

Community HealthCare Connections

6-Month Outcomes Report through March 2016

ACTIVITY	DATA	Oct '15	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	6-Month Total (or 6-month high) THIS YEAR
Reception & Intake Services	Reception & Intake Encounters	168	147	159	160	137	157	928
	Hygiene Kits Distributed	1	3	0	5	1	5	15
Navigation Services	Number of Navigation Encounters (home site)	148	141	149	131	111	134	814
	Number of Navigation Services (home site)	158	150	150	123	124	136	841
	Number of Navigation Encounters (Albion)	4	47	14	20	22	37	144
	Number of Navigation Services (Albion)	4	49	15	23	23	40	154
	Number of Navigation Encounters through Caremanagement Referrals	14	11	4	9	13	7	58
	Number of Navigation Services through Church Support	-	-	0	0	0	0	0
Healthy Michigan	Significant Encounters	19	13	7	16	10	6	71
	Number of Enrollments (home site)	20	15	20	12	18	14	99
	Number of Enrollments (Albion)	1	8	3	5	7	9	33
Hospital Coordination Services - INPATIENT DISCHARGE SUPPORT	Number of Enrollments (Mobile Clinic)	0	0	0	0	0	0	0
	Hospital Discharge Assistance - BBC - # people helped	1	0	4	2	1	3	11
	Hospital Discharge Assistance - BBC - \$ value of services	\$10.24	\$0.00	\$526.01	\$219.85	\$98.59	\$318.44	\$1,173.13
Hospital Discharge Assistance - Oaklawn - # people helped	Hospital Discharge Assistance - Oaklawn - \$ value of services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Hospital Discharge Assistance - Oaklawn - # people helped	0	0	0	0	0	0	0
Lions Club Eyeglass Program for ADULTS	<b>ADULTS:</b> Number of adults helped this month	2	1	1	3	3	1	11
	Dollar value of glasses purchased for adults this month	\$165.90	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$580.65
	Average cost per pair of glasses for adults	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$52.79
	Number of vouchers issued	2	1	1	3	3	1	11
	Number of people on the waiting list for glasses	0	0	0	0	0	0	0
	Total funding available for glasses at the beginning of this month	\$1,753.52	\$1,587.62	\$1,504.67	\$1,421.72	\$1,172.87	\$924.02	N/A
	Contributions collected this month	\$20.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$70.00
	Additional donations and grant funds received this month	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total expenditures on glasses this month	\$165.90	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$580.65
	Total funds remaining at end of the month	\$1,587.62	\$1,504.67	\$1,421.72	\$1,172.87	\$924.02	\$841.07	N/A
Lions Club Eyeglass Program for CHILDREN	<b>CHILDREN:</b> Number of children helped this month	2	0	0	0	0	0	2
	How many <b>new</b> clients were enrolled in PDAP this month?	3	2	4	3	0	1	13

ACTIVITY	DATA	Oct '15	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	6-Month Total (or 6-month high) THIS YEAR
	TOTAL active PDAP clients as of this month	280	282	289	288	288	287	(289)
	How many new PDAP applications were submitted this month?	93	50	78	50	56	83	410
	Aged 60 and Over	58	26	33	29	17	49	212
	Under Age 60	35	24	45	21	39	34	198

