**ENSURING HIGH QUALITY CARE FOR ALL**

- **52 Clinic Sites**
- **124,355 Patients Seen**
- **400+ Direct Care Providers**

**VISION**

Be the leader in fostering accessible, comprehensive, high quality care to all people in the Greater New Orleans region.

**MISSION**

Provide support to an integrated and coordinated network of healthcare providers in the Greater New Orleans region with a focus on Orleans, Jefferson, St. Bernard, and Plaquemines Parishes.

**GOALS**

1. Increase access to comprehensive primary care and behavioral health services to all people irrespective of the ability to pay
2. Improve the quality and benefits of care
3. Increase sustainability, effectiveness and efficiency among the member organizations
4. Develop linkages for a full continuum of health services
5. Advocate for the needs of community-based primary care and behavioral health providers serving underserved populations
6. Advance an effective medical home model system of care

**BOARD OF DIRECTORS**

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Our vision is to be a leader in fostering accessible, comprehensive, high quality care to all Greater New Orleans residents. In the last year, we have worked in line with this vision, providing support to an integrated and coordinated network of primary care and behavioral health care organizations in the region. Our members’ leadership in advancing the medical home model of care has guided our effort to increase access to quality health care for the un- and underinsured patients who need it most.

This year, we have taken a special focus on community outreach to increase awareness of our affordable clinics, partnering with the City of New Orleans on A Guide to No or Low Pay Community Healthcare in Orleans Parish. Over 1,500 copies have been distributed to hospitals, community centers, schools and faith-based organizations. We have also released 504HealthNet’s Guide to Community Health Care in Greater New Orleans, which spans the entire four-parish area. From smaller local health fairs for hospitality workers to larger national fairs such as the Urban League’s National Convention Health Expo, we have increased our presence in the community.

Partnerships continue to enrich our evolution as an organization centered on providing the highest quality care to every person who walks in our clinic doors. We have continued collaborations with the Crescent City Beacon Collaborative and the City of New Orleans Health Department. Additionally, 504HealthNet continues to collaborate with state and federal officials to rework the Greater New Orleans Community Health Connection Medicaid 1115 Demonstration Waiver implementation and payment schema in an effort to insure more residents and make our safety net more financially sustainable.

Today, 504HealthNet is 19 members that operate 52 clinic sites across four parishes. We have grown geographically, covering 150 square miles, notably further into Jefferson and Plaquemines Parishes, and in scale, now including all Federally Qualified Health Centers (FQHCs) in the region. In sum, we represent 400+ providers serving over 124,000 individuals.

While we look to celebrate five years of work, we acknowledge we must continue to evolve to meet the changing needs of our community. As we approach 2014, we are well situated to continue our efforts developing the necessary linkages for a full continuum of health services to provide all residents ongoing high quality care.

Lindsay Ordower - Executive Director
Karen DeSalvo - Chair, Board of Directors
PATIENT PROFILE

GENDER
- Women: 61%
- Men: 39%

AGE
- 0-5: 49%
- 6-18: 26%
- 19-34: 15%
- 35-64: 5%
- 65+: 5%

ETHNICITY
- African-American: 45%
- White: 37%
- Hispanic/Latino: 10%
- Other: 8%

Data is FY12 (Aug. 1, 2011 - July 31, 2012)

504HEALTHNET 5-YEAR MILESTONES

2008

MARCH
A group of community providers meets to discuss shared services.

JUNE
504HealthNet is named as an official collaboration of community providers. It has seven member organizations.

2009

NOVEMBER
Gisela B. Hogan Charitable Foundation awards 504HealthNet its first grant for $25,000.

DECEMBER
The Kaiser Permanente Program Offices Community Benefit II of the East Bay Community Foundation awards $75,000 to 504HealthNet over three years.

2010

JANUARY
The Greater New Orleans Foundation awards 504HealthNet $30,000 through their Community IMPACT Program.

