A Health Care Perspective: Assisting Incarcerated Populations Reentering their Communities

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The incarceration rate of the United States is the highest in the world, at 716 per 100,000 of the national population.

The U.S. while representing a mere 4.4% of the world’s population it houses 22% of the world’s prison population.

According to the U.S. Bureau of Justice Statistics corrections which includes (prisons, jails, probation and parole cost around $74 billion dollars).

In 2008 prison healthcare spending totaled $6.5 billion out of $36.8 billion in overall institutional correctional expenditures in 44 states which included Delaware.

Delaware Incarceration Rates

- Approximately 23,000 people are in the Delaware criminal justice system.
  - 7,000 inmates in Delaware’s prison system
  - 15,000 on probation
  - 650 parolees
  - 160 youth
  - 350 federal prisoners

Source: http://www.prisonpolicy.org/profiles/DE.html
Delaware's Prisoners At-a-Glance

- 945 prisoners over age 50
- 10 prisoners over age 75
- 51 prisoners in wheelchairs
- 83 age of oldest prisoner
- 2000 enrolled in chronic care clinics
- 46, 659 sick call requests in 2011

Medical Concerns Impacting Prisoners & Jail Inmates

- In 2011-2012, an estimated 40% of state and federal prisoners and jail inmates reported having a current chronic medical condition.

- Both prisoners and jail inmates were more likely than the general public to report ever having a chronic condition or infectious disease.

- High blood pressure was the most chronic condition reported by prisoners (30%) and jail inmates (26%).

- The majority of prisoners (74%) and jail inmates (62%) were overweight, obese, or morbidly obese.

- About 66% of prisoners and 40% of jail inmates with a current chronic condition reported taking prescription medications.

Prevalence of Reporting Ever Having a Chronic Condition

- **Chronic Condition:** Overall 44.7%
- 26.3% high blood pressure/hypertension
- 20.1% asthma
- 12.9% arthritis/rheumatism
- 10.4% heart-related problems

Prevalence of Ever Having an Infectious Disease

- **Infectious Disease**: Overall 14.3%
- 2.5% Tuberculosis
- 6.1% STIs
- 1.3% HIV
- 6.5% Hepatitis
  - 1.7% Hepatitis B
  - 5.6% Hepatitis C

Mental Illness

- Mental illness among today’s inmates is pervasive
- 64% of jail inmates, 54% of state prisoners and 45% of federal prisoners report having mental health concerns
- Substance abuse is also rampant and is often co-occurring

Our mission is to provide equal access to quality healthcare, regardless of ability to pay.
Westside Family Healthcare Provider Team

• ~230 employees

• Employees are indigenous of the communities we serve

• Multilingual, multi-cultural

• 60+ Independent Practitioners
  • Physicians
  • Nurse Practitioners
  • Dietitian/Nutritionists
  • Dentists
WFH Growth 2006-2014

- Patients: 28,401
- Visits: 103,022
Core Clinical Services

- Primary Medical Care (all ages)
- OB/GYN and Women’s Health Care
- Dental Care
- Behavioral Health Care
- Podiatry
- Ophthalmology
Pediatric Care

Westside Family Healthcare’s Family Practice Providers offer comprehensive pediatric services:

- Routine newborn and infant care
- Routine child and adolescent care
- Management of chronic health conditions for infants, children, and adolescents
- Immunizations
- School, sports, & camp physicals
- Nutrition consultation
Adolescent Services

For teens, Westside Family Healthcare hosts the ARC program at two of its locations, Wilmington and Newark

- ARC (A Resource Center for Youth), operated by Children & Families First, is a comprehensive counseling, educational, and medical service program for adolescents, to help reduce risk-taking behaviors, especially those related to sexual health. All services are free and confidential

- Male and female teens ages 12 to 19 may receive the following services:
  - Birth Control
  - STD Testing/Treatment
  - HIV Testing
  - Emergency Contraception
  - Pregnancy Testing & Options Counseling
  - Pelvic Examinations
  - Counseling
WFH offer a community-based preconception, prenatal, and maternity care program that includes medical care, hospital delivery, and education.