ACTIVITY	DATA	Oct '15	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	6-Month Total (or 6-month high) THIS YEAR
Prescription Drug Access	How many total providers are using the PDAP program?	273	275	279	280	281	281	(280)
	How many <b>people</b> picked up PDAP prescriptions this month?	49	25	70	33	35	53	265
	Aged 60 and Over	26	13	30	14	15	27	125
	Under Age 60	23	12	40	19	20	26	140
	Significant Encounters	1	0	0	0	0	0	0
	How many total <b>prescriptions</b> were given out this month?	63	30	70	47	46	66	322
	PDAP Prescriptions	63	30	70	47	46	66	322
	Rx Outreach Prescriptions	0	0	0	0	0	0	0
	Donated Prescriptions (Summit Pointe & Free Clinics)	0	0	15	24	6	12	57
	Total Dollar Value of prescriptions picked up this month	\$93,101.70	\$31,834.02	\$68,362.91	\$87,336.70	\$66,944.02	\$81,307.57	428,887
	PDAP Dollar Value	\$93,101.70	\$31,834.02	\$68,362.91	\$87,336.70	\$64,590.58	\$73,338.87	\$418,564.78
	Donated Prescriptions Dollar Value (Summit Pointe & Free Clinics)	\$0.00	\$0.00	\$9,883.56	\$12,825.26	\$2,353.44	\$7,968.70	\$33,030.96
Diabetic Test Strips Program	Number of <b>people</b> picking up Diabetic Test Strips	0	1	2	3	0		6
	<b>Number</b> of Diabetic Test Strips Distributed	0	50	150	300	0		500
	<b>Value</b> of Diabetic Test Strips Distributed	\$0.00	\$6.98	\$13.96	\$41.98	\$0.00		\$62.92
	<b>Food/Hygiene Items</b> Donated by Diabetic Test Strip patients	0	0	15	25	0		40
	<b>Volunteer Hours</b> worked by Diabetic Test Strip patients	0	8	2	24	0		34
Language Support	Number of clients/patients reporting language other than English as their "preferred language"	0	0	0	0	0	0	2
	SOLUTION - Patient/Client's own interpreter	0	0	0	0	0	0	0
	SOLUTION - CHC Interpreter	0	0	0	0	0	0	0
	SOLUTION - Pacific Phone Interpretation Service	0	0	0	0	0	0	0
	SOLUTION - Other professional interpreter	0	0	0	0	0	0	0
Not able to help	0	0	0	0	0	0	0	
	Prescription Assistance - # helped (Age 60+)	45	35	29	31	16	29	185
	Prescription Assistance - \$ (Age 60+)	\$1,393.40	\$1,469.56	\$1,767.15	\$1,811.51	\$261.68	\$1,009.36	\$7,712.66
	Prescription Assistance - # helped (Under 60)	34	19	29	26	12	25	145
	Prescription Assistance - \$ (Under 60)	\$1,211.41	\$953.72	\$1,433.21	\$1,308.23	\$451.94	\$852.66	\$6,211.17
	Transportation Assistance - # helped (Dale Griffin Fund)	14	30	11	58	44	29	186

