

# Regional Primary Care Coalition

Prince George's County  
Community Health Center Collaborative  
July 6, 2021



# Regional Primary Care Coalition

An experienced learning organization and active collaborator committed to reducing health disparities and promoting health equity in the National Capital region.

RPCC is a unique collaboration of local philanthropies, primary care associations and more than 50 health care providers serving the region's low income residents in the DC, Montgomery and Prince George's Counties and Northern Virginia and suburban Maryland. RPCC is committed to advancing regional partnerships, policies and practices to:

- Improve population health.
- Address the underlying determinants of health.
- Eliminate disparities across racial, ethnic and socio-economic groups.
- Promote health equity across the region.

# Federally Qualified Health Centers

“Federally Qualified Health Centers are community-based health care providers that receive funds from HRSA’s Health Center Program to provide primary care services in underserved areas. They must meet a stringent set of requirements, including providing care on a sliding fee scale based on ability to pay and operating under a governing board that includes patients.”

– *Health Resources and Services Administration*

# Community Health Centers Provide Comprehensive Health Services

CHCs serve adults and children and most provide the following services:

- primary medical and behavioral health care
- oral health care
- pre-natal care, family planning and other reproductive health services
- pharmacy and lab services
- “wrap-around” services including case management, patient education and other patient and family supports

# Community Health Centers

Community Health Center	Locations	Total Number of Patients
CCI Health & Wellness Services	<u>Greenbelt</u> , Takoma Park, Silver Spring, Gaithersburg	33,445
Elaine Ellis Center of Health	<u>College Park</u> , Northeast DC	4,473
Family Medical Counseling Services	<u>Seat Pleasant</u> , Anacostia DC	3,965
Greater Baden Medical Services	<u>Brandywine, Capitol Heights, Oxon Hill</u> , Charles and St. Mary's Counties	18,537
La Clinica del Pueblo	<u>Hyattsville</u> , Columbia Heights DC	4,905
Mary's Center	<u>Adelphi</u> , Silver Spring Adams Morgan, Petworth, Fort Totten, Northeast, DC	55,818

## Community Health Centers Improve Community Health

- Collectively, these 6 FQHCs served 121,143 patients in 2019.
- The total value of services was nearly \$132 million.
- The FQHCs served 10,000 low-income, uninsured residents in their Prince Georges County clinics and provided nearly 25,000 health and behavioral health care visits.
- Health Centers also served Prince George's County residents in DC and other MD clinic sites.

## FQHCs contribute Health and Economic Resources to Prince George's County

- Employ over **322** Prince George's County residents
- Recruit and hire clinicians and behavioral health professionals to practice in the County
- Create training opportunities for health professionals including:
  - medical residency programs;
  - clinical rotations for social workers;
  - training and employment for medical assistants and community health workers.

# Greater Baden Medical Services

SERVING LOCAL COMMUNITIES FOR 49 YEARS

**Sonja W. Bachus, MJ**  
**Chief Executive Officer**

[sbachus@gbms.org](mailto:sbachus@gbms.org)

301-836-9652



**GREATER BADEN**  
**MEDICAL SERVICES**

Primary and Preventive Health Care

# WHO WE ARE



Greater Baden Medical Services is a 501(c)(3) private, non-profit corporation that was founded in 1972 in order to provide primary care services to residents of rural Prince George's County. Few would have imagined that a small part-time clinic established in a repurposed school building to meet the unmet health care needs of a tobacco farming community in Baden, Maryland would grow to become a thriving Health Center achieving Federally Qualified Health Center status in 1991.



Services and geographic coverage have expanded with time. Today, Greater Baden is a patient centered medical home to over 19,000 unduplicated men, women and children and delivers care in 9 locations in Prince George's, Charles and St. Mary's counties. The organization is governed by a volunteer Board of Directors, the majority of who are users of clinic services.



Initially known for providing high quality primary and preventive care, GBMS has added exceptional pediatric, behavioral health, substance use, women's health and comprehensive HIV/AIDS services to its menu. Through four decades, Greater Baden's vision is to eliminate health disparities and improve the health of the community through the provision of quality, affordable health care services.



## MISSION

Greater Baden Medical Services is a nonprofit organization dedicated to the delivery of high quality, accessible primary and preventive health care in our community.

