



FY 2017 COMMUNITY HEALTH CARE REPORT

NAME OF ORGANIZATION: Oak Park River Forest Infant Welfare Society dba IWS
Children's Clinic

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MISSION OF THE ORGANIZATION:

The Oak Park River Forest Infant Welfare Society is a diverse member-driven organization with an abiding commitment to ensuring the health and well-being of children. Through our Children's Clinic, the IWS provides the highest quality medical, dental and behavioral health services to children from families unable to afford the cost of private health care. The work of the Society is powered by dedicated members and volunteers, a highly competent professional staff, generous donors, engaged partners and enlightened communities who share our view of "health justice" with a belief that sustaining the health of our children is a critical investment in the future.

1. IDENTIFY THE HIGH RISK/UNDERSERVED AND/OR DISADVANTAGED POPULATIONS IN THE COMMUNITIES THAT YOU SERVE AND DESCRIBE SPECIFICALLY THE ACTIONS TAKEN TO INCREASE ACCESSIBILITY TO HEALTH SERVICES:

Who We Serve

All of the children served at the IWS Children's Clinic come from low-income families. Fifty-four percent of our patients are Hispanic, 27% are African American and 13% are Caucasian. Most patients come from 44 west Cook and DuPage County suburban communities and 26% are from the city of Chicago, with the majority living in the contiguous Austin neighborhood. The vast majority, 94%, are enrolled in the Illinois' All Kids Assist Medicaid or Medicaid Managed Care. The remainder pay on a sliding fee scale set by income but **care is always provided regardless of ability to pay.**

The majority of patients live in a 5 mile radius from the Children's Clinic. However, there are no geographic limitations. As a pediatric health clinic, our only exclusion is that we do not provide care for adults.

The Clinic is a major referral site for local schools, hospitals, and Head Start programs; Hephzibah Children's Association, a social service agency for abused and neglected children; Anne's House, a shelter for sexually exploited young women operated by the Salvation Army;

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and West 40, an alternative high school in the western suburbs. In FY 2017, the Clinic provided health care to 3,404 unduplicated children in 10,048 visits.

Clinic Services and Programs

Our Dental Clinic is one of few affordable dental clinics in Chicagoland providing preventive/restorative care; we have 6-chairs and treat over 2,800 children. Services include oral exams, cleanings, fluoride treatments, dental sealants, extractions, cavity repair, and root canals. Our three pediatric dentists have additional training in pediatric behavior management to provide care for children with special needs, extensive or complex oral health problems and/or behavioral health issues. Only 49 pediatric dentists in Illinois accept Medicaid underscoring the critical need for our dental services.

We recently built two private operatories tailored to the unique challenges of special need patients who become agitated by the noise in our open-bay exam rooms. Because of our unique capacity, the Clinic is able to provide care for children with special needs), children with complex or extensive oral health problems (i.e., requiring multiple extractions or root canals), and children with behavioral health issues (i.e., a diagnosed mental illness). Our pediatric dentists have operating room privileges at Illinois Masonic Medical Center where once a month they provide care for patients who must undergo general anesthesia for all of their dental procedures

Our Portable Dentistry Program conducts preventive dental care -- oral exams, cleanings, fluoride treatments and dental sealants -- in 31 schools during the academic year and at health fairs for 2,200 children annually. Students needing of urgent care are referred to the Clinic for restorative care, a unique aspect of our program that few other mobile dental services offer - a seamless flow from diagnosis to treatment. Unfortunately, we often encounter 5 to 8 year olds who have never seen a dentist.

The **Medical Clinic** provides primary health care in a medical home model for almost 1,300 children each year. Services include physical exams, vaccines, flu shots, nutrition counseling, sick care, and developmental and social-emotional screening. Our providers stress the importance of completing recommended childhood vaccinations at every well-child visit and immunization rates are tracked by the ICARE state registry. Patients with a BMI over 85% are referred to our **Nutrition Program**, an individualized family-centered weight management program run by a dietitian that helps families develop healthier eating habits and increase the amount of their physical activity through behavior modification therapy and nutrition education.

The integration of medical and behavioral health is a distinguishing feature of our care. Utilizing a holistic approach, a social worker attends every well-child visit applying a variety of standard assessment tools for the early identification and treatment of social-emotional problems and

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developmental delays. On-site brief social work interventions provide a way to resolve issues that can be dealt with in a single session. Additionally, social service **case management and referral services** address concrete needs such as food insecurity and homelessness that affect well-being. We also refer children to therapy, inpatient care and DCFS as necessary. Fifty percent of children screened require follow-up by our social workers.

We were recently awarded a pilot grant to screen dental patients for behavioral health. Children receiving strictly dental care (twice as large as our medical patient base) experience the same socioeconomic stressors leading us to conclude that these children also require help. We are ideally positioned to perform this groundbreaking work having the experience, need and requisite population.

