

# Okaloosa County Health Department L.I.P. Project

October 2011 Report to LIP  
Council

Karen A. Chapman, M.D., M.P.H.

# Okaloosa County Health Department Clinic Sites



# Clinic Services at the Okaloosa County Health Department

- **FAMILY PLANNING:** education, counseling, medical services, referrals, and follow-up visits to help people plan their family size. Most current methods of birth control are available to any person of childbearing age, including teens. There is no charge for the chosen method of birth control, only the office visit. Vasectomies are performed by OCHD staff. BTL offered by referral. Emergency Contraception and problem visits are available on an urgent basis.
- **BREAST & CERVICAL CANCER SCREENING:** including mammograms and pap smears, are provided to uninsured and underinsured women ages 50 to 64 who meet income guidelines and are residents of Okaloosa County through the FBCCP grant. Further Diagnostic tests are provided as necessary.
- **SEXUALLY TRANSMITTED DISEASE:** evaluation and treatment for STDs is available on a same day appointment or by walk-in at both clinic locations. A confidential phone message retrieval system is available for notification of patient test results, exclusive of HIV testing.
- **NURSE VISITS/MEDICATIONS:** low-income patients with epilepsy and insulin prescriptions may receive them through the state pharmacy at no charge.

# Clinic Services- Continued

- **IMMUNIZATIONS:** are provided free to children up to age 18 years through the vaccines for children program (VFC). Limited immunizations are available to adults at cost or through special designated funding.
- **CHILD HEALTH:** children are offered urgent access visits with health department providers serving as “safety net” providers. These visits are primarily for children new to the community who have not yet established care with local private providers, or Medicaid children unable to access their assigned providers for an acute need. During urgent visits, Health department staff focus intense efforts toward linking children to medical homes by providing information on Florida KidCare and assisting with application to Medicaid. Children are seen for school and sports physicals without charge as requested by school nurses or child welfare officials. School physicals are done for a minimum fee on scheduled days as a service to the community.
- **DENTAL:** children with Medicaid, HeadStart children, and other low-income children are provided basis dental services in the dental clinic at the Crestview location of the health department. Adult dental services are not available.

# Clinic Services- Continued

- **HIV MEDICAL HOME (RYAN WHITE):** in it's eleventh year, the federally funded Part C EIS Ryan White program provides HIV specialty and primary care in a medical home model to persons living with HIV and AIDS in Okaloosa and Walton Counties. The Ryan White clinic team consists of family practice physicians, nurses, and others who travel to provide care in FWB, Crestview, and southern Walton County health department locations. Comprehensive care is provided: including outpatient medical care, case management, labs, radiology, nutritional support, counseling, dental health, and medication assistance.

# Clinic Services- LIP Enhanced

- **OPPORTUNITY HEALTH MEDICAL HOME:** funded by LIP and located at the OCHD in the FWB clinic since 2009. Provides primary care in a medical home setting to low-income, uninsured or under-insured Okaloosa County residents enrolled in the OH patient panel.
- **ONE PROBLEM CLINIC:** funded by LIP since 3-2011 to focus on ER diversion, and located at the OCHD in the FWB clinic. Open to anyone needing care for a minor illness or injury who would otherwise seek care in a local ER. Hours chosen in consultation with Fort Walton Medical Center Emergency Room to assist with hours of peak patient demand. Same day appointments. Comprehensive, affordable fee covers physician visit, labs, and supplies. Outside labs and radiology available. Patient follow up on limited basis as necessary.

## What is the Opportunity Health Clinic?

The Opportunity Health Clinic is made up of family practice doctors, family nurse practitioners, and physician assistants, who are paired with experienced nurses to provide care for the patients who enroll in the program. The Opportunity Health Clinic gives patients the chance to be healthy and stay healthy! Patients can be seen for preventative care, like women's health or yearly check-ups. They can also make appointments for care of common chronic medical problems like diabetes, high blood pressure, or thyroid problems. Opportunity Health patients can be seen by the clinic medical providers when they are sick with things like sore throats to avoid having to use emergency rooms or urgent care centers. The Opportunity Health Clinic serves as "the old-fashioned family doctor," and is a medical home for patients enrolled in the program.



Our newest provider, Julia Sandwith, PA-C, is happy to provide assistance!

## Is there a charge for services?

The purpose of the Opportunity Health Clinic is to provide affordable medical care. Individual patient cost for services is discussed during enrollment. Fees are based on household income and vary from no shared cost to full cost share. Fees for all services in the Opportunity Health Clinic are set at affordable levels below those seen in most medical settings. Payment is expected at time of the clinic visit. The Okaloosa County Health Department accepts credit cards, personal checks, and cash. Medicare and many insurance plans are also accepted.