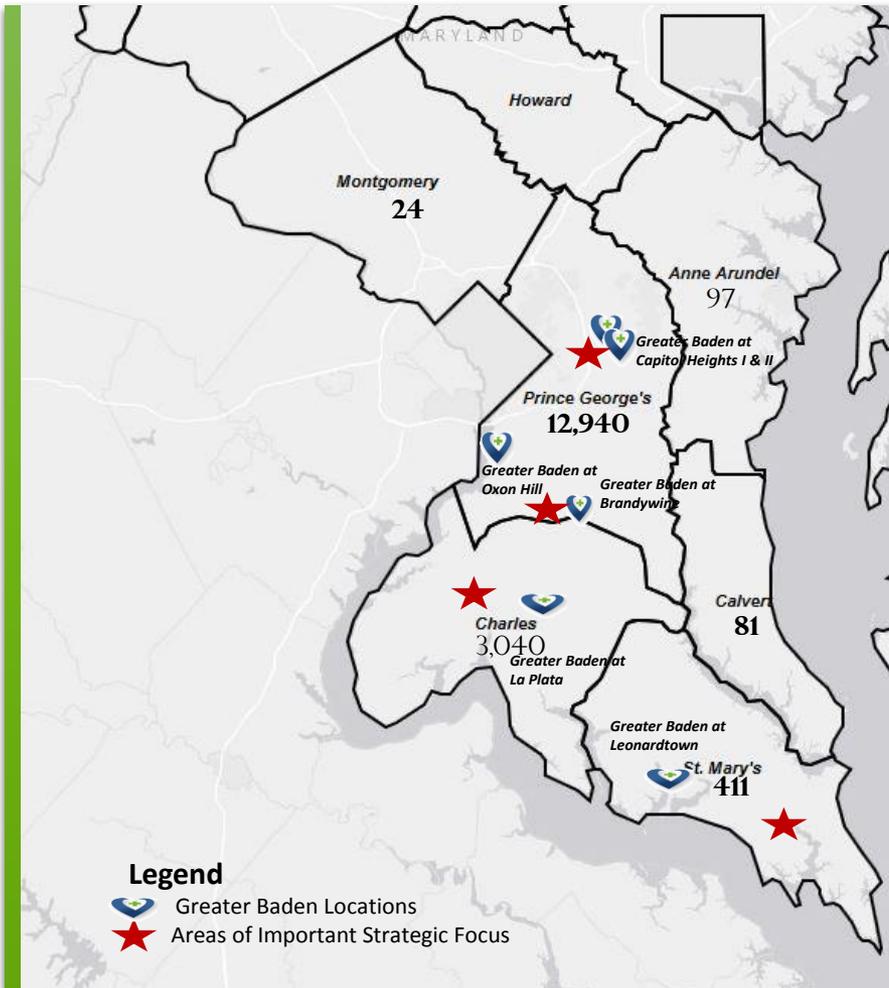
## VISION

Eliminate health disparities and improve the health of the community through the provision of quality, affordable health care services.

## VALUES

Quality, Respect, Professionalism, Teamwork, and Commitment

# OUR LOCATIONS



**Greater Baden at Brandywine**  
7450 Albert Road, Brandywine, MD 20613

**Greater Baden at Capitol Heights I**  
1458 Addison Road, South, Capitol Heights, MD 20743

**Greater Baden at Capitol Heights II**  
1442 Addison Road, South, Capitol Heights, MD 20743

**Greater Baden at La Plata**  
6 Garrett Avenue, La Plata, MD 20646

**Greater Baden at Leonardtown**  
23140 Moakley Street, Suite 4, Leonardtown, MD 20650

**Greater Baden at Oxon Hill (Pediatrics)**  
6196 Oxon Hill Road, Suite 540, Oxon Hill, MD 20745

**Women, Infants, and  
Children Clinics**

**Brandywine WIC**  
7450 Albert Road, 1st Floor  
Brandywine, MD 20613

**Oxon Hill WIC**  
6196 Oxon Hill Road, Suite 445  
Oxon Hill, MD 20745

**Capitol Heights WIC**  
1472 Addison Road South  
Capitol Heights, MD 20743

# OUR SERVICES



*Greater Baden Medical Services, Inc. provides a wide range of health services to meet the health needs of individuals and families in our community. Comprised of an ethnically diverse staff, we provide the same services as a doctor's office and more. We also have case management, mental/behavioral health, and dental services.*

## Our services include:

- Adult Primary Healthcare
- Pediatric Services
- Women's Health
- Prenatal Healthcare
- Dental Services (Brandywine and Oxon Hill)
- Behavioral Health
- Case Management
- Women, Infants, and Children (WIC) Services
- Laboratory Services
- Chronic Disease Management
- Transportation Services
- Pharmacy Services
- Interpretation Services
- Sports Physicals
- HIV/AIDS Counseling, Testing and Treatment
- Substance Abuse Treatment
- Veteran's Medical Care
- Migrant and Seasonal Agricultural Workers' Medical Care
- Health Education
- Immunizations
- Care Coordination





- Greater Baden
  - Prince Georges County based FQHC
  - Serves:
    - 13,000 patients in Prince Georges County annually
    - 36,000 plus patient visits
    - 26% of patients are uninsured/underinsured
- Planned Move and Expansion of Capital Heights
  - Capital Heights location
  - Will Add Dental services
  - Expand Mental Health Services
  - Expand Women's Health Services
  - Add Patient and Community Programming



