a.m. to 7 p.m. for both adult and pediatric providers. These extended hours are always fully booked with patients requesting more evening and Saturday options. With the addition of a second FTE for family practice working from noon through 8 p.m. will allow for same day sick and walk-in patients 6 days per week.

FoundCare will announce the availability of expanded walk-in or same day sick appointments through the Community Health Center NETwork, facilitated by the Florida Public Health Institute and Health Care District Six Pillars initiative; an active group of forty key health and social service organizations serving the underserved and high risk communities of Palm Beach County. FoundCare will work with the Health Care District to make the evening and Saturday hours available as an access point for urgent care for Health Care District plan patients. FoundCare prevention outreach workers will include routine information about the two access points for urgent or walk-in care in their outreach efforts throughout the county that reach more than 30,000 residents in the targeted communities each year. FoundCare will place instructions on how and where to access affordable urgent and walk-in services on its website. Additionally, information will be provided to 2-1-1, the local information and referral help line to advise patients on the two locations to access care.

The new access point, Children's Healthcare Associates, has an established patient base of nearly 6,000 patients of which 80% are Medicaid enrollees that do not have access to evening or Saturday hours. The first step in implementing the enhancement will be to announce this additional service to the established patients. St. Mary's Medical Center has encouraged Children's Healthcare Associates to expand clinic hours to serve as an emergency room diversion option. FoundCare will establish an agreement with St. Mary's and Children's Healthcare Associates to divert patients seeking urgent care at the hospital to the practice that is located on the same block as the hospital. Children's Healthcare Associates provided inpatient coverage at St. Mary's for 30 years and will work to direct inpatients to follow-up medical care either at their nearby office or at the centrally located FoundCare Health Center.

In the case of the dental clinic for children in foster care, FoundCare is partnering with Children's Home Society of Florida that is responsible for the direction of the foster care program in Palm Beach County. Case workers and foster parents will initially be brought to a series of welcoming sessions to introduce them to the available medical and dental services. The program will inform case workers and foster parents on how to conveniently schedule same day medical assessments for children and evening and Saturday dental services. FoundCare will integrate the specific forms required for both the medical and dental exams into the electronic medical records to improve efficiency.

### 13. Enhanced Primary and Oral Health Services Access

FoundCare’s collaborative proposal will address three critical access issues in Palm Beach County:

1. Need for affordable/low cost urgent care and walk-in access for adult and pediatric care.
2. Need for evening and weekend hours in multiple locations within the greater West Palm Beach area (central and north proposed).
3. Need for medical and dental access for children in foster care.

#### Proposed Expanded Access – FoundCare Health Center Weekly Schedule

Day	Dr. Pena	Physician 2	Ped 1	Ped 2 - North	Dr Diaz	Dental
Monday	8 a.m. - 5 p.m. primary care		8 a.m.- 5 p.m.	5 p.m. – 8 p.m. urgent/brief apt		
Tuesday	8 a.m. - 5 p.m. primary care	12 noon - 8 p.m. primary care urgent/brief apt	8 a.m.- 5 p.m.	5 p.m. – 8 p.m. urgent/brief apt	8 a.m. to 5 p.m. HIV/ ID	
Wednesday	8 a.m. - 5 p.m. primary care	12 noon - 8 p.m. primary care urgent/brief apt	8 a.m.- 5 p.m.	5 p.m. – 8 p.m. urgent/brief apt		
Thursday	8 a.m. - 5 p.m. primary care	12 noon - 8 p.m. primary care urgent/brief apt	8 a.m.- 5 p.m.	5 p.m. – 8 p.m. urgent/brief apt		4 p.m. - 8 p.m.
Friday	8 a.m. - 5 p.m. primary care	12 noon - 8 p.m. primary care urgent/brief apt	8 a.m.- 5 p.m.	5 p.m. – 8 p.m. urgent/brief apt		
Saturday		9 a.m. - 6 p.m. primary care urgent/brief apt		9 a.m. – 2 p.m. urgent/brief apt		9 a.m. - 1 p.m.
Sunday						
Weekly Capacity	40	40 new hours	40	20 new hours	8	8 new hours

### 14. Enhancement of after 5 p.m. and Saturday hours and addition of new access site

FoundCare’s proposed enhancement impacts accessibility in multiple ways. The proposal adds 60 additional hours of adult and pediatric clinical hours per week including extended week night hours from 5 p.m. to 8 p.m. at both the FoundCare and Pediatric Healthcare Associates locations as well as Saturday hours at both locations. This increased capacity creates access for up to **4,800 new patient encounters**.