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ACTIVITY	DATA	Oct '15	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	6-Month Total (or 6-month high) THIS YEAR
Health Assistance Fund	Transportation Assistance - \$ (Dale Griffin Fund)	\$251.69	\$612.34	\$392.11	\$1,536.33	\$954.93	\$504.77	\$4,252.17
	Transportation Assistance - # helped (Aged 60+)	10	4	4	21	14	7	60
	Transportation Assistance - \$ (Aged 60+)	\$185.26	\$48.50	\$75.35	\$256.18	\$99.51	\$83.46	\$748.26
	Transportation Assistance - # helped (Aged 24-59)	17	19	9	19	20	21	105
	Transportation Assistance - \$ (Aged 24-59)	\$204.13	\$284.64	\$262.33	\$267.51	\$382.73	\$312.67	\$1,714.01
	Primary Healthcare & Therapeutic Services - # helped (Age 60+)	0	0	1	1	0	0	2
	Primary Healthcare & Therapeutic Services - \$ (Age 60+)	\$0.00	\$0.00	\$260.50	\$18.00	\$0.00	\$0.00	\$278.50
	Primary Healthcare & Therapeutic Services - # helped (Under 60)	0	0	1	0	0	0	1
	Primary Healthcare & Therapeutic Services - \$ (Under 60)	\$0.00	\$0.00	\$80.79	\$0.00	\$0.00	\$0.00	\$80.79
	Durable Medical Equipment - # helped (Age 60+)	1	1	0	1	1	0	4
	Durable Medical Equipment - \$ (Age 60+)	\$10.91	\$160.00	\$0.00	\$160.80	\$99.00	\$0.00	\$430.71
	Durable Medical Equipment - # helped (Under 60)	3	2	2	0	3	1	11
	Durable Medical Equipment - \$ (Under 60)	\$355.52	\$205.49	\$157.04	\$0.00	\$316.18	\$60.00	\$1,094.23
	Dental & Vision Assistance - # helped (Age 60+)	0	0	0	0	0	0	0
	Dental & Vision Assistance - \$ (Age 60+)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Dental & Vision Assistance - # helped (Under 60)	0	3	1	0	0	0	4
	Dental & Vision Assistance - \$ (Under 60)	\$0.00	\$300.00	\$189.30	\$0.00	\$0.00	\$0.00	\$489.30
	<b>TOTALS (PEOPLE) (Age 60+)</b>	<b>56</b>	<b>40</b>	<b>34</b>	<b>55</b>	<b>31</b>	<b>36</b>	<b>251</b>
	<b>TOTALS (DOLLARS) (Age 60+)</b>	<b>\$1,589.57</b>	<b>\$1,678.06</b>	<b>\$2,103.00</b>	<b>\$2,246.49</b>	<b>\$460.19</b>	<b>\$1,092.82</b>	<b>\$9,170.13</b>
	<b>TOTALS (PEOPLE) (Under 60)</b>	<b>68</b>	<b>54</b>	<b>24</b>	<b>103</b>	<b>79</b>	<b>76</b>	<b>452</b>
	<b>TOTALS (DOLLARS) (Under 60)</b>	<b>\$2,022.75</b>	<b>\$2,071.55</b>	<b>\$1,081.57</b>	<b>\$3,112.07</b>	<b>\$2,105.78</b>	<b>\$1,730.10</b>	<b>\$13,841.67</b>
	<b>TOTALS (PEOPLE) ALL AGES</b>	<b>124</b>	<b>113</b>	<b>87</b>	<b>158</b>	<b>110</b>	<b>112</b>	<b>703</b>
	<b>TOTALS (DOLLAR) ALL AGES</b>	<b>\$3,612.32</b>	<b>\$3,749.61</b>	<b>\$3,184.57</b>	<b>\$5,358.56</b>	<b>\$2,565.97</b>	<b>\$2,822.92</b>	<b>\$23,011.80</b>
<b>AVERAGE HEALTH ASSISTANCE FUND REQUEST</b>	<b>\$29.13</b>	<b>\$33.18</b>	<b>\$36.60</b>	<b>\$33.91</b>	<b>\$23.32</b>	<b>\$25.20</b>	<b>\$32.73</b>	
Hours of community service performed - Health Assistance Fund	25	109	19	16	18	29	216	
Total ACTIVE Nursing Clinic patients as of this month	1310	1267	1242	1190	1136	1068	(1,368)	
Number of unduplicated <u>patients</u> treated in the Clinic <u>this month</u>	43	36	41	36	33	40	229	
Number of <u>people</u> who failed to appear (no-showed) this month	13	3	6	1	2	5	30	

ACTIVITY	DATA	Oct '15	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	6-Month Total (or 6-month high) THIS YEAR
	No Show Percentage	25%	7%	11%	2%	6%	10%	10%
	<b>ENCOUNTERS</b>							
	<b>TOTAL - all patient encounters for the Nursing Clinic</b>	63	45	60	49	42	52	311