APRIL
504HealthNet providers and Louisiana Public Health Institute apply to become a Beacon community. The federal Health and Human Services Office of the National Coordinator for Health Information Technology awards $13.5 million over 3 years to create an HIE among other chronic care management initiatives.
On June 8, 2013, 504HealthNet turns five years old. While we are continuously evolving, here is a look back on the milestones we have celebrated thus far.

**MAY**
504HealthNet is granted 501c3 status and creates a five-year strategic plan.

**OCTOBER**
504HealthNet advocacy efforts help bring $90 million for primary care and behavioral health over three years in the Greater New Orleans Community Health Connection Medicaid 1115 Demonstration Waiver.

**AUGUST**
504HealthNet distributes $585,895 of discounted prescription medication for an emergency room savings of $2,138,516 through Dispensaries of Hope.

**JANUARY**
504HealthNet’s fiftieth site opens, The Donald T. Erwin Building of St. Thomas Community Health Center.

**JULY**
504HealthNet becomes nineteen members with New Orleans East Community Health Center, an FQHC look-alike.

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**PARISH RESIDENCE**
- Orleans: 44%
- Jefferson: 11%
- Plaquemines: 1%
- St. Bernard: 44%

**INCOME AS % OF POVERTY**
- <100% FPL: 84%
- 101-150% FPL: 10%
- 151-200% FPL: 3%
- >200% FPL: 3%

**INSURANCE**
- GNOCHE: 30%
- MEDICAID: 15%
- MEDICARE: 7%
- Private: 11%
- Uninsured: 36%
We hosted our first community-wide provider event with Dr. Harvey Makadon, Director of the National LGBT Health Education Center with the Fenway Institute in Boston. The event reached beyond 504HealthNet participation with participation from 55 people in 13 organizations. The event addressed the health disparities facing LGBT patients and provided resources to address these disparities. We partnered with the Louisiana Primary Care Association and Tulane Community Health Centers to put on this HRSA-sponsored event.

2012 RESULTS

GROWTH

In the last year we have expanded from 15 members to 19 members welcoming Jefferson Community Health Centers, Inc., Mary Queen of Vietnam Development Corporation, PACE Greater New Orleans and St. Thomas Community Health Center. We now proudly represent all FQHCs and FQHC Look-alikes, and have expanded our geographic and patient diversity.

Policy & Advocacy

MEDICAID 1115 GREATER NEW ORLEANS COMMUNITY HEALTH CONNECTION (GNOCHC) WAIVER

504HealthNet continued collaboration with local, state and federal officials to rework the GNOCHC Waiver payment methodology with a letter to Secretary of Health and Human Services (HHS) Kathleen Sebelius. Our members participated in a GNOCHC workgroup that has presented a payment methodology proposal to HHS to initiate the changes we feel will better sustain our safety net.

OUR COMMUNITY

Data is FY12 (Aug. 1, 2011 - July 31, 2012)

PHARMACY

303,705 PRESCRIPTIONS FILLED

$10,264,570 VALUE OF PRESCRIPTIONS FILLED

OUR COMMUNITY

Best Practices

LGBT HEALTH: OPTIMIZING NOLA’S HEALTH CENTERS

We hosted our first community-wide provider event with Dr. Harvey Makadon, Director of the National LGBT Health Education Center with the Fenway Institute in Boston. The event reached beyond 504HealthNet participation with participation from 55 people in 13 organizations. The event addressed the health disparities facing LGBT patients and provided resources to address these disparities. We partnered with the Louisiana Primary Care Association and Tulane Community Health Centers to put on this HRSA-sponsored event.
In an effort to improve health outcomes, avoid preventable emergency room visits and lower costs, this guide offers residents key information to navigate our no/low cost health care options in an effort to link more people to ongoing care. Users can find a profile of each clinic that includes medical and social services, hours and location, and transportation options. The guide also has maps of our locations and vital information for uninsured residents to enroll in any program for which they are eligible. Download a copy at www.504healthnet.org

We created an interactive mobile website where residents can select their insurance status and location to get a list of the closest clinics that match their needs. By clicking “Go!” users get information on each clinic’s medical and social services, hours, a map with directions, and a button to call the clinic to schedule an appointment. Viewable at www.504healthnet.org/clinic-locations
COLLABORATIONS

A GUIDE TO LOW AND NO COST HEALTHCARE IN ORLEANS PARISH
With the Mayor’s Office of Cultural Economy, 504HealthNet helped create the City of New Orleans’ first health care resource publication. Over 1,500 copies have been handed out at health fairs and in public schools, community centers, hospitals and faith-based organizations.