# CCI Health & Wellness Services Overview

# Where we serve

## GREENBELT

9220 SPRINGHILL LANE  
GREENBELT, MD 20770



## GREENWAY

7474 GREENWAY CENTER DRIVE  
SUITE 300  
GAITHERSBURG, MD 20877



## GREENWAY

7474 GREENWAY CENTER DRIVE  
SUITE 350  
GREENBELT, MD 20770



PRINCE GEORGE'S  
COUNTY

- Medical
- Dental
- Behavioral
- Supportive (WIC)
- Pharmacy

# Prince George's County Demographics

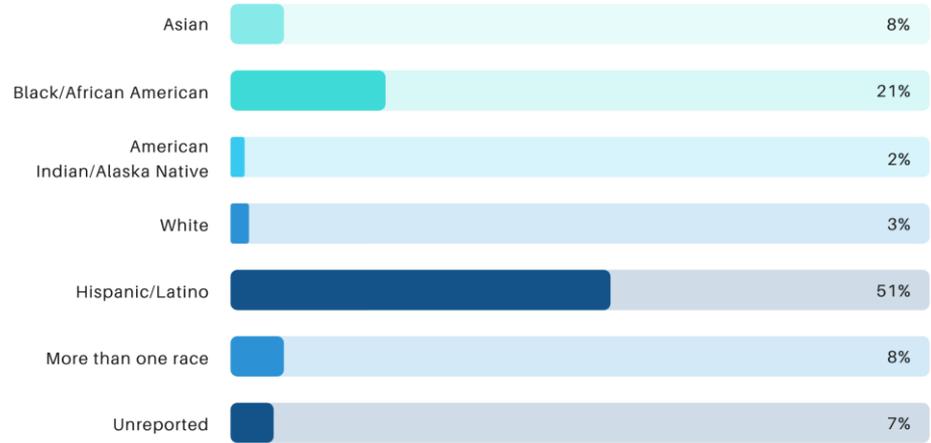
## Age Group



## Gender

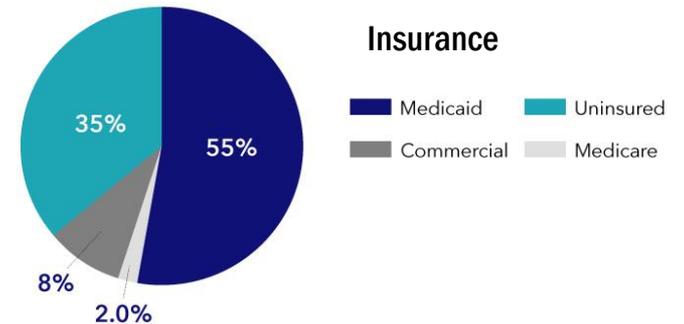


 **64.7%** Patients best served in a language other than English



 **29,942** WIC participants served annually

 Our breastfeeding initiation rate was **89%**  
THE HIGHEST IN THE STATE OF MARYLAND

