



# HERAP

## HOSPITAL EMERGENCY ROOM ALTERNATIVES PROGRAM

Medical Homes • Disease Management • Health Outreach

Presented to LIP Council, Orlando, January 8, 2010  
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Director, Duval County Health Department



## HERAP History at Duval CHD

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- LIP funding in 2007 as pilot project with focus on medical homes, dental services, and pharmacy assistance
- LIP funding expansion in 2008 added disease management, including *LIVING HEALTHY* disease management and outreach programs
- LIP funding expansion in 2009 allowed multidisciplinary disease management teams and health navigators



## HERAP Mission

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Improving health outcomes for uninsured, underinsured, and low income residents of our community through connection with preventive health services, medical homes, and evidence-based chronic disease management services, especially for those at risk of over-using ERs

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## HERAP Client Focus

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- Uninsured and low income populations
- Patients without a family doctor
- Patients requiring disease management assistance (for diabetes, cardiovascular, pulmonary and other chronic conditions)
- Patients who have trouble filling prescriptions
- Zip codes with high ER use

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## HERAP Components

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- Outreach for financial and clinical assessment
- Coordination of hospital ER and inpatient referrals
- Primary care medical homes
- Medical condition management centers (MCMCs)
- Outreach into community living rooms (CLRs)
- Medication assistance program (MAP)
- Expanded medical clinic hours – evenings and Sat.
- Stanford Medical School's Chronic Disease Self Management Program (CDSMP) - *Living Healthy*
- Regional health information exchange (JHIN)

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## 2009 HERAP Accomplishments

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- Served 2,697 clients from hospital and community referrals
- Connected 70% of hospital referred patients with medical homes in the community
- Reduced emergency room utilization of HERAP-enrolled clients by 10%
- Reduced hospitalization of HERAP-enrolled clients by 25%
- Coordinated with hospitals to recoup over \$1M in billable Medicaid dollars
- Helped hospitals in accessing over \$75,000 in billable Medicaid under the Medically Needy Share of Cost program
- Submitted 264 medication assistance applications totaling \$83,841

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## 2009 HERAP Accomplishments (cont'd)

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- Provided chronic disease management services for an average of 200 patients monthly
- Conducted three 6-week Stanford Medical School Chronic Disease Self Management Programs (CDSMP), graduating 30 participants
- Held 28 CLR outreach events, attended by 1007 participants, resulting in 227 HERAP enrollments
- Implemented innovative technology to streamline financial eligibility for hospital-referred clients needing access to medical homes within 72 hours
- Provided office space and IT support for the Duval County WE CARE program and a volunteer Project Dentists Care

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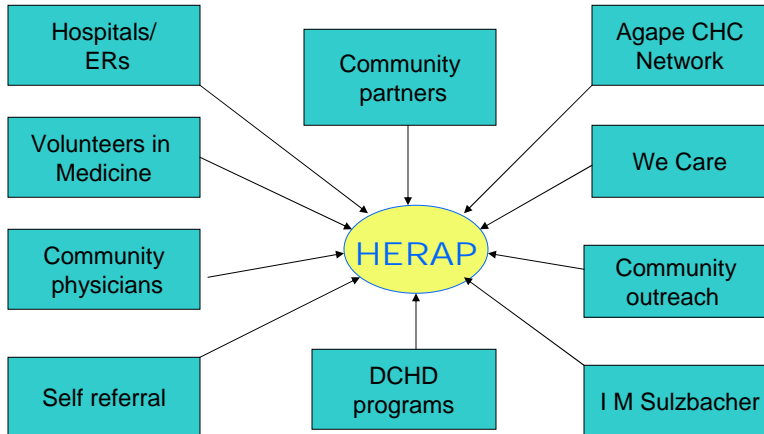
## HERAP Staffing

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- RN disease managers
- Financial eligibility specialists
- Clinical pharmacologists/pharmacists
- Registered dietitians/certified diabetic educators
- Health educators
- Mental health counselors
- Patient navigators

