



HERAP

HOSPITAL EMERGENCY ROOM ALTERNATIVES PROGRAM

Medical Homes • Disease Management • Health Outreach

Presented to LIP Council, Orlando, January 8, 2010
By Robert Harmon, MD, MPH
Director, Duval County Health Department



HERAP History at Duval CHD

- LIP funding in 2007 as pilot project with focus on medical homes, dental services, and pharmacy assistance
- LIP funding expansion in 2008 added disease management, including *LIVING HEALTHY* disease management and outreach programs
- LIP funding expansion in 2009 allowed multidisciplinary disease management teams and health navigators



HERAP Mission

Improving health outcomes for uninsured, underinsured, and low income residents of our community through connection with preventive health services, medical homes, and evidence-based chronic disease management services, especially for those at risk of over-using ERs

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HERAP Client Focus

- Uninsured and low income populations
- Patients without a family doctor
- Patients requiring disease management assistance (for diabetes, cardiovascular, pulmonary and other chronic conditions)
- Patients who have trouble filling prescriptions
- Zip codes with high ER use

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HERAP Components

- Outreach for financial and clinical assessment
- Coordination of hospital ER and inpatient referrals
- Primary care medical homes
- Medical condition management centers (MCMCs)
- Outreach into community living rooms (CLRs)
- Medication assistance program (MAP)
- Expanded medical clinic hours – evenings and Sat.
- Stanford Medical School's Chronic Disease Self Management Program (CDSMP) - *Living Healthy*
- Regional health information exchange (JHIN)

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2009 HERAP Accomplishments

- Served 2,697 clients from hospital and community referrals
- Connected 70% of hospital referred patients with medical homes in the community
- Reduced emergency room utilization of HERAP-enrolled clients by 10%
- Reduced hospitalization of HERAP-enrolled clients by 25%
- Coordinated with hospitals to recoup over \$1M in billable Medicaid dollars
- Helped hospitals in accessing over \$75,000 in billable Medicaid under the Medically Needy Share of Cost program
- Submitted 264 medication assistance applications totaling \$83,841

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2009 HERAP Accomplishments (cont'd)

- Provided chronic disease management services for an average of 200 patients monthly
- Conducted three 6-week Stanford Medical School Chronic Disease Self Management Programs (CDSMP), graduating 30 participants
- Held 28 CLR outreach events, attended by 1007 participants, resulting in 227 HERAP enrollments
- Implemented innovative technology to streamline financial eligibility for hospital-referred clients needing access to medical homes within 72 hours
- Provided office space and IT support for the Duval County WE CARE program and a volunteer Project Dentists Care

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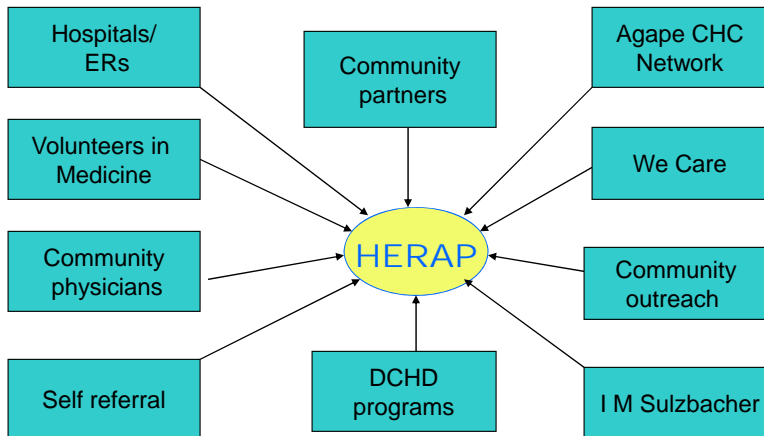


HERAP Staffing

- RN disease managers
- Financial eligibility specialists
- Clinical pharmacologists/pharmacists
- Registered dietitians/certified diabetic educators
- Health educators
- Mental health counselors
- Patient navigators