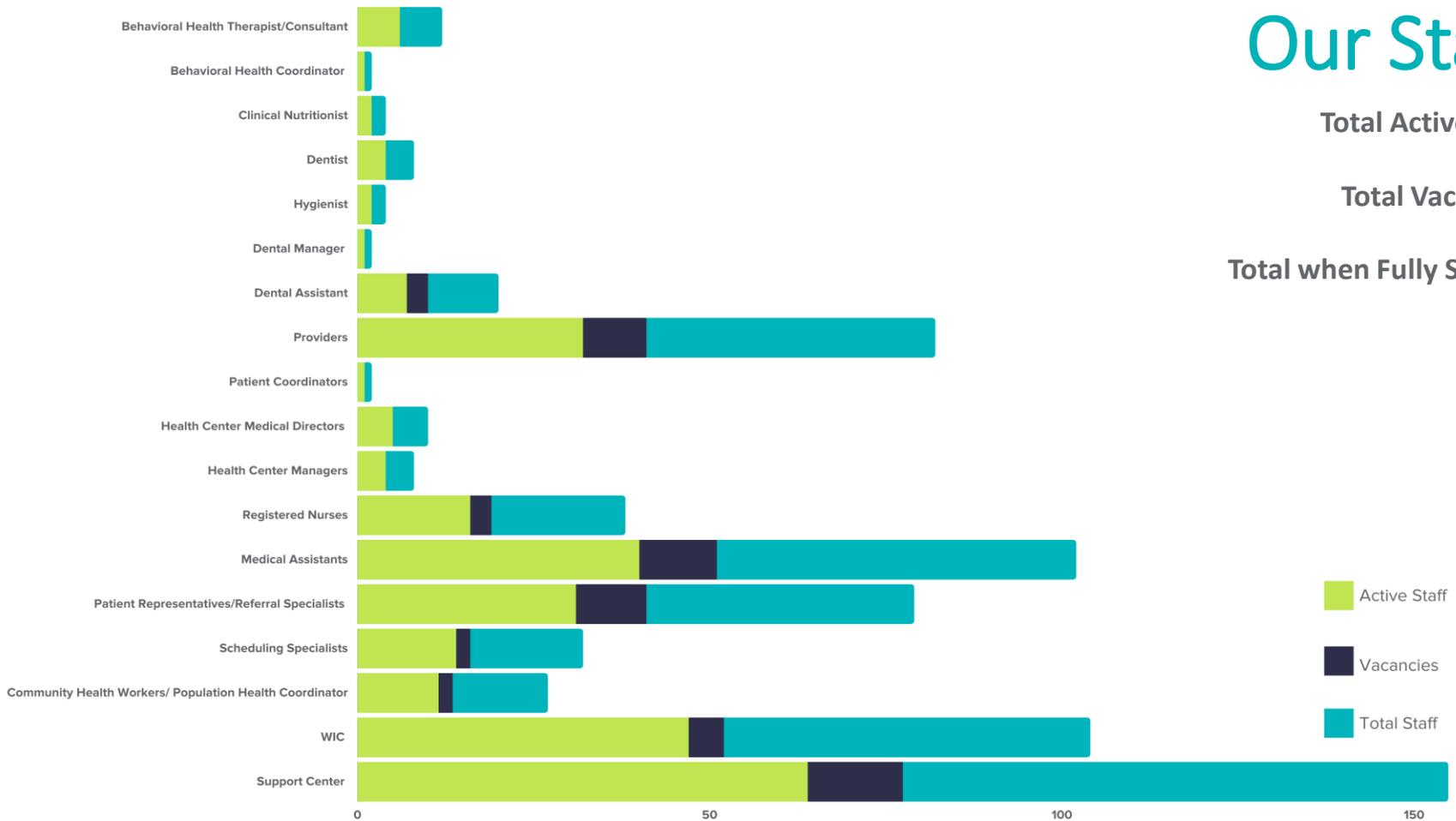


# Our Staff

**Total Active Staff**  
279.4

**Total Vacancies**  
58.5

**Total when Fully Staffed**  
337.9



# 2020 Health Outcomes

530



Patients in Prenatal Care, 67% in the 1st Trimester

74%



Received Statin Therapy for Prevention & Tx of CVD

86%



Patients Ages 12 & older Depression Screening & Follow up

97%



97% Patients with Persistent Asthma on Appropriate Rx

60%



(70% pre-COVID) Patients with Hypertension were Controlled

# New and Exciting Initiatives at CCI

- New Medical location
- Food is Medicine Program
- Medication Assistance Program
- Refugee Health Program
- Title X Family Planning Program
- HIV & Infectious Disease Program
- Launch of school-based services in Prince Georges County
- Howard University Residency



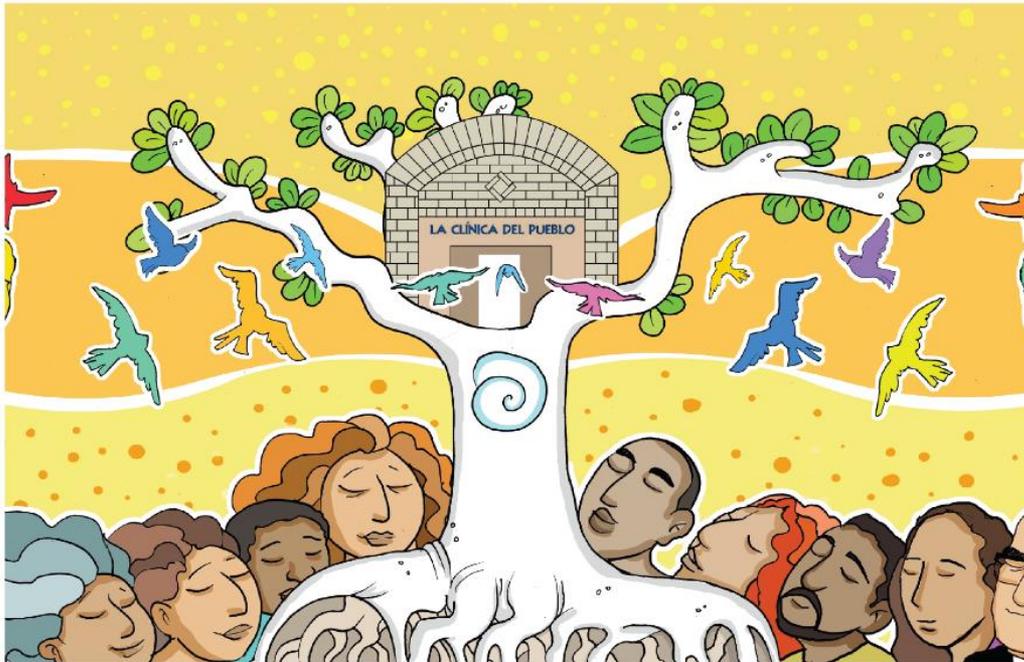
**LA CLÍNICA  
DEL PUEBLO**

## La Clinica in Prince George's County

Catalina Sol, Executive Director

Presentation to PGC-Board of Health 7.6.2021

# La Clinica del Pueblo



Our mission is to build a healthy Latino community through culturally appropriate health services, focusing on those most in need

