



ILLINOIS EYE  
INSTITUTE



# Implementing an Eye Care Program with Partner Agencies

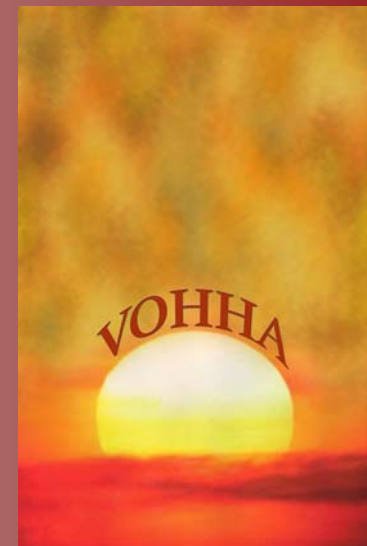
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# Vision of Hope Health Alliance (VOHHA)



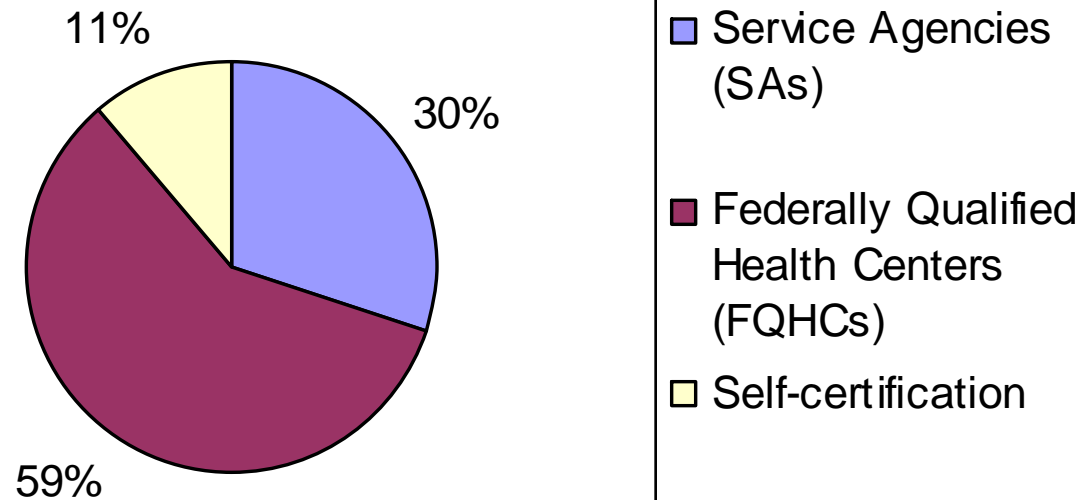
- 1753 uninsured, low-income adults received eye care and eye glasses/other materials at no cost
  - Interpretation services provided (165)
- 161 made and 121 kept appointments for primary medical care





# How It Works

**Patients Referred by**





# Patient Stories

- How they came to VOHHA
- Trends





# Sherrie

44 yo AA female

- Sitting at her desk wearing her glasses that were glued and taped, lenses scratched  
Sherrie thought.....





# Sherrie

- She called the Illinois Eye Institute for an appointment.
- She met with Mary the VOHHA team member. Mary determined she qualified for VOHHA.
- Sherrie was hopeful that this was the break she was looking for to help her start a new life.





# Sherrie

- “The best experience this year...”
- Referral for general medical care





# Self-certification

- Meet with VOHHA team prior to exam
  - Low no show rate (3%)
  - Interpretation
- Self reliant
- Transportation to IEI
- 50% no pcp







# Denise 53 yo Caucasian

- Lost her job due to cutbacks at telephone company
- Became homeless
- Salvation army
- Long time since eye exam





# Denise 53 yo Caucasian

- Eye care/ eye glasses
- Started her own dog walking business





# Salvation Army





# Service agency partners

- Most Service agency partners assist
  - Homeless
  - Substance abuse
  - Former prisoners
- Immigrant





# Service Agencies

- Individually know patients
- Try to assist patients
  - Chinese American Service League (CASL)
  - Teen Challenge International





# Service Agencies

- Case worker is often making referral for eyecare
- 50% no PCP
- Know about VOHHA through signs, brochures





# Service Agencies

- No show rate 25%
  - Rehabilitation
- Transportation issues





# Richard 35yo H

- Sees Dr. M at Alivio Medical Center
- Speaks limited English
- Doctor recommended eye exam
- Richard doesn't know why
  - Vision fine







# Richard 35yo H

- Limited understanding of VOHHA
- Referral form from Alivio
  - DM





# Richard 35yo H

- Father interprets for Richard
- Glasses RX
- No retinopathy
- Pt ed
- Ocular findings report sent to Dr. M





# Alivio FQHC



- An Active Presence for a Strong Community
- <http://www.alviomedicalcenter.org/>





# Federally Qualified Health Centers (FQHCs)

- Provide primary medical care to underserved communities
- Safety net





# Federally Qualified Health Centers (FQHCs)

- FQHC vs. SA  
FQHC larger
- Referral often made by physicians
- 98% PCP
  - 50% HTN, DM





# Federally Qualified Health Centers (FQHCs)

- No show 33%
  - Trust, familiarity with program
- Transportation issues
- 17% interpretation





# All partner agencies important

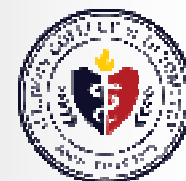
- People referred to VOHHA reflect partner agencies.
- Influence knowledge of
  - Program
  - Eye care





## People referred/ Partner agencies

- Reflect project goals
- Funders







# People referred/ Partner agencies

- Procedures
- Resources





- Understanding partner agencies programs, capabilities and constituents allowed the VOHHA program to serve the unique needs of each partner agency.





# VOHHA Funders

- Washington Square Health Foundation
- Robert Wood Johnson Foundation
- Alcon Laboratories
- Field Foundation of Illinois,
- Lloyd Fry Foundation
- Bowman Lingle Trust
- Polk Brothers Foundation,
- Michael Reese Health Trust
- W.P. & H.B. White Foundation
- VNA Foundation
- Individual Donors