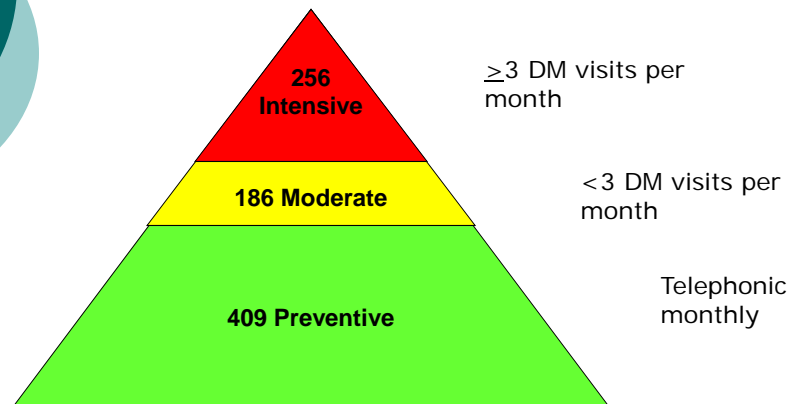
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HERAP Disease Management Referral Sources



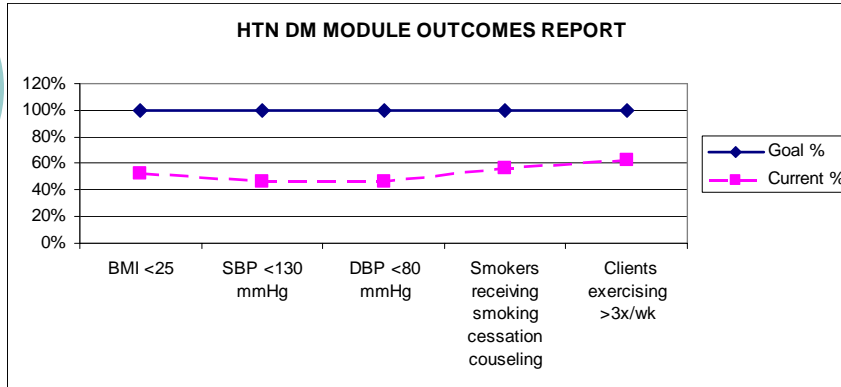
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HERAP DISEASE MANAGEMENT Clients in 2009 (Total = 851)



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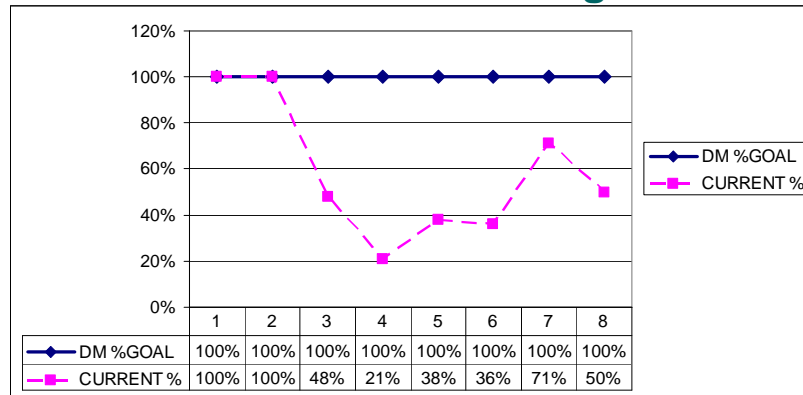
HERAP Hypertension Disease Mgmt