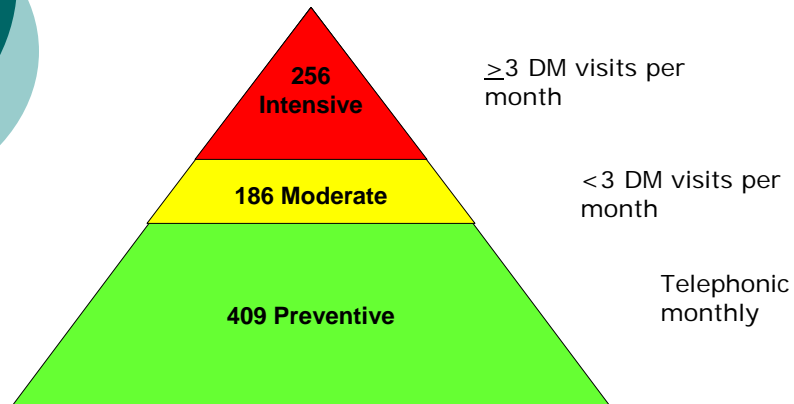
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## HERAP Disease Management Referral Sources



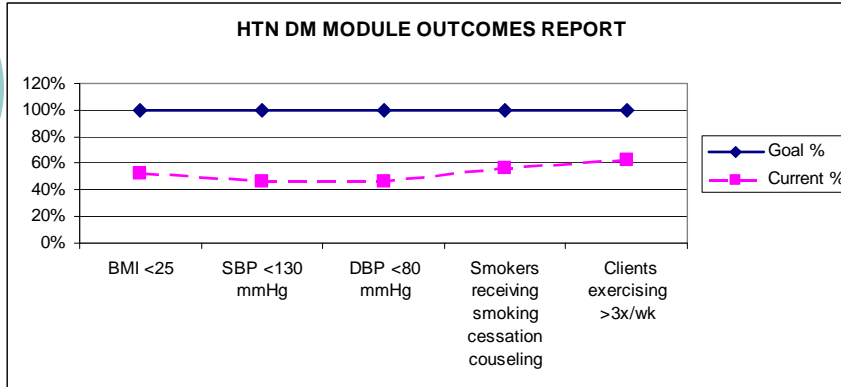
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## HERAP DISEASE MANAGEMENT Clients in 2009 (Total = 851)



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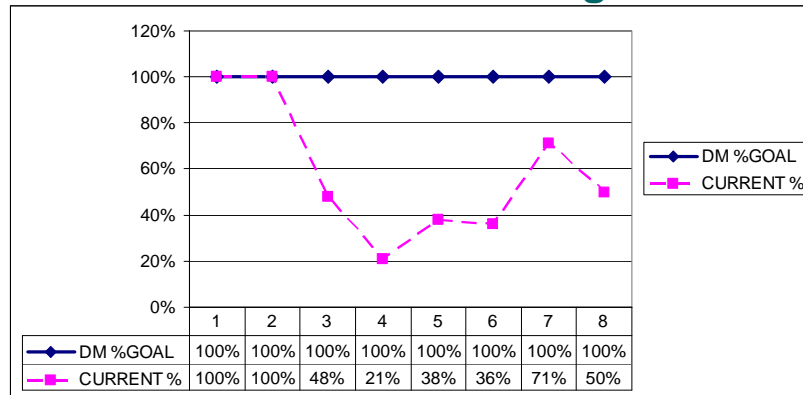
## HERAP Hypertension Disease Mgmt



Total hypertension clients managed = 200

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## HERAP Diabetes Disease Mgmt



