



# THE EXTRA CARE WE TAKE

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# HEALTH CARE FOR CHILDREN

THE EXTRA CARE WE TAKE



More than 40% of Sixteenth Street Community Health Center's patients are children under the age of 12. Our pediatric staff care for these 11,000 children at their well-child check-ups, making sure that immunizations are up-to-date, screening hearing, vision and oral health and tracking BMI – Body Mass Index – for early identification of overweight/obesity.



A new program to combat overweight/obesity called **Healthy Choices or Elecciones Saludables** has just been started, especially tailored for Hispanic families. Age appropriate teaching about nutrition, and physical activity is reinforced with group activities and support for individual decisions to change eating and lifestyle habits. 68% of adults and 29% of children who completed the 12 week course lost weight and noted improvement in consumption of fresh fruits and vegetables, reduction in soda and fast food intake and increased physical activity.



**Physician Orders Entered via Computer - MU Goal 35%, Actual 99%**



Other pediatric care programming that supports and reinforces the medical care we provide includes pediatric case management for children with complicated medication regimens or multiple, serious health conditions.

**Children age two, up to date on vaccines – QI Goal 80%, Actual 91%**

# ADOLESCENT AND ADULT HEALTH

## THE EXTRA CARE WE TAKE



Health concerns experienced by teenagers can seem superficial and be related to appearance or confusing social pressures. But health impacts of unprotected sex or experimentation with drugs or alcohol during the teen years can produce consequences that last a lifetime. A pilot teen clinic was started in 2011.

A key element in the creation of our Teen Clinic Pilot came from a 4th year medical student in the **TRIUMPH PROGRAM** – a special focus area within the UW Madison School of Medicine and Public Health that integrates clinical medicine and community and public health for 3rd and 4th year medical students. TRIUMPH - Training In Urban Medicine and Public Health - has placed several students with us over the past few years. They have helped conduct needs assessments and created program development tools to address such issues as prevention of teen pregnancy, reducing tobacco dependence, creation of family-centered diabetes prevention programming and improving access to care for HIV services in the transgender community.

**Active Medication Allergy List - MU Goal 80%, Actual 98%**



## Smoking Status Recorded – MU Goal 50%, Actual 89%

For adults, tobacco use exacerbates already serious chronic health problems like diabetes, heart disease and hypertension. Having a smoker in the home is also detrimental for children with asthma, and there is very little that a primary care physician can do at a regular medical appointment to help someone quit smoking. In a unique program supported by our National Association of Community Health Centers and the Legacy Foundation, an AmeriCorps member is available in an office on the clinical floor to receive referrals from providers who have assessed the readiness of a smoker to engage in a quit program. Over the first two years of this project 97 smokers have successfully kicked their habit.

Cigarette smoke contains 4,000 chemicals – over 400 of them are toxic, and 43 of them are known to cause cancer. Education, development of a quit plan and timeline are elements of our tobacco cessation program.



# WOMEN'S HEALTH

## THE EXTRA CARE WE TAKE

Nine Certified Nurse Midwives, two peri-natal case managers, two lactation counselors/outreach workers, a certified lactation consultant and a Registered Nurse collaborate with Columbia St. Mary's Milwaukee Hospital's obstetrical department and OB-GYN residents to provide a comprehensive range of care for more than 1,000 pregnant women each year.

These comprehensive services pay off in terms of improved patient care and reduced costs for patients and the health care system overall when technical interventions and complications can be avoided through early intervention, patient education and the specialized services our staff can provide.



**Early entry into prenatal care - QI Goal 70%, Actual 74%**



Sixteenth Street Community Health Center is a leader in its embrace of a new model of prenatal group care called Centering Pregnancy. Certified by the Centering Health Care Institute, both of our clinic sites run this 10 week series of two-hour group sessions to provide medical care for women during their pregnancy, along with support and teaching about nutrition during pregnancy, exercise, stress management, fetal growth and development and the birth experience. Virtually any questions raised by the group can be answered and discussed at these sessions. This model of care is regarded as cost-neutral for us to provide and has been proven to reduce pre-term births and improve pregnancy outcomes.