Total hypertension clients managed = 200

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HERAP Diabetes Disease Mgmt



1- A1C in last 6 months

2 – Foot exam in last 12 months

3 – Retinopathy exam

4 – HgbA1c < 7%

5- BP < 130/80

6 – LDL < 100 mg/dl

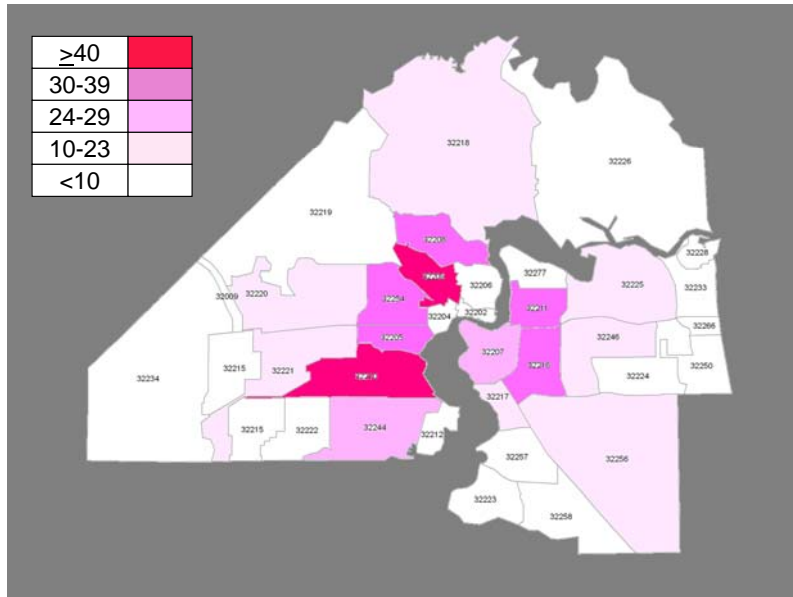
7 – HDL > 40 mg/dl

8 – Triglycerides < 150 mg/dl

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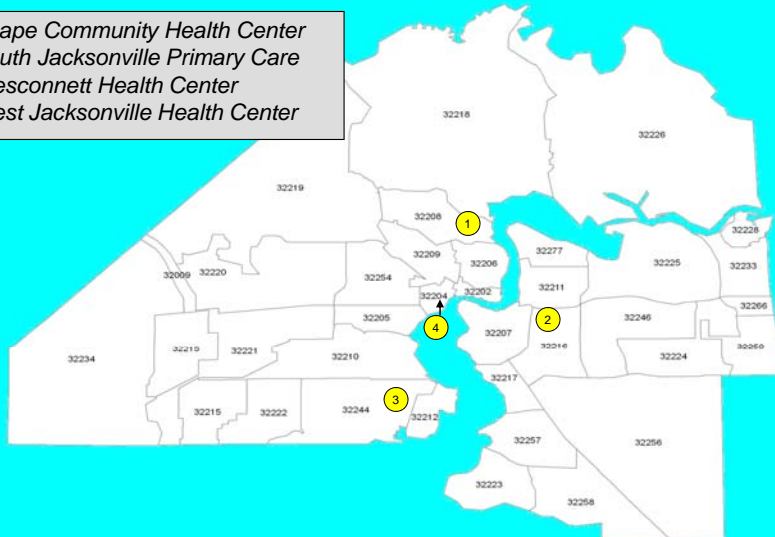
HERAP Referrals by ZIP Codes

≥40	
30-39	
24-29	
10-23	
<10	



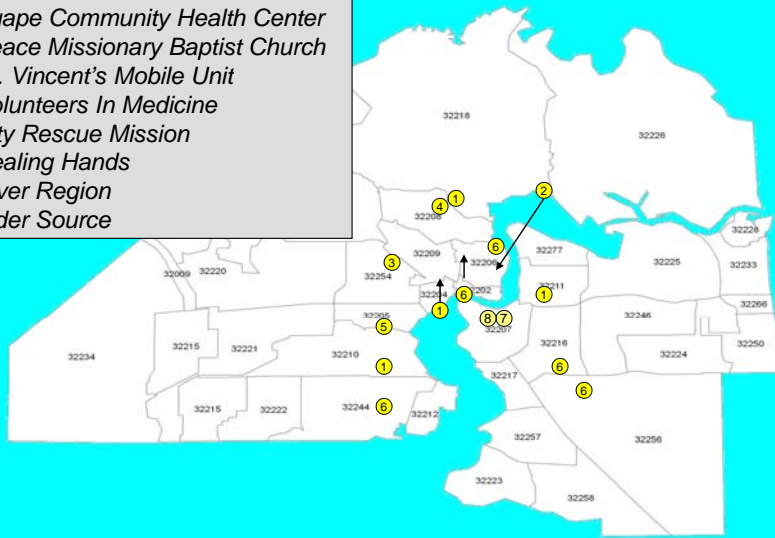
HERAP Disease Management Centers

1. Agape Community Health Center
2. South Jacksonville Primary Care
3. Wesconnett Health Center
4. West Jacksonville Health Center