ACTIVITY	DATA	Oct '15	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	6-Month Total (or 6-month high) THIS YEAR
Nursing Clinic	Total Number of <u>non-clinical</u> ENCOUNTERS	10	2	6	4	3	2	27
	Medication Refills	10	2	6	1	1	1	21
	Advocacy	0	0	0	3	2	1	6
	Total Number of <u>clinical</u> ENCOUNTERS	53	43	54	45	39	50	284
	Encounters by Volunteer Providers	30	31	36	28	26	42	193
	Encounters by Staff Providers	23	12	18	17	13	8	91
	Total Number of Emergency Department Referrals	0	0	1	0	2	1	4
	Significant Encounters	0	0	0	1	1	0	0
	<b>RATIOS &amp; MEASUREABLES</b>							
	Total Number of Clinic Days this month	18.0	15.0	17.5	17.0	16.5	18.5	102.5
	Ratio: Average clinical visits per clinic day	3	3	3	3	2	3	3
	Ratio: Number of clinical visits per patient	1.23	1.19	1.32	1.25	1.18	1.25	1.24
	Number of patients TURNED AWAY due to limited capacity.	0	0	2	0	0	0	2
	<b>SAMPLE MEDICATIONS</b>							
	Number of <u>sample medications</u> given out	16	8	14	3	2	16	59
	Dollar value of <u>sample medications</u> given out	\$4,491.87	\$2,214.73	\$2,239.82	\$368.38	\$441.82	\$4,113.09	\$13,869.71
	<b>REFERRALS</b>							
	Number of specialist referrals made	9	3	2	5	3		22
	Dollar value of donated <u>radiology readings</u> (professional services)	n/a	n/a	n/a	\$436.00	\$1,596.00	\$531.00	\$2,563.00
	Dollar value of donated <u>radiology services</u> (professional services) provided to patients by Bronson Battle Creek	n/a	n/a	\$13,874.34	\$3,338.02	\$5,896.24	\$4,550.82	\$27,659.42
Dollar value of donated <u>lab work</u> provided to patients by Bronson Battle Creek	n/a	n/a	n/a	\$4,745.55	\$1,415.07	\$1,118.79	\$7,279.41	
Chiropractic Program	TOTAL CHIROPRACTIC ENCOUNTERS	0	0	0	0	0	0	0
	Chiropractic Encounters - In Chiropractic Offices	0	0	0	0	0	0	0
	Dollar value of Chiropractic Radiology	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total <u>unduplicated people</u> served to date	0	0	0	0	0	0	0
	Total number of Mobile Clinic <u>patients</u> this month	14	1	5	11	9	10	50

Community HealthCare Connections

6-Month Outcomes Report through March 2016

ACTIVITY	DATA	Oct '15	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	6-Month Total (or 6-month high) THIS YEAR
Mobile Outreach	Total number of Mobile Clinic <b>encounters</b> this month	14	1	5	11	9	10	50
	Number of Navigation Encounters (outreach)	0	0	0	0	0	0	0
	Number of Clinical Encounters in Senior Apartments	14	6	4	9	8	10	51
	Number of Navigation Services (outreach)	0	0	0	0	0	0	0
	Significant Encounters	1	0	1	0	0	0	2
	Number of Mobile Clinic days this month	3	1	2	3	2	1	12
	Ratio: Number of encounters <b>per day</b>	5	1	3	4	5	10	26
	Number of hygiene kits given out	1	3	0	0	0	0	4
	Number of food kits given out	0	0	0	0	0	0	0
Dentist Partnership	Number of <b>people</b> who have completed an exam/treatment visit	16	9	12	16	15	18	86
	Total number of exam and treatment <b>visits</b> completed this month	8	9	12	8	16	25	78
	Total number of exams and treatment <b>services</b> completed this month	8	9	14	11	18	32	92
	Significant Encounters	0	0	0	0	0	0	0
	<b>Dollar value</b> of exam and treatment visits completed this month	\$780.00	\$1,077.00	\$1,568.00	\$1,346.00	\$3,031.00	\$3,877.00	\$11,679.00
	Total number of <b>dentists</b> participating	33	33	33	33	33	33	(33)
	Number of <b>people</b> who failed to appear (no-show) at a dentists' office this month	0	0	0	2	0	0	2
	No Show Percentage	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	2.3%
	Number of people from the emergency room for dental pain	1	0	0	0	0	0	1
	Hours of community service performed - Dentists' Partnership	85	609	113	109	123	76	1,115
Preventive Dental Services Initiative	Number of free dental cleanings/screenings	11	8	5	9	8	7	48
	Number of <b>people</b> who have completed an oral health class	11	8	6	2	6	6	39
	Number of WIC families receiving dental education	not available	95	71	57	56	76	355
	Number of toothbrush/toothpaste packs given to WIC families.	not available	190	190	148	156	204	888
Denture Partnership	<b>Value</b> of denture services and materials donated this month	\$0.00	\$0.00	\$0.00	\$0.00	\$600.00	\$0.00	\$600.00
	Number of <b>Orthodontists</b> participating	1	1	1	1	1	1	(1)