- *Founded by Salvadorian immigrants in 1983 in response to Central American migration to this area*
- *Federally Qualified Health Center (FQHC) since 2007*
- *Currently operate 1 clinic and 2 school-based mental health programs in Hyattsville, MD*



# La Clinica's Community of Focus

- **85%** of La Clinica's patients are Limited English Proficient, primarily native Spanish speakers
- **37%** or 1638 of La Clinica's patients in 2020 resided in Prince George's County;
- **Zip codes** with largest number of patients are **20782, 20783, and 20737**
- **56%** of patients are uninsured

DC and Prince George's are home to fourth and third largest Central American immigrant communities in US



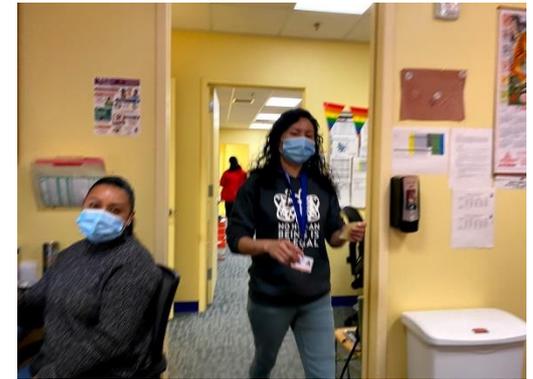
La Clinica has followed the growth and movement of our community from DC in the 1980s to Prince George's County since 2015



**LA CLÍNICA  
DEL PUEBLO**

# La Clinica at 2970 Belcrest Center Drive

- Primary medical care for children and adults, on-site and telehealth
- COVID care, management and vaccination
- Mental health counseling
- HIV testing, PrEP, HIV treatment (Ryan White)
- Assessment and enrollment in benefits
- Nurse-led care management and care coordination, referrals and linkage to specialty and hospital services; partnership with DCH
- Individual and group health education (virtual) for chronic disease management
- Linkage to groups for support around gender-based violence, LGBTQ Health
- Food distribution, mask and PPE distribution, hub for community health promotion events and activities, including students
- All services culturally and linguistically appropriate



**COVID19**  
CORONAVIRUS

¿CUÁLES SON ALGUNOS DE LOS SÍNTOMAS DEL COVID-19?

LOS SÍNTOMAS DEL COVID-19 PUEDEN INCLUIR:

<b>Fiebre o escalofríos</b>	A person is shown with a red thermometer next to their head, indicating a fever.	<b>Tos, falta de aire o dificultad para respirar</b>	A person is shown coughing into their elbow.
<b>Congestión o secreción nasal</b>	A person is shown blowing their nose into a tissue.	<b>Dolor de cabeza</b>	A person is shown holding their head with both hands, indicating a headache.
<b>Fatiga</b>	A person is shown lying down, appearing to be asleep.	<b>Dolor en el cuerpo o músculos</b>	A person is shown holding their arm, indicating muscle or body pain.
<b>Pérdida reciente del gusto u olfato</b>	A person is shown holding a fork with a red 'X' over it, indicating a loss of taste or smell.	<b>Vómito o diarrea</b>	A person is shown holding a roll of toilet paper, indicating vomiting or diarrhea.

Los síntomas pueden ser leves o graves, y aparecer de 2 a 14 días después de la exposición al virus. Esta lista **no incluye todos los síntomas**. Si presenta alguno u otros que le preocupen, llame a su proveedor de salud; y si los síntomas empeoran, vaya a emergencias.

**USANDO LA INFORMACIÓN CORRECTA, PODEMOS TOMAR MEJORES DECISIONES SOBRE NUESTRA SALUD**

# Impact of additional support/investment in health

- Large proportion of uninsured patients requires us to subsidize cost of care and operations
- Reimbursing care for uninsured is directly related to ability to expand volume of services
- La Clinica (like our FQHC partners) is an entry point for multiple services and caring relationships; over time this has a greater impact on health outcomes, quality of life, and economic stability for Prince George's County residents