FoundCare will implement 4 hours of evening (4 p.m. – 8 p.m.) dental clinic hours and 4 hours of Saturday morning (9 a.m.-1p.m.) dental services for children in foster care. The expansion

creates access to **880 new dental encounters** during the first year (dentist and hygienist combined).

#### 15. Capability to Serve Minority and Culturally Diverse Populations

FoundCare and its partner agencies have a long history of targeting and creating access to culturally sensitive health care services. FoundCare's physicians, medical support staff and front desk staff are all bilingual in Spanish and Creole. FoundCare utilizes a phone translation service for less common languages (Mandarin, Vietnamese, etc.).

FoundCare has a track record of successfully creating access for diverse populations to include Haitian, Hispanic/Latino, lesbian, bisexual, gay, and transgender individuals, people living with HIV/AIDS, low income residents, people with mental health and substance disorder issues, homeless individuals, people with low literacy, and other diverse populations. FoundCare's collaborative partners, Pediatric Healthcare Associates and Children's Home Society are well versed in serving multi-ethnic, lingual and low income populations. Eighty percent (80%) of Pediatric Healthcare Associates' patients are Medicaid enrollees.

#### 16. Process for Identifying and Addressing Diversity and Health Care Literacy Issues

Each patient is assessed at each visit for demographic and socioeconomic data as part of registration. Preferred language is identified at intake and bilingual registration and medical staff is assigned to provide care. All forms are provided in English, Spanish and Creole. Health education materials are provided in English and Spanish.

FoundCare's patients in general have lower healthcare literacy and require more frequent reminders regarding diagnosis, treatment compliance, and identification of symptoms. FoundCare, following the patient centered medical home model, educates the entire health care team to participate in the continual patient support and education process at each contact to both identify, document and respond to issues. FoundCare also encourages patients to access more routine care with an average of four annual prevention focused visits.

#### 17. Measures and Evaluation of Results for Proposed Initiative

Measure 1. FoundCare will implement 40 hours of family practice clinical hours at the FoundCare site for a minimum of 3,200 new patient visits.

- 1.a 16 new hours (12 noon – 4 p.m.) of walk-in, urgent, same day sick clinic time.
  - Capacity for at least 1,280 patient visits per year (2 patients per hour)
- 1.b 16 new evening hours (4p.m. – 8 p.m.) Tuesday – Friday.
  - Capacity for at least 1,280 patient visits per year (2 patients per hour)
- 1.c 8 new Saturday hours for walk-in, urgent, same day sick clinic time.
  - Capacity for at least 640 patient visits per year (2 patients per hour)
- 1.d Current providers gain 6 additional clinic hours per week (8 a.m. – 11a.m. on Thursdays (2 providers at 3 hours each).
  - Capacity for at least 672 new patient visits annually (2.3 patients per established provider per hour)

Measure 2. FoundCare, through collaborative agreement, will implement 20 hours per week of pediatric clinical access for evening and Saturday hours at a north county location.

2.a FoundCare will attain a Change of Scope to include Children's HealthCare Associates as a service site under the current FoundCare FQHC status.

- Change in Scope effective on or before October 1, 2012.

2.b FoundCare and collaborative partner will implement 20 hours per week of evening (5 p.m.-8 p.m. Monday – Friday) and Saturday (9 a.m.-1 p.m.) pediatric clinic hours for urgent and same day sick appointments.

- Capacity for a minimum of 1,600 new pediatric urgent care or walk-in visits

Measure 3: FoundCare will implement 8 hours per week of dental services for children in foster care.

3.a FoundCare will contract with .2 FTE dentist, hygienist and dental assistant to provide one evening dental clinic (4 p.m.- 8 p.m.) and Saturday (9 a.m.-1 p.m.).

- Capacity for a minimum of 880 new dental visits per year

## 18. Data Collection Capacity and Experience

FoundCare fully implemented the Vitera Intergy electronic medical record (EMR) system in 2009. The EMR system is certified and in 2011 FoundCare began receiving its first Medicaid Incentive payments after demonstrating compliance with all measures. FoundCare contracts as a member of Health Choice Network that has over 44 member FQHCs in Florida and nationally. Through this network, FoundCare has implemented meaningful use health indicators that include specific EMR forms that collect medical data entered by the provider. The FoundCare medical team routinely (weekly and monthly) review clinical indicator outcomes to identify issues and monitor results.

FoundCare and partner agencies collect household income data and insurance data at each visit, and if uninsured, assess the patient for sliding fee scale services or for eligibility for available insurance plans; i.e., KidCare, Medicaid, Health Care District, etc. Additionally comprehensive patient demographic data is collected to meet the requirements of the Bureau of Primary Health Care for annual UDS reporting. All clinical and diagnostic data is integrated into the system to include: patient vitals, lab results, referrals, x-ray, ECG, etc.