## Who can enroll?

To meet the enrollment guidelines, prospective patients will be asked to:

- Provide proof of household income, if reduced fees are requested (such as payroll stub or food stamp approval letter)
- Have no Medicaid, VA coverage, or similar coverage (Medicare & some insurance plans are accepted)
- Provide proof of residence in Okaloosa County (such as driver's license or mail with printed name & address)
- Provide a photo ID
- Provide a complete & accurate medical history
- Agree to program policies & sign the program service contract related to medical care

• Call 850.833.9240 or come in for more information about enrollment dates •

## What services are offered?

### Medical Care

Patients are seen by a family practice physician, nurse practitioner, or physician assistant along with nurses & other support staff. We offer a full range of preventative care (breast & cervical cancer screenings, family planning, well-child care, cholesterol checks) and chronic disease care. We offer many office procedures, such as minor skin surgery, cryotherapy, and colposcopy.

### Sick Visits

The Opportunity Health Clinic makes every attempt to schedule patients who are sick. The Okaloosa County Health Department offers limited after-hour services.

### Prescriptions for Medications

Every effort is made to keep medication affordable. Generic & other low-cost options are used.

### Medication Assistance Program

The Medication Assistance Program provides eligible patients assistance filing prescription medication requests with pharmaceutical company programs.

### Laboratory Tests

Lab fees are determined on a sliding scale basis. Very low income individuals are not asked to pay lab costs. We make an extra effort to minimize lab costs for all patients.

### Radiology Tests

Fees for radiological tests are determined on a sliding scale basis. Limited radiological studies (x-rays) are provided to low-income patients at no cost through our partnership with Ft Walton Beach Medical Center.

### Case Management

Case management is provided by registered nurses. All diabetic patients are involved in case management.

### Nutrition Services

Our nurses provide basic information & education on nutrition. Clinic providers conduct diabetes education classes on a monthly basis, and all diabetic patients & their families are encouraged to attend. Glucose monitoring strips & meters are available to patients during the class.

### Coordination of Care

As a medical home, we provide coordination of care for patients with community service providers, such as Bridgeway (mental health services), vocational rehabilitation, and other medical providers.

### Linkage to Medical Coverage

Eligible patients are offered assistance with their application to insurance programs, Medicaid, KidCare, VA, or relevant other programs.

\*\* We are a primary care clinic & **do not** have specialists on staff. Specialty referrals, adult dental care, emergency room visits, and hospital care are not covered or provided by the Opportunity Health Program.

# Key Elements of the OCHD LIP – Opportunity Health Program

- **Linkage of patients to community medical homes** through Medicaid, Medicare, VA, Florida KidCare, Community Health Centers, Vocational Rehabilitation, Hospice, and private insurance application whenever possible
- **Provision of comprehensive primary care** to patients when no linkage possible within a medical home model (**Opportunity Health**)
- **Utilization of case management and evidence-based strategies to assure desired outcomes for diabetic patients** (on-site education, assistance with supplies and medications, chronic care visits and chart tools, health coach)



# Key Elements of OCHD LIP Programs- Continued

- **Assistance with laboratory and radiology testing** (Fort Walton Beach Medical Center laboratory and radiology donations, contracted rates with LabCorp and IDI, CLIA-Waived in-house labs, Coumadin Clinic using CLIA-Waived in-house testing protocol)
- **Pharmaceutical assistance** (voucher programs, dispensed stock medications, immunizations, patient assistance programs)
- **Linkage to specialty care** (Volunteer Healthcare Providers, 110 Volunteers, contracts with local providers, donated in-patient services from FWBMC)

Fever < 103° F for less than 1 week

Sore throats

Minor ailments

Cold & Flu

Simple rashes

Sinus infections

Children/adults with minor illness needing a note to return to school/work

Stomach or bowel problems for < 1 week

Foreign objects in eye, ear, nose, skin

Sprains & strains

one problem  
**CLINIC**

Minor burns

Skin infections

Coughs

Sunburns

Insect bites

Small cuts requiring stitches

Earaches

# Key Elements of the OCHD LIP – One Problem Program

- Provision of accessible, affordable, convenient urgent care to **discourage ER utilization (One Problem Clinic)**

## Need to see a doctor but don't really need to go to the Emergency Room?

The *One Problem Clinic* may be just what you need...

We welcome same day appointments, walk-in, and Emergency Room referred patients with minor injuries and illness.