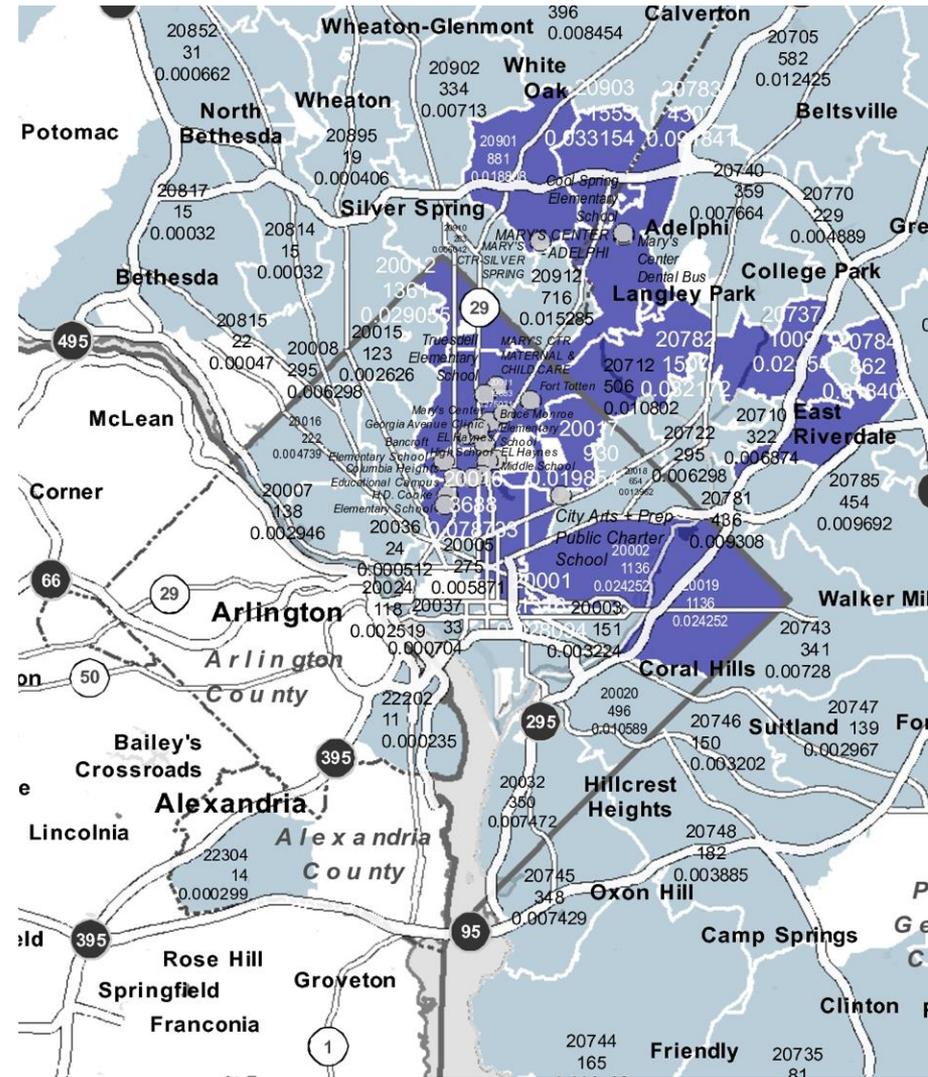




# Mary's Center

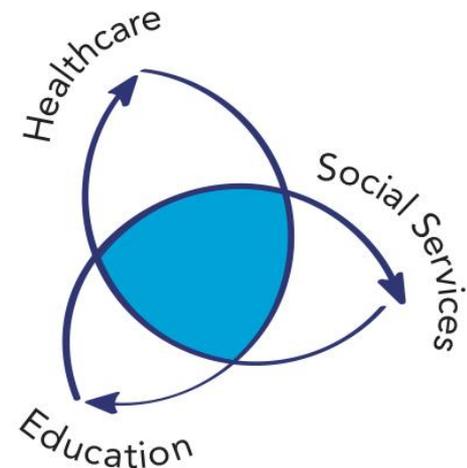
Established in 1988 to care for Latin American immigrants, Mary's Center now serves the broader community.

- Over 60,000 participants from 50+ countries
- 5 full-service community health centers
- 26 School-based mental health programs
- 2 Senior Wellness Centers
- Public Charter School co-located at 3 health centers



# Our Social Change Model (SCM)

- Treating health problems alone is insufficient
  - Comprehensive health care
  - Dual-generation education
  - Social services
- Striving to address all aspects of wellbeing that can impact quality of life and advancement