# DIABETES AND ASTHMA MANAGEMENT

## THE EXTRA CARE WE TAKE

There are 2,437 patients who receive care for diabetes at Sixteenth Street Community Health Center. Nearly 80% of them have been in to see their primary care provider at least twice within the last 12 months. Of these 1,895 patients, nearly all of them (97%) have established a diabetes self-management goal and 67% have had an annual retinal eye exam. 50% of these patients have blood pressures under 130/80 and 74% of our patients with diabetes have an HbA1c level less than 8% - which is an indicator that their diabetes is being well managed.

Our diabetes management team provides education and support for patients in addition to medical care. 612 people attended the diabetes support group, 808 people attended basic skills training, 426 people attended the emotional health group and 572 people attended exercise classes.

**Hypertension controlled - QI Goal 66%, Actual 72%**







There are 2,547 patients with asthma who have been in to see their primary care provider at least twice within the last 12 months. 88% of these patients have had a severity assessment done, 31% are exposed to tobacco smoke, 28% have had a home environmental trigger assessment done and 21% have received self management education.

Diabetic retinopathy is a common eye problem and major cause of blindness. Our Diabetes Education staff are specially trained to use a digital retinal camera, so that our patients have the recommended annual screening. The scans are sent electronically to an ophthalmologist located off-site and results entered in the patient's electronic health record.



A photograph of a woman with dark hair, wearing a white shirt, holding a baby in her arms. The baby is wearing a white onesie and is looking towards the right. The woman is looking towards the camera with a slight smile. The background is plain white.

**Incidence of breastfeeding among Sixteenth Street Community Health Center's WIC clients is 84%, statewide percentage 70.5%**

# WOMEN INFANTS AND CHILDREN - WIC

## THE EXTRA CARE WE TAKE

With an ongoing caseload of nearly 8,000 people our WIC program continues to provide a vital resource for pregnant women and their children up to age 5, offering food vouchers redeemable for certain high protein, nutritious foods and fresh fruits and vegetables from local farmers markets in the summer.

Although WIC has a well established track record of success, WIC staff pursue excellence in their field with special training to expand support for Children and Youth With Special Health Care Needs and with the State sponsored Grow and Glow Breastfeeding support training.

Sixteenth Street Community Health Center's WIC program was also included in a special grant award from United Way of Greater Milwaukee to expand messaging about safe sleep to combat Milwaukee's infant mortality epidemic.





# AMERICORPS

THE EXTRA CARE WE TAKE

**14,011 hours of national service were completed by our 8 AmeriCorps members in the 2010-11 program year**



We are grateful to Badger Mutual Insurance Company for these years of support for Girls On The Run - an exercise and mentoring program for tween girls. AmeriCorps members worked as program organizers and running buddies for the girls.



AmeriCorps community service project members enrich so many of Sixteenth Street Community Health Center programs, providing that extra 'reach' into the community with education and support that we would not be able to provide with existing staff. WIC, Lead Poisoning Prevention, Diabetes and Asthma Management, Smoking Cessation, Clinical Translation, Women's Health and the Medication Assistance Program all have added 'AmeriCorps Power' during the service year. In addition, AmeriCorps members hosted two community blood drives, neighborhood clean ups and donate time to Habitat for Humanity construction projects. Two Americorps members collected and distributed 4,542 new/gently used books.

Reach Out and Read and Healthy Choices Program support.



A new, wider and more natural river channel has been created to replace the slippery and dangerous concrete banking that still marks most of the Kinnickinnic River's path through the south side of Milwaukee. Safer access points for fishing, hiking and biking will increase the community's connection to the River.



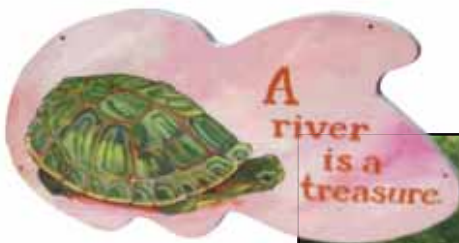
The long-term revitalization effort for the Kinnickinnic River Corridor (KK) marked an important milestone with a community celebration for the re-opening of the 6th Street Bridge. The bridge was redone to accommodate a wider river channel, where the concrete lining along the river had been removed and access points were installed to facilitate fishing and other recreational uses. A public art competition was held, and decorative panels mounted on the new bridge to mark the new, stronger linkage between the community and the river.

A community coalition KRIC – the KK River Implementation Coalition will continue to work on neighborhood based projects that will both enhance river stewardship practices to minimize run off and foster recreational uses for the river.