CRESCENT CITY BEACON COLLABORATIVE
504HealthNet members continue to lead efforts with Louisiana Public Health Institute for the federal grant under the Office of the National Coordinator for Health Information Technology. We hold three Operating Board seats and one Txt4Health Community Advisory group seat. Our members chair and participate on all committees implementing the Greater New Orleans Health Information Exchange (GNOHIE). Members are also engaged in a learning collaborative aimed at implementing care management teams and sharing best practices to improve health outcomes.

CITY OF NEW ORLEANS HEALTH DEPARTMENT
Community Health Improvement Steering Committee
504HealthNet is on the steering committee that has partaken in community health visioning and assessments. In addition to creating a community health profile for the development of action plans, this planning collaborative will aid the City of New Orleans Health Department achieve accreditation.

FIT NOLA
With 120 organizations, 504HealthNet participated in a series of forums dedicated to bringing together stakeholders committed to improving youth nutritional and physical fitness.

Primary Care Access Planning Task Force
For the development of the Greater New Orleans Primary Care Safety Net Access Plan, 504HealthNet assessed the capacity of primary care physicians in the Greater New Orleans area and surveyed services at all access points in the region. This gave us a great look at our safety net landscape - exactly who we are treating and for what, and how prepared we are as providers to meet this need. The access plan will be used as a framework for policy recommendations to improve access to primary care.
SHARED SERVICES
As the safety net landscape changes with health reform, 504HealthNet providers are assessing options for shared services and clinical integration. To begin these conversations, our leadership has spoken with a consultant from the Office of the National Coordinator who specializes in ACO formation. On a visit to Austin, Texas, members learned best practices from the Integrated Care Collaboration, a similar organization improving access to care in Central Texas. We will continue to look nation-wide for examples of structure and finance models developed to care for populations similar to ours. The shared vision amongst community providers is incredibly encouraging as we move forward in cultivating new partnerships.

HEALTH CARE COVERAGE
This may be the most dynamic time our country has seen in regards to access to care; itis exciting to say that health care coverage is a kitchen table conversation in households across the country. Under the Affordable Care Act, expanding Medicaid coverage will allow 425,500 Louisiana residents access to ongoing high quality care. With collaboration from the federal Health and Human Services and the Louisiana Department of Health and Hospitals, we will continue collaborative efforts to support our safety net system as the means to ensure everyone has access to life-saving, preventive, cost-effective care.

HEALTH INFORMATION TECHNOLOGY
Technology has increasingly become a key part of providing quality care management. 504HealthNet members are at the forefront of integrating innovative technology into their practices both on a patient and population level. Our providers are leading the way in the Greater New Orleans Health Information Exchange implementation through the Beacon project, which will give them the ability to track individual patients across our entire healthcare system and analyze population trends. As implementation is underway, an important focus is on its sustainability.

More and more we find that phones are the most reliable, efficient way to communicate information. In 2013, we aim to code our mobile website as a Smartphone application. Residents will get a personalized list of clinics that fit their insurance, medical and social needs. With the click of a button, they can call or text a clinic to schedule an appointment. As just one area hospital spent over $13 million in uncompensated emergency room costs in the last year, we are confident that by linking people to a doctor this mobile application will not only improve health outcomes but will also increase coverage, keep people out of the emergency room and lower health care costs.
FINANCE & OPERATIONS

As required by our level of income and type of funding, 504HealthNet received a third party financial certification to maintain fiscal integrity.