# Care at Mary's Center

## COMPREHENSIVE HEALTH CARE

• Primary Health Care for the Entire Family

Behavioral Health

Health Education

Nutrition

Chronic Disease Management

Telemedicine

Sexual Health

LGBTQIA Health

## SOCIAL SERVICES

• Case Management

Legal Services

Benefits Enrollment Assistance

Programs

Domestic Violence Support

Food & Nutrition Assistance

Energy Assistance

Insurance & Fees

## EDUCATION PROGRAMS

• Parents

• English language

• Digital literacy

Children

• Early childhood education

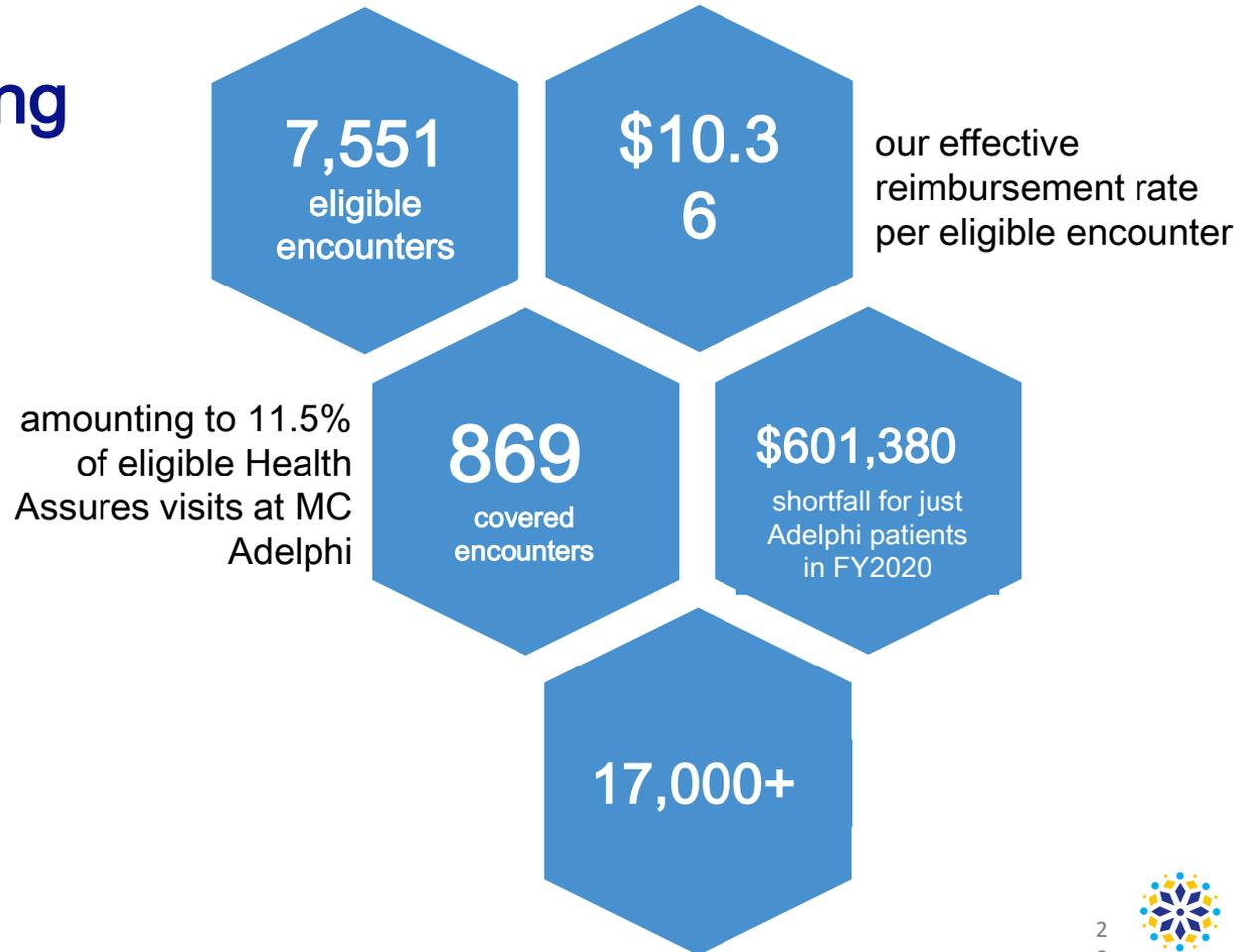
Professional

• High school diploma

• Medical Assistant training



# Expanding Existing Coverage at Adelphi



# Lessons Learned and Challenges Ahead

- Delivering telehealth in the comfort of our patients' homes is crucial to meeting our community's growing behavioral health and somatic needs as a result of the pandemic:
  - Compounded Stress
  - Loss of Income
  - Food Insecurity
  - Housing Insecurity
  - Systems Challenges
- In the short-term, increase capacity to meet behavioral health needs for adults and children.
- In the long-term, build overall provider capacity, bolster and develop our work force, and explore payment reform, such as incentive based payments.
- Importance of prenatal care and investing in pediatric care.
- Expect a continuation of elevated expenses for increased technology needs for service delivery and telework, PPE, and cleaning supplies, in addition to increased participant demands.



Family and Medical Counseling Service, Inc.

