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Sixteenth Street Community Health Center - Parkway

Grand Opening Celebration – Today 2906 S. 20th Street – 5:00 p.m. program

Sixteenth Street Community Health Center will hold a celebration and donor recognition event on Tuesday, September 26, 2006 from 4 to 6 p.m. at its new Parkway location, 2906 S. 20th Street. Tours of the building will be offered prior to as well as following the 5:00 p.m. program.

The opening of this second site is the first major service expansion for Sixteenth Street since 1997. When fully staffed and operational the 35,000 sq. ft. building will house 16 medical providers, making community health care available to as many as 30,000 low-income Milwaukee residents. Additional information regarding the building and services to be offered is attached.

Approximately three million dollars has been raised toward the acquisition of the building and to support costs associated with relocating and initiating new services. Included in this total, is a gift from the City of Milwaukee to be announced in Mayor Barrett's budget address this morning.

Mayor Barrett will participate in the program at 5:00 p.m., featuring the unveiling of a donor appreciation wall designed by Vaiva Senkute, a student and now graduate of the Milwaukee Institute of Art and Design.

Since 1969, Sixteenth Street Community Health Center has provided high quality community based health care, health education and social services for low income residents of Milwaukee's culturally diverse south side, free from linguistic, cultural or financial barriers.

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ATTACHMENT:

Parkway Grand Opening – Building Tour Information
Tuesday, September 26, 2006

Since 1969, the Sixteenth Street Community Health Center has provided quality health care, health education and social services to residents of the multi-cultural neighborhood on Milwaukee's near South Side.

An independent non-profit agency, Sixteenth Street is one of 16 community based primary care health centers in Wisconsin. These 16 Community Health Centers (Migrant Health Centers, Health Care for the Homeless Programs, Tribal Health Programs and Rural Health Clinics) are located in neighborhoods that are 'medically under-served'. They are governed by a Board of Directors that is controlled by residents of the community that they serve and they provide services regardless of people's ability to pay, in the language of community residents and with respect for cultural values.

In 2005, Sixteenth Street served more than 17,437 people with nearly 100,000 individual visits made to the Center. The client population is 80% Hispanic, 10% White, 4% African American, 4% Southeast Asian and 2% Middle Eastern and other. 61% of people receiving medical care are women and 47% are children under the age of 12. 68% of people served reported incomes below the federal poverty level.

Services and programs offered at Sixteenth Street:

- Primary Medical Care, with 27 bilingual providers** in family practice, pediatrics, internal medicine and women's health. (** more info later)
- Behavioral Health - State certified to provide the full range of out-patient mental health services including substance abuse assessment, counseling and treatment.
- WIC (Women, Infants and Children Program) - Nutrition education and supplemental food vouchers for pregnant and breast-feeding women, infants and children under the age of five.
- Health Education - Classes on child development, family planning, prenatal care and parenting.
- Environmental Health - Lead poisoning prevention, sustainable community development and water resource policy advocacy.
- Community Health Corps – AmeriCorps national service project members work throughout the clinic in pre-natal care, diabetes management, lead poisoning, nutrition counseling and patient drug assistance program administration.
- HIV services – Prevention, outreach, confidential testing treatment and case management
- Social Services - Patient advocacy, crisis intervention, counseling, insurance eligibility/enrollment and referral to other agencies.

- Physical therapy services in partnership with Progressive Step Rehabilitation Services.

Parkway Building Tour

Sixteenth Street began providing services at its Parkway location on April 3, 2006, with three full time physicians, health education, financial counseling and social services support as well as behavioral health services. Over the next eighteen months, Aurora Health Care has and will continue to transition services out of the building (cardiology, occupational health and primary medical care). As of January 1, 2007 the entire building will be occupied by Sixteenth Street community Health Center.

Ground Level – Starting at the main entrance

1) Aurora Pharmacy will remain as a tenant in the building and will be a wonderful convenience for Sixteenth Street patients. Sixteenth Street providers write more than 5,000 prescriptions per month – nearly 70,000 prescriptions per year. As a community health center, Sixteenth Street participates in a federally discounted drug program to be able to provide medications to low income uninsured patients on a discounted fee scale.

2) DynaCare Lab services is a contractual provider of lab services for our patients, they have partnered with us since 1999. Blood work, pregnancy tests, lead tests, strep tests are some of the major areas for lab work.

3) For medical care, the building is designed with a “pod” concept, allowing for separate reception and staffing efficiencies for provision of services. Each pod has exam rooms and office space for four providers. Currently, Sixteenth Street is operational in the blue and green pods and will eventually take over the red and grey pods. Each pod will house four providers. As of September 2006, Sixteenth Street has 24 exam rooms open at Parkway. When completed there will be 48 exam rooms.

Since the beginning of 2006, Sixteenth Street has recruited eight new bi-lingual medical providers that have, or will start providing care for patients this year. Two family practice, one internist, one nurse practitioner, one certified nurse midwife and three physicians assistants.

This recruitment level is ahead of schedule. Seven additional providers will need to be hired to fully staff both the Cesar Chavez and Parkway location.

Lower Level

4) Reception area for all lower level services, including social services, business office, physical therapy, chronic disease management, coding and call center.

5) On site social services are a necessity for community health center patients to help with referral to other agencies, negotiation of complicated health care cases, specialty referrals etc. Social service staff also help with eligibility and enrollment into Medicaid, BadgerCare, GAMP (Milwaukee County General Assistance Medical Program) and other health care assistance programs.

6) Coders – are unsung heroes of our health care delivery system. The coders review every record of every patient visit at Sixteenth Street – medical, behavioral health, physical therapy as well as patient hospital visits – to make sure every diagnostic code is accurately recorded to maximize reimbursement.

7) Physical therapy – provided in partnership with Progressive Step Rehabilitation Services, our physical therapist will increase his hours from three half-days per week to three full days per week.

8) Marquette University School of Dentistry Oral Health Clinic – build out and design details are in progress at Marquette, but a ten year lease, for 4,000 square feet has been signed. Approximately ten operatories are planned. Anticipated date to initiate service, sometime in early 2007.

9) Call Center – centralized patient appointment scheduling and referrals. Roughly 3,000 calls come into Sixteenth Street each month – 2,500 of them for appointments.

10) Chronic Disease Management – An asthma management team will be based at Parkway, although will serve patients at both sites. Diabetes management team will continue to be housed at Sixteenth Street Cesar Chavez location, but will serve patients seen at both locations.

10) Business Office – billing and collection services with 13 staff members. For the last fiscal year, Sixteenth Street billed for nearly 100,000 encounters and 250,000 procedures. Total charges were over \$12 million.

11) Behavioral Health – licensed providers for the full range of out-patient mental health disorders for all ages. Three providers are providing care as of September 2006, eight should be practicing here by November 1st.

Note, while the building is in transition, and while there is extra space available, the Behavioral Health Department will pilot “embedding” behavioral health services into the medical pods. Patients who are seen for medical problems can then be immediately assessed and offered treatment if a need for treatment is detected.

End of tour.