Finally, we employ health education to improve health outcomes by conducting **Oral Health and Nutrition Education Workshops** in schools for elementary, middle and preschool students and parents during the academic year. Also, **community health fairs** provide the opportunity to educate at-risk, underserved communities on health and nutrition. In total, we provided health education to some 8,200 children throughout the year.

The Clinic promotes literacy by distributing over 15,000 new and gently used books a year to our patients through our participation in the **Reach Out and Read Program** and our own **Giving Library**. We are also a distribution site for **Bernie's Book Bank**. Finally, the Clinic offers public health clinical opportunities for over 35 students in the health professions each year.

How the IWS Children's Clinic Increases Access to Care

- We increase access to care by providing free and low-cost health care for children whose families cannot afford the cost of private health insurance. All of the children served at the Clinic are from low-income families and 91% are enrolled in All Kids Medicaid or Medicaid Managed Care. However, most private practitioners limit their Medicaid caseloads because state reimbursement falls well below the actual cost of care and few families can afford to pay for the high cost of care out of pocket. The Clinic accepts All Kids Medicaid, offers a modest sliding fee scale for our uninsured patients, and **provides care regardless of ability to pay**. The IWS Children's Clinic offers a rare respite from the interminable search for affordable health care for low-income families.
- We increase access to care in the way in which care is delivered. We offer the full range of pediatric health services, including specialty dental services, under a single roof for one-stop access to care. We adhere to a medical home model to ensure consistent, coordinated and integrated care. Our hours of operation are designed to accommodate working parents: the Clinic is open two nights a week and one Saturday a month for medical and dental care. We are easily accessible by two different modes of mass transit. And we are culturally accessible: like 50% of our patients, all of our front-line staff and many of our practitioners are fluent in Spanish and all of our forms and surveys

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are available in both English and Spanish. In addition, we have access to a language service that connects our providers to translators in up to 200 languages that are trained in using medical terminology. This year, we have been able to access the service to connect with patients and families that speak Mandarin, Polish and Arabic.

- Access to care is the impetus behind our community outreach programs. Through our Portable Dentistry Program, we provide preventive dental care in the schools for 2,200 low-income elementary, middle and preschool students each year, children who would otherwise lack access to care. We increase access to health information for over 7,000 school children and parents through classroom-based Oral Health and Nutrition Education workshops and community health and resource fairs.
- We increase access to mental health services by offering behavioral health care on-site. A social worker provides social-emotional screening in the well-child medical visit, mental health assessments, brief social work interventions, social service case management and referral services. Providing mental health services in the medical setting reduces the stigma attached to mental health services and improves compliance with mental health treatment plans.
- We increase access to care by training the next generation of community health medical and dental practitioners. These students allow the Clinic to serve significantly more patients. At the same time, the Clinic provides the students with valuable hands-on clinical experience in a public health setting with the hope that a positive experience in the Clinic will encourage them to pursue a career in public health dentistry or medicine and continue to provide care to underserved populations. In FY 2017, 18 fourth-year dental students from University of Illinois at Chicago College of Dentistry, 43 students in health professions completed a rotation in the Clinic. Specifically, 18 fourth-year dental students and 9 pediatric dental residents from the University of Illinois at Chicago College of Dentistry, 1 Master of Dietetics Student from UIC, 1 nurse practitioner student from Rush University and 14 medical residents from Mac Neal Hospital completed a rotation at the Clinic.
- Clinic increases access through our collaborations and partnerships (see #3)

2. DESCRIBE THE STRATEGIES USED FOR GATHERING PATIENT AND COMMUNITY INPUT FOR PROGRAM AND SERVICE DEVELOPMENT

The IWS Children's Clinic administers a patient satisfaction survey annually to the parents of our medical and dental patients (all of our patients are minors). Due to major renovation and construction in the Clinic this past year to create two new enclosed dental operatories, we were not able to administer the survey during the normal timeframe. However, we plan to conduct patient/parent focus groups and a patient satisfaction survey later in the year. Learning about our patients/parents concerns and issues is very important to us. Based on their feedback, the IWS Children's Clinic then modifies programs and services to better suit their needs.

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Also, the IWS Children's Clinic learns about the health care needs of the communities it serves through ongoing communication with local leadership at other community-based organizations and other health care providers.

In addition, the IWS Children's Clinic actively monitors patient outputs and outcomes. These are important measures of success, and are closely reviewed to ensure patients are receiving the most effective services.