# FMCS History

- Family and Medical Counseling Service, Inc. (FMCS) was incorporated as 501(c)3 nonprofit community-based organization in 1976 and became a Federally Qualified Health Center (FQHC) in 2012.
- FMCS, which serves the area east of Anacostia River in Washington, DC, as well as Prince George's County, started as a social work agency, added medical care in 1994, and eventually became a Section 330 grantee. Before becoming a Section 330 grantee, FMCS's primary medical care was mostly for HIV+ patients; general medicine was added in 2010.
- The Seat Pleasant site in Prince George's County opened in 2015 and was added to the organization's HRSA Section 330 Scope of Service in 2016.



# FMCS History

- FMCS has developed and delivered primary medical, prevention, treatment, behavioral health, outreach, and educational services to meet critical health care and social services needs for the District of Columbia residents.
- As a part of our commitment and dedication, FMCS remains responsive to the changing needs of the community.
- FMCS is recognized as a Patient Center Medical Home(PCMH). Our community ties are deep and longstanding.
- FMCS clients include heterosexual, gay, bisexual, and transgendered men and women. Our client population is almost entirely African American and contains a significant number of persons with special needs, including injection drug users and other substance users, returning citizens and homeless persons.



# Needle Exchange/Harm Reduction

- The purpose of our needle exchange/harm reduction is to prevent and reduce the spread of HIV/HCV among people who inject drugs, other substance users, and those in their social networks.
- Services include needle exchanges to provide clean needles, HIV/HCV health management and prevention education, overdose prevention education, health education materials, and condom distribution.
- In the District, staff utilizes a targeted outreach approach in a mobile van at regularly scheduled sites in the community weekly, targeting red-light districts and high drug traffic areas in six Wards.



# Harm Reduction continued

- The backpack model of harm reduction is used in Prince George's County.
- In this model, Outreach Workers use a small unobtrusive van without identifying logos, so that it blends in well with the target area communities.
- The van is parked at known “hot spots” where IDUs tend to congregate, usually at fixed times, and Outreach Workers will fan out from the van with supplies in their backpacks.



# Services

<b>Medical</b>	<b>Behavioral Health</b>
Primary Medical Care Pediatric/Adolescent Medicine HIV and STD Screening and Treatment Hepatitis Screening with Linkage to Care Hepatitis C Treatment Treatment Adherence	Individual, Family & Group Therapy Child/ Adolescent Therapy Substance Abuse Counseling Medically Assisted Treatment (MAT) for Substance Use Disorders (Suboxone)
<b>Wrap Around</b>	<b>Prevention</b>
Medical Case Management Medical Nutrition Therapy Retention/ Recapture Services Medical Appointment Transportation	PrE/Prep Counseling Harm Reduction/Syringe Exchange Overdose prevention (Narcan)



# Population

## FMCS serves 3270 people.

- 53% are males
- 47% are female
- 90% are African American
- 95% non-Hispanic ethnicity

## Services

- 74% receive medical services
- 17 % receive substance abuse services
- 18% receive mental health services

## Income and Insurance

- 64% of the patients have incomes at or below 100% FPL
- 60% have Medicaid
- 25% are uninsured
- 9% have Medicare
- 5% are privately insurance



## ELAINE ELLIS CENTER OF HEALTH (EECH)

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- Northeast Washington, DC: March 2012
- College Park, Maryland: August 2017
- EECH provides primary adult and pediatric health care, OB/GYN services, substance abuse treatment, mental health counseling, and dental services

# ELAINE ELLIS CENTER OF HEALTH

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- In spite of the pandemic in 2020 and with limited resources the staff of EECH touched the lives of over 4000 people providing medical, behavioral and dental services.
- We administered 345 pediatric immunizations
- We delivered 140 babies
- We provided medication assisted treatment and counseling to 289 opioid users
- We provided Thanksgiving meals to 500 families and 400 backpacks filled with school supplies to area school children.
- Since March 2020, EECH has tested 7692 people for COVID-19 and given 1768 Covid-19 vaccines to patients in public housing.

We have the capacity and drive to do more to further our mission and promote the legacy of our namesake, Elaine Ellis



# ELAINE ELLIS CENTER OF HEALTH

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- With the benefit of additional funding EECH would be able to:
  - Expand mental health and substance abuse services by hiring additional staff
  - Purchase a mobile unit to bring healthcare directly to
    - The community for wellness exams, blood pressure checks, education, referrals and dental services
    - Prince George's County schools for students needing sports physicals, well child assessments, immunizations, and dental services.

## Investing in Health

- Commit to universal health coverage for all Prince George's residents and ensure access to quality care for the uninsured that is equal to or better than care available to those who can pay for care.
- Strengthen partnerships to leverage resources across health sectors to create an integrated and coordinated health care system.
- Build a robust public health infrastructure with capacity to lead and coordinate public and private efforts to improve health.
- Improve housing, living conditions and economic opportunity in under resourced communities to reduce disparities and increase opportunities to achieve health equity.
- Invest in the health and well-being of youth from early childhood to young adulthood through community and school-based wellness programs and support services.