FoundCare has the ability to track services delivered to specific groups of patients by age, race, diagnosis, zip codes, insurance type, provider, service site, referral source, etc. As an example, for the pilot Health Care District grant started January 1, 2012 a patient "tag" is associated with each patient deemed eligible at intake that allows for ad hoc reports to be compiled to meet funder reporting requirements.

FoundCare has the capacity to analyze complex demographic and clinical data with the use of standard reports systems built into the EMR.

## 19. Local Match Commitment Letter

13

FoundCare, Inc.

**Enhanced Walk-In and Extended Hours Access to Primary and Dental Care**

2012-2013 LIP Tier-One Milestone (STC 61) Application

Attached here. HCD local match commitment letter, Children's Home Society of Florida support letter



July 30, 2012

To whom it may concern,

On behalf of the Health Care District of Palm Beach County, I am pleased to provide this letter of commitment to the Agency for Health Care Administration for the 2012-2013 Low Income Pool Tier-One Milestone (STC 61) Application that is being submitted by FoundCare, Inc., DBA FoundCare Health Center (FoundCare).

Foundcare is designated as a Federally Qualified Health Center Look-Alike. The health center currently provides primary care, pediatrics, infectious disease specialty, and diagnostic lab services. In their application, Foundcare proposes to extend the hours for the provision of primary care services, provide pediatric urgent care and provide dental services for children in foster care. These services are all needed in our community.

The Health Care District commits to provide the local match. The amount of the local match is **\$250,000**.

The Health Care District is a local taxing authority, codified under the statutes of the state of Florida, that is eligible to provide the local match for this application.

Sincerely,

A handwritten signature in purple ink that reads "R. J. Wiewora MD".

Ronald J. Wiewora, MD, MPH, FACP, FACPM  
Chief Executive Officer



“No effort on behalf of children is ever wasted.”



Embracing Children.  
Inspiring Lives.

July 26, 2012

RE: Support of FoundCare, Inc. Application for Expanded Services

TO: 2012 -2013 Low Income Pool Tier-One Application Reviewers

Children's Home Society of Florida is responsible for the direction of foster care programs in Palm Beach County. Earlier this year we contacted FoundCare, Inc., to consider the development of expanded health care and dental services for children placed in foster homes. Our case managers and foster parents experience a chronic unmet need for access to primary care and oral health services that are both required and time dependent for compliance. The availability of dentists and physicians who accept Medicaid or related managed care plans is severely limited. Further complicating this need is that available providers do not offer evening or weekend hours when children are not in school or working foster parents cannot get to daytime appointments. Foster children already experience many disruptions in their daily lives including case worker appointments, parental visitation, and court hearings so all efforts to streamline accessing services within their already complicated lives can help to stabilize the child and foster home.

We are currently working with FoundCare to develop a series of Saturday oral health fairs using volunteer dentists as a means to deal with a backlog of children who need dental services. This is not a long-term solution and will only help us catch up. FoundCare's proposal to create an evening and Saturday schedule for oral health services will create the first ever access point dedicated to foster care children in Palm Beach County. We will work collaboratively with our case workers and foster parents to direct them to the FoundCare site to receive the required dental care. A further benefit for our foster children is that with the planned creation of a pediatric walk-in/urgent care schedule to include afternoon, evening and Saturday hours is ideal for our case managers and foster parents to have two access points (north and central county) to get children entering the system into the required physical assessments. An added benefit to our foster families is that FoundCare is credentialed in many of the insurance plans that both our foster children and parents are insured, so that they can consider FoundCare as their medical home. Having access to low cost urgent care in the evenings and Saturday is a great resource for our foster parents.

Children's Home Society of Florida is excited about this collaborative partnership and critical expansion of services. We look forward to working together to improve the lives of children we serve.

**Barry E. Krischer**

Division Chairperson

**Stephen F. Bardy, MPA**

Executive Director

**South Coastal Division**

3333 Forest Hill Boulevard  
West Palm Beach, Florida 33406

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[www.chsfl.org](http://www.chsfl.org)

Sincerely,

A handwritten signature in cursive script that reads "Stephen Bardy".

Stephen F. Bardy, MPA  
Executive Director- Palm Beach Division  
Children's Home Society of Florida  
3333 Forest Hill Blvd.  
West Palm Beach, FL 33406



Leave a Legacy...Remember Children's Home Society of Florida in your estate planning.