



Expanding Access through Team Care - Exemplar Clinic Site Visits

Union Health Center- May 13, 2015

Site Visit Details

Host Organization: [Union Health Center](#)

Date: Wednesday, May 13 (8 am- 5 pm)

Location: New York, NY

Nearest Airport and Hotels: JFK or LGA (New York, NY), EJR (Newark, NJ)

Site Visit Address:

Union Health Center- 160 W 26th Street, 4th Floor, New York, NY 10001

EATC Lead Contact: Susannah Brouwer, Center for Care Innovations

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Organization Description

Founded as the first union-based health center by the International Ladies' Garment Workers in 1914, Union Health Center (UHC) is now a New York City institution that offers high-intensity primary care, particularly to complex patients.

In 2006 UHC established their Special Care Center for patients with chronic conditions. Patients with poorly controlled chronic conditions are assigned a health coach who closely follows the patients by accompanying them to clinic visits, working with them by phone, as well as teaching self-management techniques.

In 2008, these services were made available to all primary care patients at UHC.

UHC's transformation included a major shift in the role of frontline staff, particularly medical assistants (MAs). Using an internally developed training curriculum, UHC leverages its MAs to handle a number of advanced functions, including translation services (all UHC MAs are bilingual), motivational interviewing, and basic patient education. Medical assistants can also access a career ladder towards a more advanced role, such as health coach or floor coordinator. Health coaches serve as a primary point of contact for patients with diabetes and other chronic conditions, and they are trained in motivational interviewing to provide more intensive patient education. The most advanced role, floor coordinator, manages patient flow, schedules provider time, and assists other medical assistants.

UHC uses the EMR Centricity CPS and does not indicate if they use a population management tool.

To read more about UHC’s exemplary work, click on the selected resources below:

- [Union Health Center Brochure](#)
- [UCSF Center for Health Professions- Case Study: Union Health Center](#)
- [Union Health Center Care Team Redesign](#)
- [Video: UHC Patient Centered Care](#)
- [Video: UHC Career Ladder](#)
- Find more resources [here](#) on UHC’s “In the News” webpage

Attending Participants

Name	Organization	Role	Email
Susannah Brouwer*	Center for Care Innovations	Program Manager	susannah@careinnovations.org
Gina Ribeiro	Livingston Community Health	Care Coordinator	gribeiro@visitlch.org
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Justin Ebert	Mendocino Community Health Clinic	Team Lead - Associate Medical Director	jebert@mhcinc.org
Lois Ramirez	Olive View-UCLA Medical Center	Assistant Hospital Administrator	loramirez@dhs.lacounty.gov
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Soma Wali	Olive View-UCLA Medical Center	Chief of Medicine	swali@dhs.lacounty.gov
Jennifer Mosher	Share Our Selves	Clinic Manager	jmosher@shareourselves.org
Patty Ramirez	Share Our Selves	Nurse Manager	pramirez@shareourselves.org
Tom Strong	The Hitachi Foundation	Senior Program Officer	tstrong@hitachifoundation.org

*EATC lead contact

Draft Agenda

Agenda subject to change. UHC will assign participants to breakout activities prior to the visit using their indicated preferences in the pre-visit survey.

Morning		
8:00 – 8:55	Breakfast	UHC overview presentation (8:35 – 8:55)
9:00 – 9:30	Huddles	
9:30 – 12:00	<i>Breakout Shadowing Activities</i>	QRM Meeting (11:00 – 12:00)
Afternoon		
11:45 – 1:00	Lunch with UHC staff	
1:00 – 2:00	Green Team Meeting	UHC/32BJ Workgroup (1:00 – 2:00)
2:00 – 3:00	<i>Breakout Shadowing Activities</i>	Green Team Registry Work (2:00 – 3:00)
3:00 – 4:00	UHC Leadership Panel	
4:00 – 5:00	<i>Breakout Shadowing Activities</i>	

Possible Breakout Activities	Description
Health Coach	Trained Medical Assistants who provide patient education and self-management support for patients with chronic diseases.
PCP	Primary Care Providers at UHC include physicians, nurse practitioners and a physician's assistant. Each PCP has a panel of patients.
Patient Support Services (PSS)	PSS handle referrals to physicians, imaging and diagnostic centers outside of UHC.
Care Management	Case Manager Iris Leon, RN leads UHC's Care Management Unit to provide patient-centered coordinated care to patients who have had a recent ER or hospital visit, along with complex patients referred by UHC PCPs.
RN	Nurses at UHC work within the primary care team to triage sick calls, monitor patients on Coumadin, see patients with sore throats and UTIs, administer injections, and manage pre-op visits.
Patient Care Assistant/MA (PCA)	PCAs room and vital patients, schedule appointments, outreach to patients on disease registries and provide patient education.
Call Center	Medical Assistants address needs of patients who call UHC, respond/delegate patient portal messages.
Quality Assurance and Risk Mgt. Meeting	UHC staff and board members discuss current QI projects at UHC and present recent data.
UHC/32BJ Workgroup	Working meeting with our largest payer (Local 32BJ Union).
Registry Work	PCAs work on disease registries to outreach to patients who appointments and follow up care for their condition.
Tour of UHC	Tour of UHC's primary care clusters