**Services include:**

- Pre-Pregnancy Planning (preconception care)
- Pregnancy Testing
- Prenatal Care
- Nutritional Counseling
- Prenatal/Birthing Classes
- Breastfeeding Counseling with Classes
- Laboratory Services
- 24-Hour Physician On-Call
- Delivery at Christiana Hospital and Bayhealth Medical Center
- Postpartum and Newborn Care
- Contraceptive Counseling  
  - LARC Insertion and Removal
Dental Care

- Dental care services are provided at Westside Family Healthcare’s Wilmington and Dover offices*.

- We provide preventive, restorative, and aesthetic care to enhance our patients’ quality of life and self-image

Services Include:
- Preventive Care: teeth cleanings and preventive education
- Crowns
- Fillings
- Treatment for teeth grinding
- Dentures
- Tooth extractions
Enabling Services

- Financial aid and enrollment assistance
- 340b reduced drug pricing program
- Equiscript Home Delivery Pharmacy Program
- ARC – Adolescent Health Care
- Breastfeeding peer counselor
- Care coordination
- Nutritional counseling, including Certified Diabetes Education (CDE)
- On-site laboratory services
- Prenatal case management
Support Services

Diabetes Education and Chronic Disease Management
- Patients with diabetes and other chronic diseases receive education on self-care management by Certified Diabetes Educators, Nutritionists and nursing staff.

Laboratory Services
- Westside offers convenient, on-site phlebotomy services at our Wilmington, Northeast, Newark, and Bear/New Castle Office Locations.

24-hour Physician On Call
- A Westside physician is always on call after hours for any of your or your family’s medical needs.
Support Services

Nursing Services
Medical Nurses - provide education and support at each of the sites. They triage sick calls, process medication refills, dispense medications and provide clinical support and follow-up for our patients.

Prenatal Nurses - provide case management services at each of the sites. They follow prenatal patients through their pregnancy ensuring that all required labs and testing is done in a coordinated and timely manner. They also triage sick complaints for the prenatal population and in some offices provide medical triage support.
Support Services

Social Services staff provide information and guidance to patients to assist with multiple needs including:

- Finances, Housing
- Referral to community services for assistance with activities of daily living, behavioral health counseling, and support with cultural and domestic social concerns

Health Care Coordinators

- Assist our patients with processing referrals to specialists both inside and outside of the organization
SPECIALIZED PROGRAMS

- Health Care Connection (HCC) Eligibility: an individual must live in the state of Delaware, be uninsured, ineligible for the marketplace, state medical assistance programs such as Medicaid, and meet the program’s financial eligibility guidelines.

- Health Care Connection (HCC), formerly known as CHAP, helps uninsured and underinsured individuals receive access to medical specialists and resources.

- Westside, a designated HCC Health Home, enrolls patients in the HCC program. Patients are referred to private doctors who participate in the Medical Society of Delaware's Voluntary Initiative Program (VIP) and accept HCC.

- HCC is not an insurance program; however, HCC recipients receive discounted medical services based upon their income. Patients enrolled in the HCC program receive an identification enrollment card. Examples of HCC sponsored services.
Both programs provide free vaccines for those who are eligible:

Criteria to qualify for the program:
- Medicaid-eligible
- Uninsured: no health insurance coverage
- American Indian or Alaska Native
- Underinsured – Those children or adults with health insurance, but vaccines are not covered or there is fixed dollar limit.

All vaccines are free through the VFC and 317 programs. In some cases there is an administration fee, however, VFC vaccines cannot be denied to an eligible child/adult if the family cannot afford the fee.
SPECIALIZED PROGRAMS

The Screening for Life Eligibility: Delaware residents who do not have health insurance or have insurance that does not cover screenings, are age 18 – 64, or are age 65 and older and do not qualify for Medicare, meet the income guidelines of Screening for Life (scale based on family’s size) and are not eligible for health insurance from the Health Insurance Marketplace.