1- A1C in last 6 months

2 - Foot exam in last 12 months

3 - Retinopathy exam

4 - HgbA1c < 7%

5- BP < 130/80

6 - LDL < 100 mg/dl

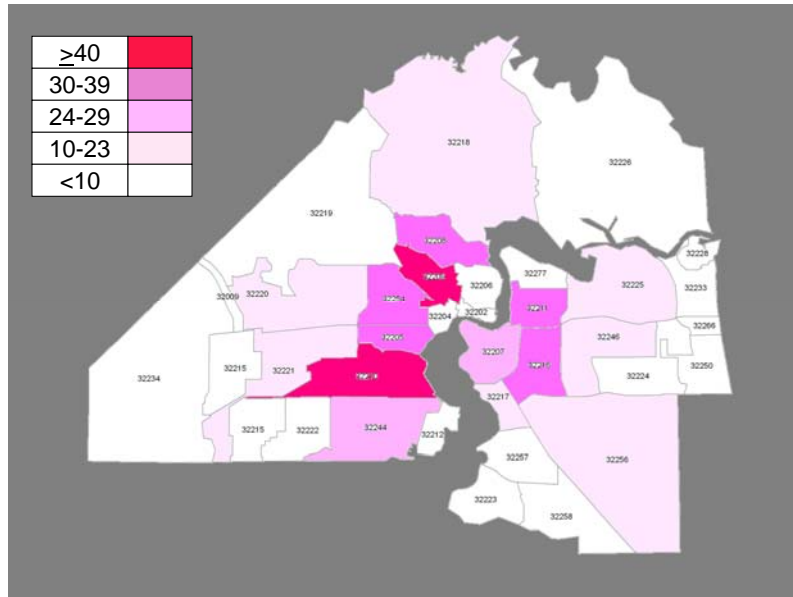
7 - HDL > 40 mg/dl

8 - Triglycerides < 150 mg/dl

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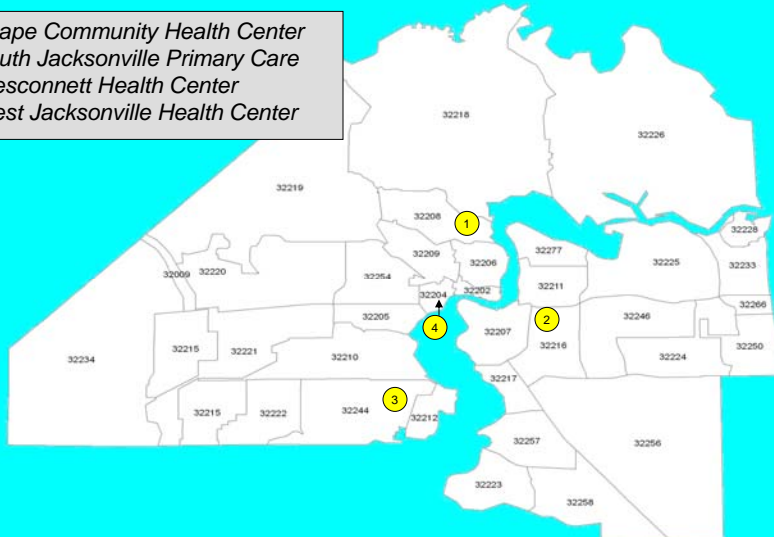
## HERAP Referrals by ZIP Codes

≥40	Red
30-39	Dark Pink
24-29	Light Pink
10-23	Very Light Pink
<10	White



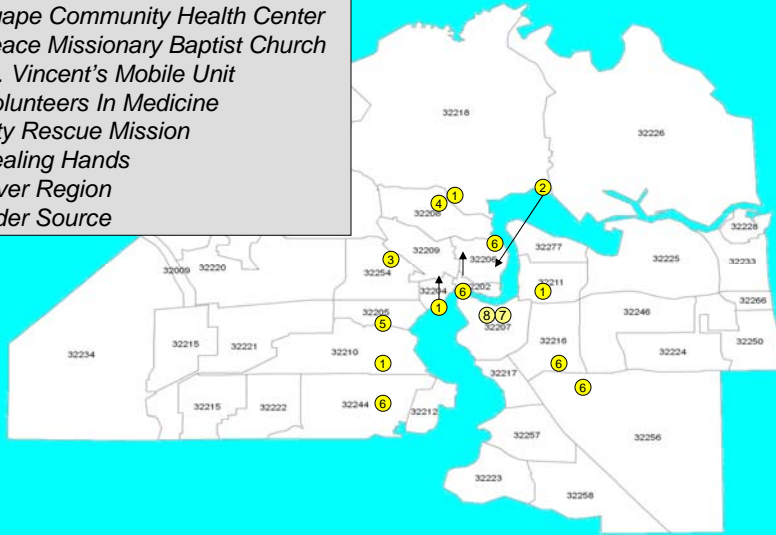
## HERAP Disease Management Centers

1. Agape Community Health Center
2. South Jacksonville Primary Care
3. Wesconnett Health Center
4. West Jacksonville Health Center