FUNDING SOURCES
The Gisela B. Hogan Charitable Foundation
The Greater New Orleans Foundation
The Kaiser Permanente/East Bay Community Foundation
The Louisiana Public Health Institute
Membership Fees

“In 2009, through its IMPACT program, the Greater New Orleans Foundation funded 504HealthNet because of its work to organize community-based health care providers to develop strategies for continued government support and higher standards of care for our region. More specifically, 504HealthNet was central to the success of the grantmaking program in its health category because it worked to (1) increase access to comprehensive primary care and mental health care for all irrespective of their ability to pay; (2) improve the quality of care for the underserved; and (3) augment and improve health care for the uninsured.”
- The Greater New Orleans Foundation

MEMBER ORGANIZATIONS

- Access Health Louisiana
- City of New Orleans Health Department
- Common Ground Health Clinic
- Covenant House New Orleans
- Daughters of Charity Health Centers
- EXCELth, Inc.
- Franciscan Missionaries of Our Lady Health System
- Jefferson Community Health Care Centers, Inc.
- Jefferson Parish Human Services Authority
- LSU Healthcare Network
- Mary Queen of Vietnam Community Development Corporation
- Mercy Family Center
- Metropolitan Human Services District
- New Orleans Musicians Assistance Foundation
- NO/AIDS Task Force
- PACE Greater New Orleans
- St. Anna’s Medical Mission
- St. Thomas Community Health Center
- Tulane Community Health Center
1. Chartres Pontchartrain Behavioral Health Center
2. Daughters of Charity Health Center - Bywater/St. Cecilia
3. EXCELth Family Health Center - Gentilly
4. Midtown Behavioral Health Center
5. NO/AIDS Community Awareness Network (CAN)
6. NO/AIDS Task Force
7. PACE Greater New Orleans
8. Ruth U. Fertel Tulane Community Health Center
9. St. Anna’s Medical Mission
10. Tulane Drop In Center
11. Tulane Drop In Clinic® Covenant House
12. Warren Easton Senior H.S., Tulane Community Health Centers
13. Central City Behavioral Health Center
14. Common Ground Health Clinic - Latino Health Outreach Project
15. Daughters of Charity Health Center - Carrollton
16. Donald T. Erwin Center, St. Thomas Community Health Center
17. Health Care for the Homeless
18. New Orleans Musicians’ Clinic
19. St. Thomas Community Health Center at Mahalia Jackson
20. St. Thomas Community Health Center at St. Andrew
21. Uptown Behavioral Sciences Center, LSU Health Care Network
22. Walter L. Cohen High School, Tulane Community Health Centers
23. Algiers-Fischer Behavioral Health Center
24. Common Ground Health Clinic
25. EXCELth Family Dental Center - Algiers
26. EXCELth Family Health Center - Algiers
27. Mercy Family Center - Algiers
28. Daughters of Charity Health Center - New Orleans East
29. New Orleans East Behavioral Health Center
30. New Orleans East Community Health Center
31. Daughters of Charity Health Center - Metairie
32. East Jefferson Behavioral Health Center
33. Jefferson Community Health - River Ridge
34. Mercy Family Center - Metairie
35. Riverdale High School, Jefferson Community Health
36. St. Charles Community Health Center - Kenner
37. Jefferson Community Health - Avondale
38. Jefferson Community Health - Marrero
39. John Ehret High School, Jefferson Community Health
40. Joshua Butler Elementary School, Jefferson Community Health
41. West Jefferson High School, Jefferson Community Health
42. West Jefferson Behavioral Health Center
43. St. Bernard Behavioral Health Center
44. St. Bernard Community Health Center
45. Belle Chasse Community Health Center
46. Plaquemines Behavioral Health Center
504HealthNet provides support to an integrated and coordinated network of healthcare providers in the Greater New Orleans region with a focus on Orleans, Jefferson, St. Bernard, and Plaquemines Parishes.