ACTIVITY	DATA	Oct '15	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	6-Month Total (or 6-month high) THIS YEAR
"Better Smiles. Better World." (orthodontia pilot program)	Number of New Enrollments this month	2	0	0	0	0	0	2
	Number of people actively in treatment	17	15	15	15	15	15	(17)
	Number of orthodontia <u>visits</u> donated this month	2	0	0	0	0	0	2
	<u>Value</u> of orthodontia visits donated this month	not available	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Hours of community service performed - Orthodontia program	276	20	200	0	16	0	512
Pay It Forward Community Impact	Total Volunteer Hours - <u>All Programs</u>	386	746	334	149	141	104.5 not counting	1,876
	Bags of clothing donated - #	0	23	13	16	5	21	78
	Food, hygiene items, and durable medical equipment donated - #	0	0	15	25	0	pdap not entered	40

Total Number of Encounters (including enrollments) This Six-Month Period

2,587

**A FIELD HIGHLIGHTED IN YELLOW INDICATES A MEASUREMENT FOR SENIORS (AGED 60 AND OLDER)**

**WHERE THE ( - ) APPEARS IN A FIELD, IT MEANS THAT WE DID NOT MEASURE THAT ITEM AT THE TIME DATA WAS ORIGINALLY REPORTED**



## Prescription Drug Access Program & Summit Pointe Partnership

March 2016

Physician	Patients	Prescriptions	Total Cost	Average Cost Per Rx
Gandy	1	1	4,255.92	\$4,255.92
Tokhie	0	0	0.00	\$0.00
Zethelius	2	2	4,951.62	\$2,475.81
Simmons	0	0	0.00	\$0.00
Hussain	0	0	0.00	\$0.00
Totals	3	3	9,207.54	\$1,346.35

## MONTH: March 2016

Dentist Name				City	Commitment	# Visits	# Services	\$ Value
Timothy		Bandeen	DDS	Battle Creek	Ortho Initiative			
David	H.	Brown	DDS	Battle Creek	8	5	5	\$330
Henry	J.	Brown	DDS	Battle Creek	4			
Louis		Chmura	DDS, MS	Marshall	Ortho Initiative			
John		Curtis	DDS	Battle Creek		2	3	\$510
Michael		Glass	DDS, MS	Battle Creek	TBD			
Myra		Covarrubias	DDS	Battle Creek	3			
Joseph		DeRose	DDS	Battle Creek	3			
Sharon		Dickerson	DDS	Battle Creek	TBD			
Craig		Diederich	DDS	Battle Creek	Case-by-Case			
Paul	H.	Domin	DDS	Marshall	1			
Kip	P.	Etheridge	DDS	Battle Creek	2	1	1	\$211
		FHC (ALBION)		Albion	varies by availability			
Thomas	C.	Goodsell	DDS	Battle Creek	2	1	1	\$40
James		Grubka	DDS	Battle Creek	1			
Todd		Halonen	DDS	Battle Creek	1			
Rod		Halonen	DDS	Battle Creek	1	2	3	\$570
Susan		Halonen	DDS	Battle Creek	1			
David		Heidenreich	DDS	Marshall	4			
Theresa		Koch-Ely	DDS	Bellevue Only	1			
Bruce	A.	Leonard	DDS	Battle Creek	4			
Michael		Loudon	DDS	Battle Creek	4	1	2	\$720
Douglas		McDaniel	DDS	Battle Creek	4			
Rand		McKinley	DDS	Battle Creek	8	3	6	\$900
Charlie	H.	Palumbo	DDS	Battle Creek	12	2	2	\$256
Nicholas		Pound	DDS	Albion/Marshall Only	2			
Eric		Shugars	DDS	Battle Creek	Case-by-Case			
Arthur		Sonneborn	DDS	Battle Creek	Case-by-Case			
Robin		Steely	DDS	Battle Creek	1			
Douglas		Van Der Muelen	DDS	Marshall	1			
Craig		Van Zyl	DDS	Marshall	2	1	2	\$340
Catherine		Wilcox	DDS	Battle Creek	1			
Gary		Zoutendam	DDS	Battle Creek	Case-by-Case			
<b>TOTALS</b>						<b>18</b>	<b>25</b>	<b>\$3,877.00</b>

## Nursing Clinic of Battle Creek Clinic Encounter Report

Month:	<b>March 2016</b>
Total Clinic Days:	18.5
Total Patients Seen:	40
Total Patient Encounters:	50