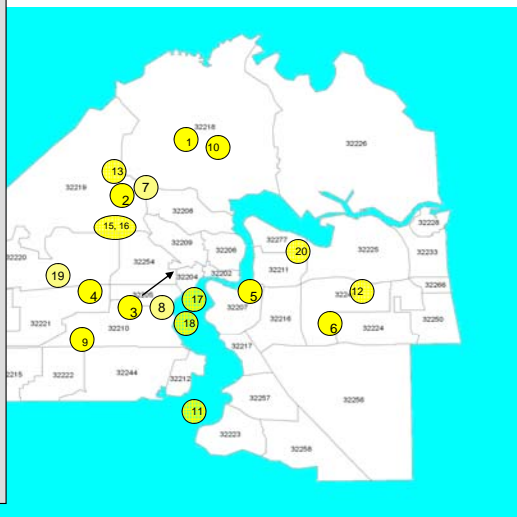
HERAP Medication Assistance Program (MAP) Sites

1. *Agape Community Health Center*
2. *Peace Missionary Baptist Church*
3. *St. Vincent's Mobile Unit*
4. *Volunteers In Medicine*
5. *City Rescue Mission*
6. *Healing Hands*
7. *River Region*
8. *Elder Source*

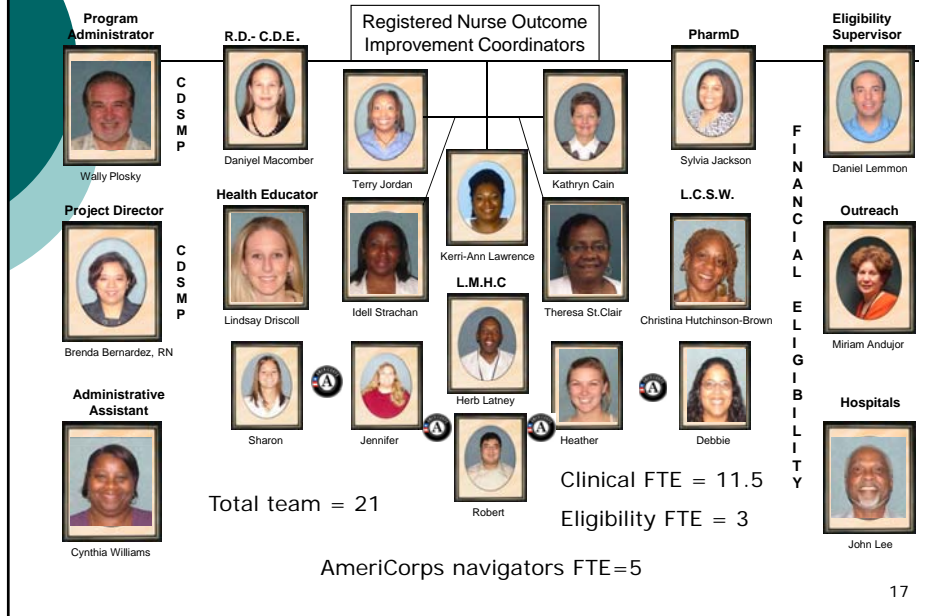


HERAP Community Living Room Locations

1. *Emmanuel Church of God In Christ*
2. *Greater Macedonia Baptist Church*
3. *Greggs Temple AME Church*
4. *United Church in Christ – Emerson*
5. *Potters House Christian Fellowship*
6. *Iglesia Restauracion Monte de Sion*
7. *Historic Mt. Zion AME Church*
8. *Normandy Blvd Wal-Mart*
9. *Beach Blvd Wal-Mart*
- 10-14. *Public Libraries*
15. *University of North Florida*
16. *Learn to Read Jacksonville*
17. *Volunteers of America*
18. *NFCAA-Emmett Reed*
19. *COJ P&R – Emmett Reed*



Meet the 2009-2010 HERAP Team



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HERAP Contact Information

Hospital Emergency Room Alternatives Program
 Duval County Health Department
 900 University Blvd. N., Suite 202
 Jacksonville, FL 32211
 Tel: (904) 253-1444
 Fax: (904) 745-3005
<http://www.dchd.net/herap.htm>

Wallace B. Plosky, MBA, Program Administrator
wally_plosky@doh.state.fl.us

Robert G. Harmon, MD, MPH, DCHD Director
robert_harmon@doh.state.fl.us

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