



Borinquen Medical Centers of Miami-Dade

Our Mission:

Borinquen Medical Centers of Miami-Dade provide a comprehensive range of health and social services to our culturally diverse community in Miami-Dade County. Our quality services are accessible to all people throughout the County through a multi-discipline approach.

**EMILIO LOPEZ PAVILION
FOR COMMUNITY HEALTH**

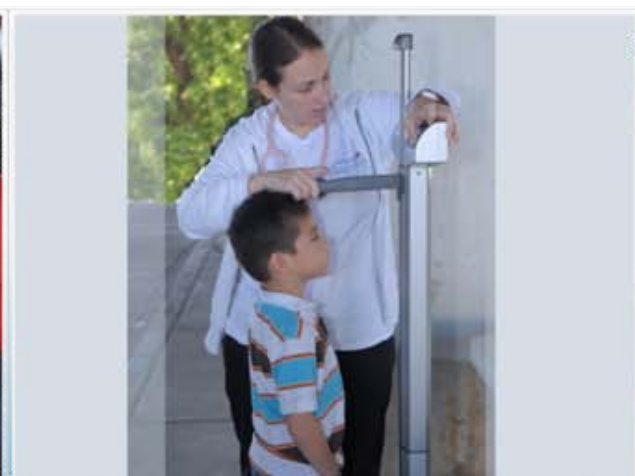
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www.borinquenhealth.org

BORINQUEN 
MEDICAL CENTERS
OF MIAMI-DADE

Borinquen: Who we are

- In 2011 26,123 patients(13,000 pts served in 2007) were seen and we had 88,103 clinic visits
- 55% of our clients were Hispanic
- 37% were Haitian
- 88% of patients were better served in a language other than English
- 90% of patients lived at or below the 100% federal poverty level were served
- 67% of our patients were uninsured
- 28% of our patients had Medicaid/Medicare



How BHCC utilized Funding

- Provided 4 full time staff for Carrie Meek Clinic
- Fully funded staffing and construction of the Borinquen North Miami Medical Center
- Partially funded operations of the Borinquen Chronic and Specialty Care Center/38th Street
- Funding critical to the development of a Quality and Performance Department





The Carrie Meek Clinic

- 1,400 sq. ft., four examination room health center site situated within a low-income public housing complex located in the Little Haiti neighborhood of The City of Miami
- LIP funding supported four full-time staff (including provider)
- Construction of facility fully funded by a private funder
- 1,908 of the patients seen at this facility are uninsured



Borinquen North Miami Medical Center

- This 3,000 sq. ft., 11-examination room facility located in the heart of North Miami opened its doors in November of 2011 and has provided services to 1,766 via 4,159 visits
- Funding supports 3 physicians and nine support staff
- An additional space has been leased two blocks from this center. Borinquen hopes to open a new North Miami Geriatric Center, during 2013
- Doubled the number of Medicaid pediatric providers in zip codes 33161 and 33162

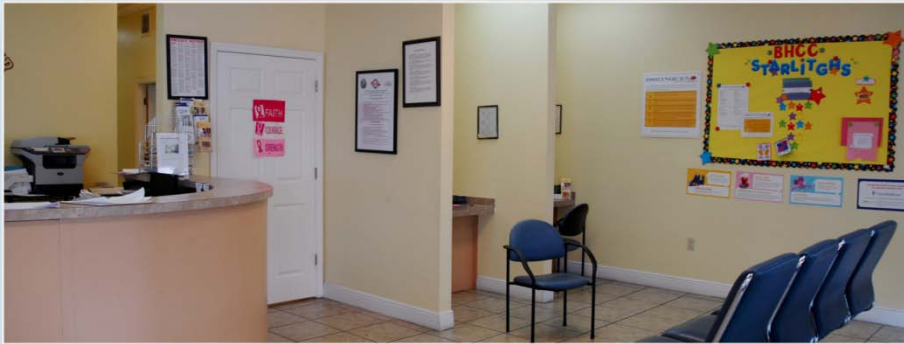




Borinquen's Chronic and Specialty Care Center

- The eight-examination room, 2,700 sq. ft. facility opened its doors on April of 2012
- This site has delivered 1,559 clinic visits to 1,007 patients, 513 of whom are uninsured
- Today, this site offers Geriatric care, Chronic Disease Management and Project AIDS Care (PAC) Waiver Case Management
- Patient Navigators are a point of contact for hospitals, emergency departments and external organizations to bring patients back into care and make BHCC their Medical Home.





Borinquen's West Dade/ Sweetwater Medical Center

- This site has nine examination rooms and is comprised of 2,700 sq. ft.
- It opened its doors in mid-2009
- Since then, the center has delivered care to 8,155 patients via 34,211 visits, 5,628 of these patients are uninsured



Quality Outcomes and
 Performance Improvement
 Program Implementation and
 Evaluation

QI Auditor-Patient
 Care Specialist-Care
 Coordinator

- Data/trend analysis of chart audits
- Compliance of Meaningful Use and Accreditation Standards
- Performance evaluation
- Peer review
- Clinical risk Management

Nurse Educator

- Diabetes education
- Chronic Disease Education
- Shared Medical Appointments
- Healthcare gaps
- Utilization of Resources

Patient Navigators

- Scheduling and navigating patients back in a Medical Home
- Perform pre and post office visit calls
- Integrate all services into primary care
- Point of contact for external organizations to refer patients and make BHCC their Medical Home
- Integrate programs into primary care

Outcomes

- Patient Care Teams
- Improve Access to care
- Patient and family actively participate
- **Accreditations:**
 - **AAAHC**
 - **NCQA**
 - **CMHC**

Patient Centered Medical Home - Improve patient outcomes-Integration of programs into primary care

Future Projects



- **North Miami Medical Center:**
 - Opening of North Miami Geriatric Center - To increase access for our fragile elder population: Currently only six family practitioners, two general practitioners and three Internal Medicine physicians (MDC primary and dental care needs assessment, 2010)
 - Increase hours of operation opening Saturdays
- **West Dade/Sweetwater Medical Center:**
 - Increased hours of operation opening Saturdays
- **Chronic and Specialty Care Center – 38th Street:**
 - Seeking authorization to provide cultural and linguistically patient oriented services, specially for Creole speaking patients in the following specialties:
 - Infectious Disease
 - Cardiology
 - Dermatology
 - Endocrinology
 - Urology
 - Gastroenterology
- **Behavioral Health:**
 - Fully Integration of Behavioral and Primary Care