### Insurance Status

Insured:	2
Uninsured:	38

### Income Level (as a % of Federal Poverty Level)

0%-100%:	9
101% - 150%:	9
151% - 200%:	12
201% or higher:	10

### Age

Under 18 Years Old:	0
18 - 24:	2
25 - 34:	3
35 - 44:	6
45 - 59:	28
60 and older:	1

### Ethnicity

White:	22
Black:	12
Hispanic:	6
Mixed Race:	0
Asian:	0
Other:	0
Unknown:	0

### Residency

Calhoun County Resident:	39
Not a Calhoun County Resident:	1

### Homeless Status

Patients reporting homelessness:	0
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### Reason for Encounter (All Visits Counted Here):

Urgent Only:	9
Chronic Only:	15
Combined Chronic/Urgent Visit:	26

### Reason for Encounter (Family Health Center Patients ONLY):

Number of patients seen reporting FHC as their "medical home"	0
<i>Of these patients, how many were:</i>	0
Urgent Only:	0
Chronic Only:	0
Combined Chronic/Urgent Visit:	0

### Other Options:

Where would you have gone for medical treatment if the clinic was not here today?

## Nursing Clinic of Battle Creek Clinic Encounter Report

Emergency Department  
My doctor  
No where  
Other  
FHC  
Did not answer  
Don't know

8
2
15
4
0
21
0
<hr/>
50

# Mobile Outreach Encounter Data

## Month of March 2016

	Number
<b>Patient Information</b>	
<b>Total Patients</b>	<b>10</b>
Patients with NO Insurance	1
Patients with Insurance	9
Patients with NO PCP	0
Patients WITH a PCP	10
<b>Encounter Information</b>	
<b>Total Encounters</b>	<b>10</b>
Treatment	5
Screening	5
Navigation (Referrals)	0
Where would you have gone for medical treatment if the mobile clinic was not here today?	
Emergency Department	2
My doctor	7
No where	0
Other	0
Did not answer	0
Don't know	1
V.A.	0
	<b>10</b>

## The Dale Griffin Ride for Life Fund has helped many families. 3-Month Summary

### **March 2016**

We assisted the mother of a 18-Month old girl with gas vouchers to get her to the pediatrician in Battle Creek. The child has been running a very high temperature and is very ill.

We continued to assist the mother of a 23-month old boy with gas vouchers to get to Grand Rapids for the child to have a MRI on his brain. We also assisted his mother with a gas voucher for the child to be seen by the brain surgeon the following day.

We are continuing to assist the father of a 4-month baby born in Ann Arbor with gas vouchers because the child was born with bowel blockage. He has undergone 2 different surgeries and is still in the hospital awaiting another bowel surgery.

We are assisting the mother of a 16-year-old, who is currently in Helen DeVos Children's Hospital in Grand Rapids with MRSA, with gas vouchers. The teen will be there for one more week.

### **February 2016**

We assisted the mother of a 22-month-old-boy with gas vouchers to get to Grand Rapids for the child to have a MRI on his brain. We also assisted his mother with a gas voucher for the child to be seen by the brain surgeon the following day.

We assisted the mother of a 1-year-old-boy, who was born premature, with gas vouchers for his check-up at U of M to see a Craniofacial Surgeon.

We assisted the father of a 2-year-old-girl with gas vouchers; the child is currently in Mott's Children's Hospital with RSV.

We assisted the mother of a 12-year-old-girl with gas vouchers; the child has a blood disorder and needs to see a hematologist.

We assisted the mother of twin girls who were born 2-months premature with gas vouchers to get back and forth from Albion to Kalamazoo.

### **JANUARY 2016**

We are assisting the mother of a 16-year-old, who is currently in Helen DeVos Children's Hospital in Grand Rapids with MRSA, with gas vouchers. The teen will be there for 2-3 weeks.

We continue to assist a 22-year-old-pregnant-female with gas vouchers. Her pregnancy is considered very high-risk because she has never carried a baby for a full term and this is her 4<sup>th</sup> pregnancy.

We are assisting the mother of a 2-year-old, who is currently in U of M hospital for seizures, with gas to get back and forth to the hospital.