Screening for Life provides payment for cancer screening tests and cancer treatments to qualified Delaware adults.

Westside clinicians perform certain screenings (such as CBE, pap screens) during office visits. Referrals are made to specialty facilities or labs for tests such as mammography and colonoscopy or other cancer related treatments.

Patients enrolled in the Screening for Life program receive an annual enrollment card with reenrollment required each year.
TITLE X – Family Planning

Services include:

- Counseling or education about contraception and family planning options, sexually transmitted diseases, and or infertility.
- Contraceptive supplies given or ordered; Contraceptive procedures, including IUD and Nexplanon.
- STD, HIV screening and counseling (Rapid HIV test in Dover), pregnancy testing.
- Title X qualified, discounted medication; HPV vaccine.

All services are confidential and minors ages 12 – 17 are not required to be accompanied by a parent or guardian when receiving TITLE X care.
Patient-Centered Medical Home

- Westside Family Healthcare is a Joint Commission Accredited Organization and is designated as a Patient-Centered Medical Home.
- The Patient-Centered Medical Home is a model of care that emphasizes care coordination and communication to transform primary care into “what patients want it to be”.
- PCMHs is an effective model which mitigates health disparities and improves patient outcomes.
- PCMHs inspire quality in care and cultivates more engaging patient relationships.
Patient-Centered Medical Home

- Patient-focused
  - Culturally competent care
  - Linguistically appropriate
  - Respectful and compassionate
  - Strong and trusting patient-provider relationships
  - Explaining the process and recommendations for care

- Comprehensive and team-based
  - Emphasizing care coordination and communication

- Accessible
  - Ensuring patients get needed care
WFH Supporting Reentry Initiatives

- Partnered with 3 Community Agencies
  - Delaware Center for Justice
  - Project New Start
  - Rick VanStory Resource Center
WFH Supporting Reentry Initiatives

- Delaware Center for Justice
  - A collaborative effort between DCJ, the Department of Corrections and multiple community partners
  - Program services include case management support, housing and employment assistance, mental health and substance abuse referral, education and vocational placement, life skills and social supports
WFH Supporting Reentry Initiatives

- Delaware Center for Justice: Women in Transition
  - Non-profit community volunteer program for incarcerated women in the state
  - Held at the Delores J. Baylor Correctional Institution
  - 12-week program presented three times a year
  - Workshops are facilitated by dedicated and concerned community professionals
WFH Supporting Reentry Initiatives

• **Project New Start Reentry Program**
  - The New Start program was created to address the lack of economic opportunities, poverty, stressed families, and high educational dropout rates that contribute to violent crime.
  - The program guides individuals transitioning out of state and federal institutions in their personal and professional development and equips them with the skills to contribute positively to their families and communities, successfully re-enter the workforce, and transform themselves into ex-offenders.
WFH Supporting Reentry Initiatives

**Rick VanStory Resource Center (RVRC)**
- Founded by former mental health members who recognized the urgent need for a recovery-oriented peer center for people with psychiatric disabilities.
- RVRC empowers individuals to access the resources and services needed to build independent, satisfying life in the community through the support of their peers in an environment free of stigma.
- Open to all mental health consumers in Delaware, RVRC receives support from the Department of Health and Social Services- Division of Substance Abuse and Mental Health.
WFH Supporting Reentry Initiatives

- WFH Enrollment Specialists provided outreach, information and education to a combined 244 program participants

Activities include:

- Tabling- Enrollment Specialists assist participants with understanding insurance coverage requirements under the Affordable Care Act. Activities include assisting participants with gaining the skills necessary to navigate the Marketplace application process. Enrollment Specialists also assist program participants with understanding their health care coverage as well as how to utilize their medical insurance.

- Referrals

- Linkage to medical, behavioral, and social services
Thank You!