The *One Problem Clinic* at the Okaloosa County Health Department, Ft Walton Beach location is available for diagnosis and treatment.

**Monday thru Thursday 1-5 pm**  
**221 Hospital Drive NE**  
**Ft Walton Beach, FL 32548**  
**(behind Uptown Station)**

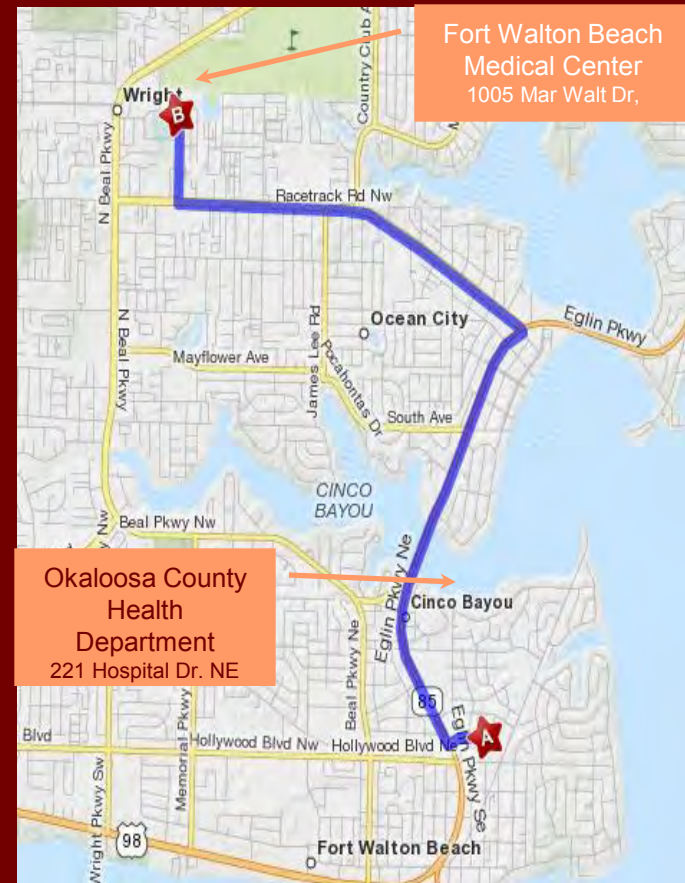
Our clinic addresses problems that are not life threatening, but should be taken care of the same day.

### Common Conditions treated:

- Sore throats, colds/flu, coughs, and sinus infections
- Earaches and other minor ailments for children and adults
- Fever less than 103°F for less than 1 week
- Simple rashes
- Skin Infections
- Sprains and strains
- Foreign objects in the eye, ear, nose or skin
- Minor burns including sunburn
- Insect bites
- Stomach or bowel problems for less than 1 week
- Small cuts requiring stitches
- Children and Adults with minor illness needing a note to return to school or work

**All visits are \$85 or less\***

*\*patients providing qualifying income information may be eligible for reduced rates*



# LIP Client Demographics

( OH - 10/7/10-10/6/11  
 OP – 3/1/11 – 10/6/11 )

	# Clients	# Female	# Male	# Visits	# Services
# OH Clients	2603	1666	937	8586 3.3 visits per client	16070
# OP Clients	853	510	343	1306 1.5 visits per client	16180

# LIP Clients by Fee Scale

( OH - 10/7/10-10/6/11  
 OP – 3/1/11 – 10/6/11 )

	0%	17%	33%	50%	67%	83%	100%
# OH Clients	1465	235	145	106	85	44	261
% OH Clients	64%	10%	6%	5%	4%	2%	11%
# OP Clients	563	78	64	42	25	14	157
% OP Clients	60%	8%	7%	4%	3%	1%	17%

# OH Top Ambulatory Care Sensitive Condition Diagnoses

- Hypertension
- Type II Diabetes
- Hyperlipidemia

# Top Diagnosis Seen in OP Clinic

- Urinary Tract Infection
- Strep Pharyngitis
- Lumbago
- Hypertension



# Highlights

<b>Active patients in OH panel</b> (10/5/11)	634
<b>Number of diabetic patients in case management</b> (10/5/11)	126
<b>Total number of LIP patients receiving medical services</b> (7/1/10-6/30/11)	2,822
<b>Total number of medical visits by LIP patients</b> (7/1/10-6/30/11)	7,639
<b>Ave. number of patients seen in One Problem Clinic per month</b>	155
<b>E.R. diversion patients</b> (7/1/10-6/30/11)	1,885