The Lead Poisoning Prevention Project administered a total of 8,434 blood lead screening tests to children who were seen at our two clinics, at our WIC project or at home during community outreach visits. The overall prevalence rate of lead poisoning continues to decrease, dropping from 2.9% last project period, to 1.8% this project period. Great strides have been made, since the program began in 1997 when the overall prevalence rate was 36%.

## ENVIRONMENTAL HEALTH

THE EXTRA CARE WE TAKE



## SOCIAL SERVICES

THE EXTRA CARE WE TAKE



Sixteenth Street Community Health Center provides social service assistance to members of the community as well as our patients for crisis intervention, referrals to other resources and enrollment assistance for BadgerCare and other community support programs.

**In 2011, Social Service staff members helped  
2,756 clients enroll in BadgerCare**





The integration of social services into a clinic setting is invaluable to our medical staff, who have on-site assistance for patients who may need more help than a medical visit can provide. The social work team also serves Sixteenth Street patients with assistance in executing advance care directives for health care power of attorney.

Recognizing the special needs of some of our patients, the social work team has created a new support group called **DANSE – Disabled Adults Networking for Support and Empowerment**. Adults with disabilities often face barriers to employment and may struggle to find activities and social settings where they can interact with others, learn new skills and generally feel fully engaged. DANSE meets once per month to provide these things. It is a program that exists solely because of the will of our social work team to make it happen.



# HIV- PREVENT, TEST, LINK AND TREAT

## THE EXTRA CARE WE TAKE

HIV Department staff reached out to more than 3,000 people with prevention education and provided free, confidential testing. Of the 770 individuals tested, 10 new positive cases were identified, and linked to medical care and other supportive services. 100 homeless individuals received personal hygiene supplies such as soap, tooth brushes, shampoo, shaving razors and body lotion.

An ongoing caseload of 150 HIV positive individuals received primary medical care services, nurse case management as needed and assistance with referrals for dental care or other specialty services.

The HIV Medical Team consists of nurses and case managers to oversee day-to-day patient care in close collaboration with physicians, specialists and behavioral health providers who treat our HIV positive patients. The HIV Social Service/Case Manager offers psycho-social support to patients, their family members and friends who are touched by this disease. The HIV Prevention Team offers individualized counseling to prepare individuals for HIV testing, to learn about risk and harm reduction, safe sex and sexually transmitted disease prevention.



**Electronic Lab Results - MU Goal 40%, Actual 100%**

## BEHAVIORAL HEALTH

### THE EXTRA CARE WE TAKE

4,236 people were seen at 16,495 individual sessions for help with emotional issues, stress, depression or other mental health concerns. Of the 19 licensed providers, 15 are fully bi-lingual in Spanish and English. We leverage our expertise in this area by providing training for graduate students who in turn provide care for uninsured patients. We also collaborate with other departments internal to Sixteenth Street, like our Diabetes Management Program to help diabetic patients with stress management and relaxation therapy, and we provide case management support to individuals in our HIV program.



HIV outreach efforts include distribution of safe sex kits, testing at community events and presentations to schools and community groups.

**Prescriptions Sent Electronically - MU Goal 40%, Actual 93%**

# PARENTING RESOURCE CENTER

## THE EXTRA CARE WE TAKE



Our Parenting Resource Center provides one-on-one information to patients about family planning, pregnancy and childbirth as well as classes on childhood growth and development, parenting skills, appropriate discipline and stress reduction. Patients who attend these classes can earn points that can be redeemed for baby supplies, diapers, lotions, blankets and clothes at **The Stork's Nest**. Points are also awarded to patients when they come in for pre-natal care appointments.

Supplies to fill the shelves at the Stork's Nest are supported with funding from a handful of small grants (Wisconsin Energy Foundation, Zeta Phi Beta Sorority) and from donation drives (Whitnall High School) as well as from individual volunteers.

Rochelle is a mission quilter who has made more than 300 crib-size quilts, receiving blankets and baby items for the Stork's Nest.







**A Child Enrichment Area** has recently been created adjacent to the Stork's Nest with a Parenting Educator available to help care for children when their parents are being seen in the Behavioral Health Department or Medical Clinic. Parents are grateful that their children are safe and supervised while they are able to see their therapist or physician.