3. DESCRIBE PARTNERSHIPS TO PROMOTE CONTINUITY OF CARE FOR HIGH RISK/UNDERSERVED AND/OR DISADVANTAGED POPULATIONS.

The IWS Children's Clinic believes strongly in the value and efficacy of partnerships. The Clinic is a major referral site for Berwyn, Cicero and Oak Park schools; Rush Oak Park Hospital; area Head Start programs; and the Salvation Army's Anne's House. We provide all of the medical and dental services for the children who reside at Hephzibah's residence for abused and neglected children. The Clinic is a member of the Collaboration for Early Childhood Care and Education, the I-Floss Coalition, the Cicero Youth Task Force Health Care Committee, the Cicero-Berwyn AOK Early Childhood Committee, and the Oak Park Youth Township Network Committee. The Clinic participates in the Oak Park River Forest Community Foundation's Success for All Youth initiative. Our two community outreach programs -- Portable Dentistry and Oral Health and Nutrition Education Workshops -- require close working relationships with area schools and health departments. The Clinic has a contract with the Berwyn Public Health District to provide preventive dental care and oral health education in Berwyn public and parochial schools. A partnership with the UIC Chicago of Dentistry provides the Clinic with 25 fourth-year dental students and 9 pediatric dentistry residents each year.

4. TWO EXAMPLES OF COMMUNITY-ORIENTED APPROACH TO PROGRAM DEVELOPMENT

The IWS Children's Clinic monitors patient trends and their changing needs through observations shared by our practitioners and paraprofessionals at monthly staff meetings, monthly analysis of usage data, and an annual Patient Satisfaction Survey. Below are two examples of how emerging patient needs informed the development of new services at the Clinic.

- The IWS dental clinic has a specialized practice in care for high need children. We have three part-time pediatric dentists on staff, dentists who have received additional training in pediatric behavioral management, skills not taught to general dentists, through a 2-year residency after dental school. Because of our unique capacity, the Clinic is able to provide care for children with special needs, children with complex or extensive oral health problems, and children with behavioral health issues. As a result,

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there has been a slow but steady increase in the number of high need and special needs patients at the Clinic. In FY 2017, Clinic pediatric dentists treated approximately 800 patients. This trend led us to embark on a major expansion of our capacity to serve high need children and special needs children. Thanks to a capacity-building grant from the Illinois Children's Healthcare Foundation and Westlake Health Foundation, the IWS constructed and furnished two new enclosed and sound-proofed dental operatories designed to meet the unique challenges of our high need patients, such as those on the autism spectrum, who become agitated by the noise in our open bay exam rooms and need additional time in the dental chair. Now fully complete, this renovation has expanded our ability to serve this population.

- The OPRF IWS Children's Clinic was very recently awarded a grant from both ILCHF and Community Memorial Foundation intended to pursue a means of conducting behavioral health screening in our dental population. We screen children at the Clinic during a well child medical visit where 50% of the time follow-up treatment or referrals are required. However, not all our patients obtain both their medical and dental healthcare with us. Our children receiving strictly dental care (twice as large as our medical patient base) come from the same socioeconomic stressors as those in our medical practice leading us to the conclusion that these children require much help as well. Our venture into combining dental and mental health is evidence of our commitment to dental care and its overall place in primary care. We are ideally positioned to perform this groundbreaking work having the experience, expertise and patient population.

5. NUMBER OF CLIENTS SERVED IN FY 2017:

FY 2017 Accomplishments

- 3,404 unduplicated patients received health care at the Clinic in 10,048 visits
- 2,228 children at 30 schools and 7 health fairs received preventive dental care through Portable Dentistry
- 88% of patients completed their 2-year immunization series by 2½ years of age
- 99 patients received nutrition counseling from our dietitian
- 68% of high plaque dental patients experienced an improvement in their plaque index
- 1,100 social work encounters were provided in the well-child medical visit
- 60 brief interventions, 203 case management services and 239 referrals were provided
- 17 individuals and 14 families received long-term therapy on-site
- 6,139 students at 23 schools, 7 preschool and daycare centers, and 4 parent groups participated in an oral health and nutrition education workshop conducted by our Health Education Outreach Coordinator
- 2,090 individuals received health information from our HEOC at 32 health and resource fairs
- 18 fourth-year dental students and 9 pediatric dental residents from the University of Illinois at Chicago College of Dentistry, 1 Master of Dietetics Student from UIC, 1 nurse



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practitioner student from Rush University and 14 medical residents from Mac Neal Hospital completed a rotation at the Clinic

6. TOTAL AMOUNT BUDGETED BY ORGANIZATION FOR PROGRAM IN FY2018:

Organizational budget: \$2,519,714

7. PERCENT THAT PROGRAM BUDGET IS OF TOTAL AGENCY BUDGET: 80%

8. PERCENT OF PROGRAM BUDGET THAT IS DIRECTLY REIMBURSED BY THIRD PARTY PAYERS:

39%

9. PERCENT OF PROGRAM BUDGET THAT IS COVERED BY PUBLIC/PRIVATE GRANTS: 26%