We continue to assist the mother of a 2-year-old-boy, who was born premature, with gas vouchers to Grand Rapids to see his specialist.

We are continuing to assist the mother of a 7-year-old-girl with scabies in her eye with gas to get to U of M Ophthalmology Clinic for an eye surgery and follow up.

We are continuing to assist the mother and father of a 1-month-old-boy with gas vouchers to get to Ann Arbor for their son who has a tear in his bowels that is causing fluid to enter the abdomen.

## Impact Statements

### **March 2016**

A 33-year-old-single-father came to enroll in the Dental Access. The man was in a motorcycle accident a few years back which left him paralyzed. He asked if we knew of any places where he could get a new pillow for his wheelchair? The navigator noticed that his wheelchair was very damaged due to some neighborhood children taking it off of his porch and playing with it. She knew that someone had just donated a very nice custom made chair to CHC and offered it to him. The chair would be perfect for him if he went on outings because the chair reclined, the only problem was, someone would have to push him around in it because it didn't have the big wheels for him to maneuver it himself. She told him about Southwest Michigan Rehabilitation Foundation (SMRF) and he was interested in learning more. She is currently assisting him in getting a new chair that will work for him. CHC had just received a motorized scooter that week through a donation and we were able to give him until his request is filled through SMRF. Our client was very thankful and said he can't wait to watch a movie in his new reclining wheelchair.

### **February 2016**

During a nurse visit at one of the senior housing complex, there nurse had many residents come down to visit her during her outreach visit. But on this day, one of her regulars came down to see her because he was not feeling well. He had been feeling tired and felt like his heart was racing a mile a minute. The Nurse took his vitals and his blood pressure was in the 200s, the nurse asked when he had last seen his doctor? He replied, "It has been a while" he explained how he did not have money to pay the copayments. She told him that she highly recommended that he went to the hospital to be checked out because he had not been on his medication consistently. The resident promised that he would and returned to his apartment. He had his son to come and take him to the hospital where he was admitted. A couple of weeks later during the nurses visit back at his complex, the resident came down to thank her for her insistence on him going to the hospital. The nurse gave him information about CHC and told him whenever he could not afford his copayments to come visit us. She told him how we could help him with is office copayments and medication copayments whenever he needed assistance. He stated, "I thanked God for you and for you being here that day!"

### **January 2016**

A distraught client visited CHC for help one morning. She was a 26 year old that was 8 months pregnant, from Nigeria and in US on a passport, stating that she has been in the states for about 1 year. She became pregnant, was able to apply for Medicaid, yet was having problems with her case worker. She stated that her case worker asked her numerous times to send a copy of her proof of pregnancy. The client stated that after she had dropped off the proper documentation at DHS, emailed it to her case worker, and had Grace Health also fax a copy to DHS, she was still denied for Medicaid. The denial letter stated that she was denied because she was not pregnant. At first, the Navigator checked Champs Medicaid to confirm that she wasn't active, then the Navigator called DHS to see if she could speak to the client's case worker about the situation. It was difficult to find her case worker because this client was not a citizen/resident of US and didn't have a Social Security number. After speaking with the receptionist at DHS and explaining the situation, the Navigator was finally able to connect with the client's case worker. After talking with the case worker for just a short time, the Navigator learned that the client's original case worker passed away unexpectedly, and that she had been assigned all of his clients and she hadn't even had the chance to review this particular case. The client was expecting her baby in just 6 short weeks, and she was very concerned about what would happen if the baby decided to come early, without having insurance. The Navigator then contacted DHS again in order to confirm that they actually did receive a proof of pregnancy, and asked to speak directly to the client's new case worker's supervisor. The Navigator had to leave a voicemail, so she told the client that she would call her as soon as she found out any information from the case worker. Later that day, the supervisor called the Navigator back and told her that all of the proper documentation regarding her pregnancy was on file, but that they didn't have proper documentation regarding Medicaid. DHS still needed a copy of the client's passport and the client would have to reapply for Medicaid because there was too much time between the time she originally applied and was denied. The Navigator contacted the client right away and shared this information with her. The client was able to gather the remaining documentation, brought it in to CHC that day, and her Medicaid was active the very next day!