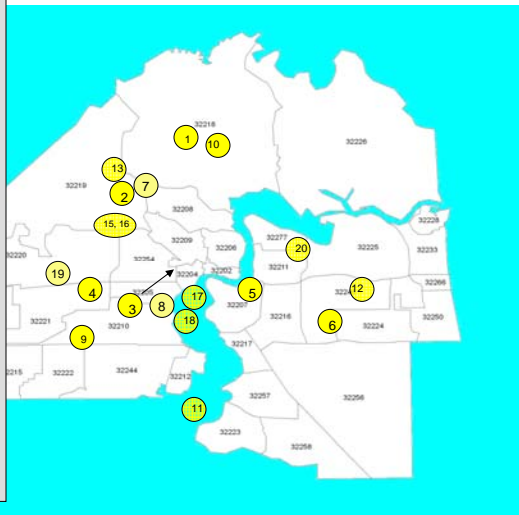
## HERAP Medication Assistance Program (MAP) Sites

1. *Agape Community Health Center*
2. *Peace Missionary Baptist Church*
3. *St. Vincent's Mobile Unit*
4. *Volunteers In Medicine*
5. *City Rescue Mission*
6. *Healing Hands*
7. *River Region*
8. *Elder Source*

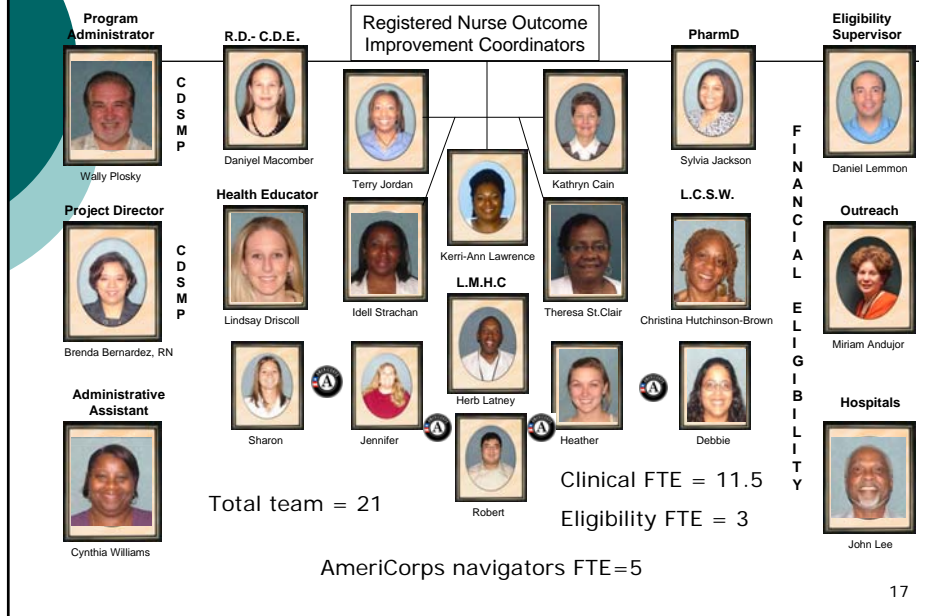


## HERAP Community Living Room Locations

1. *Emmanuel Church of God In Christ*
2. *Greater Macedonia Baptist Church*
3. *Greggs Temple AME Church*
4. *United Church in Christ – Emerson*
5. *Potters House Christian Fellowship*
6. *Iglesia Restauracion Monte de Sion*
7. *Historic Mt. Zion AME Church*
8. *Normandy Blvd Wal-Mart*
9. *Beach Blvd Wal-Mart*
- 10-14. *Public Libraries*
15. *University of North Florida*
16. *Learn to Read Jacksonville*
17. *Volunteers of America*
18. *NFCAA-Emmett Reed*
19. *COJ P&R – Emmett Reed*



## Meet the 2009-2010 HERAP Team



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## HERAP Contact Information

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