Expanding Health Care Service Delivery: Development and Implementation of a School-Based Health Center in South Bexar County, Texas

Camerino I. Salazar, M.S.
Sadaf Rafique, MS, Trina Roman, Matthew Lee Smith, PhD, MPH, CHES,
Theresa De La Haya, RN, MPH, Kristen Plastino, MD, Jennie Quinlan, MPH

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Presenter Disclosures

Camerino I. Salazar, M.S.

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No relationships to disclose
Learning Objectives

- Describe process and strategy undertaken in development of a school-based health center
- Describe health service reach through use of geospatial analysis
- Discuss local lessons learned and opportunities for sustainability of school-based health services
“The concern I have is because they lack the funds to see a doctor, they do home remedies which are ancestral…burning the paper in the ear and it not necessarily cultural but it is about being poor.”

---- Reflection by a community member regarding access to health services by parents and caregivers, February 2013

“[A]cademic achievements and education are critical determinants of health across an individual’s life span and disparities in one contribute to disparities in the other.”

---- School-Based Health Centers: Expanding the Knowledge and Vision, New York State Coalition for School-Based Health Centers, July 2009
School-Based Health Center (SBHC)

- **Strategy** - considered central to reducing gap in care with origins dating to the early 1970s

- **Operation** - in partnership between school, health center, hospital or local health department

- **Services** - driven by community needs, engagement between providers and schools

- **Setting** - largely located in urban, public school districts with largely diverse populations

- **Benefits** - access to care, economic, health- and school-related outcomes and patient experience

Source: Gustafson, 2005; Keeton, 2012; Health Resources and Services Administration, 2014
Large segments of the population still go without clinical preventive care

National priority for payers, providers, and policymakers seeking to improve quality healthcare at a lower cost

Safety net hospital systems remain essential to providing care to millions of uninsured and underserved minority populations
Assessing the State of Care: Where People Live Matters

Source: Commonwealth Fund Scorecard on Local Health System Performance, 2012
Bexar County, Texas

Community Health Focus

- Increase the rate for preventive health care visit in persons ages 2-18
- Increase the vaccination coverage for children ages 0-3

1115 Medicaid Waiver

- Texas HHSC received federal approval to gradually expand Medicaid managed care
- Preserves hospital funding by providing incentive payments for health care improvements and directing more funding to hospitals that serve large numbers of uninsured patients
Percent of adolescents ages 13 to 18 by Zip Code that received MCV (>1 dose) as of September 2014

Legend

MCV by Zip Codes
% 13 to 18 years

- Equal or less than 47.0%
- 47.1% - 55.8%
- 55.9% - 59.7%
- 59.8% - 78.9%
- High Priority Zip Codes
- Bexar County border
- Freeways, Highways
- Ramps
- Other Counties (borders)

Data came from the San Antonio Metropolitan Health District.
Map was prepared by: Health Analytics, Research & Information Management, University Health System, San Antonio, TX. 10/31/2014
Percent of children ages 5 to 18 by Zip Code that received seasonal influenza vaccine dose between September 2013 and June 2014
Percent of children ages 7 to 18 by Zip Code that received Tdap vaccine as of October 2014

Legend

Tdap by Zip Codes
% 7 to 18 years

- Equal or less than 26.9%
- 27.0% - 33.3%
- 33.4% - 35.3%
- 35.4% - 48.7%
- High Priority Zip Codes
- Bexar County border
- Freeways, Highways
- Ramps

Data came from the San Antonio Metropolitan Health District.
Map was prepared by: Health Analytics, Research & Information Management,
University Health System, San Antonio, TX.
10/31/2014
Percent of Economically Disadvantage and Percent of SAT at/above 1110 Score by School District, 2012

Source: San Antonio Metropolitan Health District Health Profile s 2012
Setting

- Harlandale ISD
  - Located in South Bexar County, Texas
  - 15,000 students
    - 97% Hispanic
    - 90% economically disadvantaged
  - Over half individuals 18 to 64 with no form of health insurance

- South Bexar County
  - High priority health risk profile
Engagement through Assessment

Health System
- Site visit to Tarrant County ISD
- Health service capacity
- Coordination of care
- Partnership (UT Teen Health)
- Proximity to health clinics

School District
- Sessions helped to elicit health service needs
- Geographic “inventory” of health services
- Student characteristics
- Demographic analysis
- Public health needs
School Type and Clinic Locations, December 2012

Legend
Schools and Clinics Type

- Elementary
- Middle
- High
- Academy
- Center
- Clinics

Map Source: U.S. Census Bureau, 2011

Geospatial Mapping by S. Rafique, Project Coordinator
Quality and Outcomes-Ambulatory Services
Balancing competing priorities on road to implementation

- **Political**
  - Support by school and hospital board members

- **Logistical**
  - Identifying existing infrastructure or existing space that would be geographically accessible or central

- **Programmatic**
  - Plan and activities coincide with 1115 Medicaid Waiver reporting requirements and milestones

- **Operational**
  - Ensuring negotiated timelines were maintained as well System investment in stayed within pre-defined budget parameters
Enhancing Access to Care

Opened August 2013 (Collier Elementary)
- Staffing Model: Primary Care (PNP, LVN, MA)
- Monday-Thursday and largely coincides with school campus hours of operation

Activity (as of October 2014)
- 2,255 Visits – Immunizations (36%), Acute (45%) Well Child (12%) and Sports Physicals (7%)
- Achieved 100% completion of minimum state requirement vaccines for Harlandale students
Enhancing Access to Care
Patient Place of Residence in Proximity to Harlandale SBHC
Quality Improvement

1115 Waiver

Clinical Quality Improvements – includes outcome reporting and improvements in care that can be achieved within four years

- Percentage of patients 3–6 years of age who received one or more well-child visits with a PCP during the measurement year.

- Percentage of patients aged 6 months and older seen for a visit between October 1 and March 31 who received an influenza immunization OR who reported previous receipt of an influenza immunization.

- Percentage of adolescents 13 years of age who had recommended immunizations by their 13th birthday.
Opportunities and Lessons

- Maintaining engagement by school district and visibility of services available in the community
- Staffing changes
- Adjustment in hours of operation
- Managing lower than expected activity
  - Partially due to managed care contracts
- Ability to adjust to competing demands and priorities
On the Horizon

- Mobile – *HealthyUEXpress*
- Expansion into second ISD
- Expansion of services and reach
- Health Service Impact
Contact Information

Camerino I. Salazar, M.S. | Senior Director, Health Analytics
Research and Information Management | University Health System
4502 Medical Drive, MS 45-2 San Antonio TX 78229
210.358.5998 | 210.358.3092  fax
Camerino.Salazar@uhs-sa.com