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# Leveraging Strategic Partnerships to Create Efficiency

TRUMAN MEDICAL CENTERS AND THE YMCA



# Presenters

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Administration



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Senior Associate, Senior Project  
Architect / Project Manager



# Learning Objectives

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- **Identify the operational advantages** created when establishing a partnership that provides **proactive/preventative health** within the community.
- Understand how a health care provider can **leverage a community partnership** to **create space efficiencies** and minimize the new build footprint.
- Describe how newer technologies **create efficiencies and connections** within and outside of the community while **maintaining the integrity** of the local community.
- Provide **blended facility** project lessons learned.



# Truman Medical Centers + University Health

**OUR GOAL: TO PROVIDE A NEW  
MODEL OF INTEGRATED AND  
COLLABORATIVE HEALTH CARE**



# Truman Medical Centers

Kansas City has many hospitals, but there is only one Truman!

- Serves the underserved and at risk populations in Kansas City, Missouri and the greater metropolitan area
- We take care of our most vulnerable and that makes Kansas City stronger
- 22% of the patients we serve are uninsured
- Delivers over 100 million dollars annually in uncompensated care



“Truman Medical Centers is Kansas City’s essential hospital...  
the one health system our community can’t do without.”

- Charlie Shields, President and Chief Executive Officer

# Truman Medical Centers + University Health



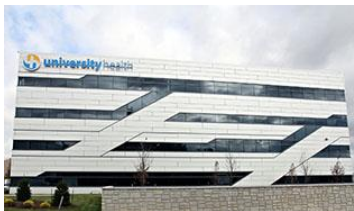
Health Sciences District



Lakewood



Behavioral Health



University Health

**2** Inpatient  
Facilities

**Level I Trauma Center**

**600**  
Beds

**51**  
Clinics

**4K+**  
Employees

**1,209**  
Licensed Nursing Staff

**153**  
Unlicensed  
Nursing Staff

**276**  
Specialty  
Certified RNs

**85K+**  
ED Visits

**1,422**  
Trauma Admissions

**3,326**  
Births

**10,513**  
Surgical Cases

**337K+**  
Outpatient Visits

**22,903**  
Acute Admissions



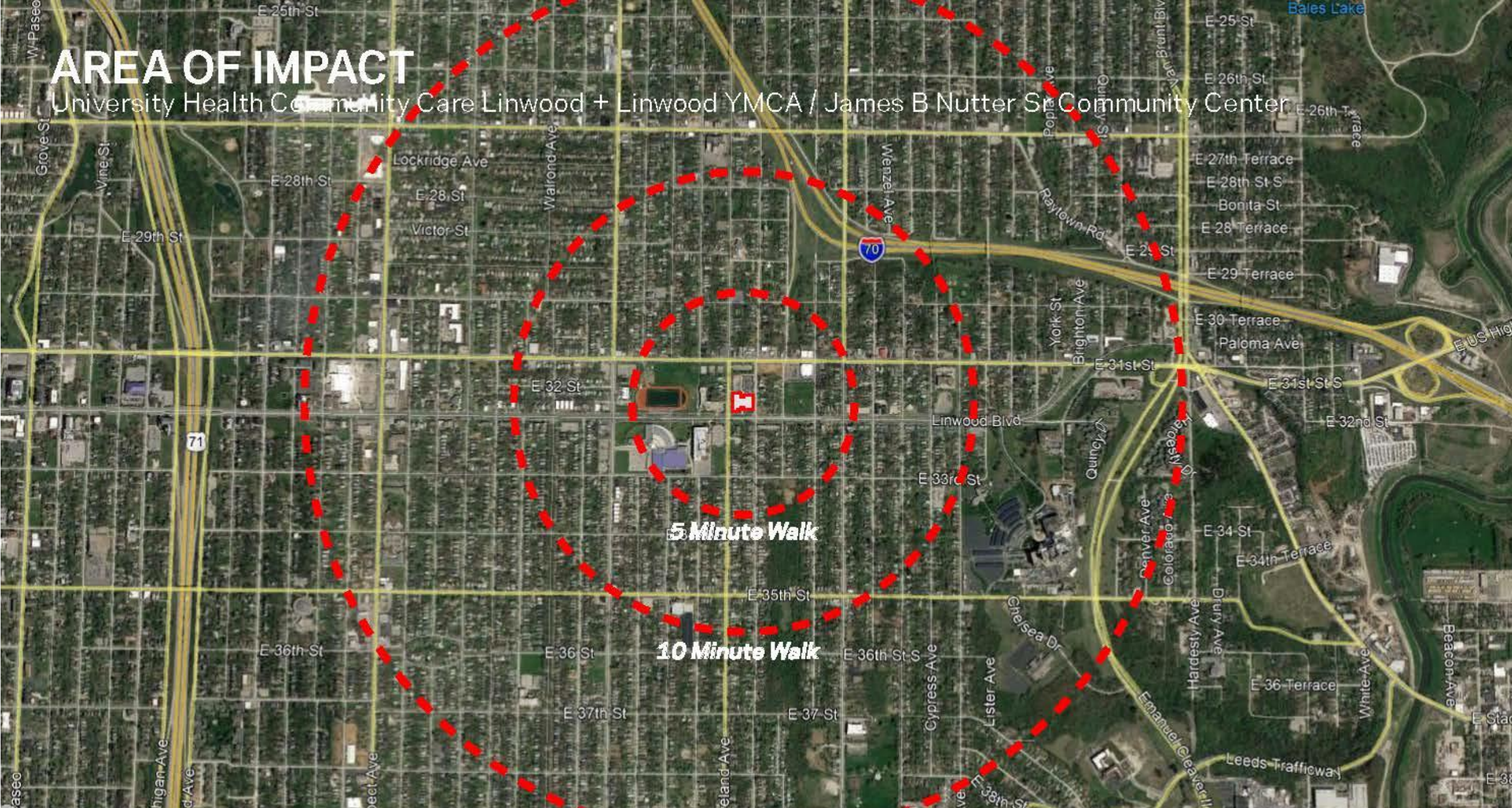
# University Health Community Care Linwood



- Caring for our community's most vulnerable
- Providing comprehensive, coordinated care - medical, dental, behavioral health
- Training tomorrow's healthcare workforce
- Matching/outperforming others in specialized, life-saving care
- Together, advancing our community's health

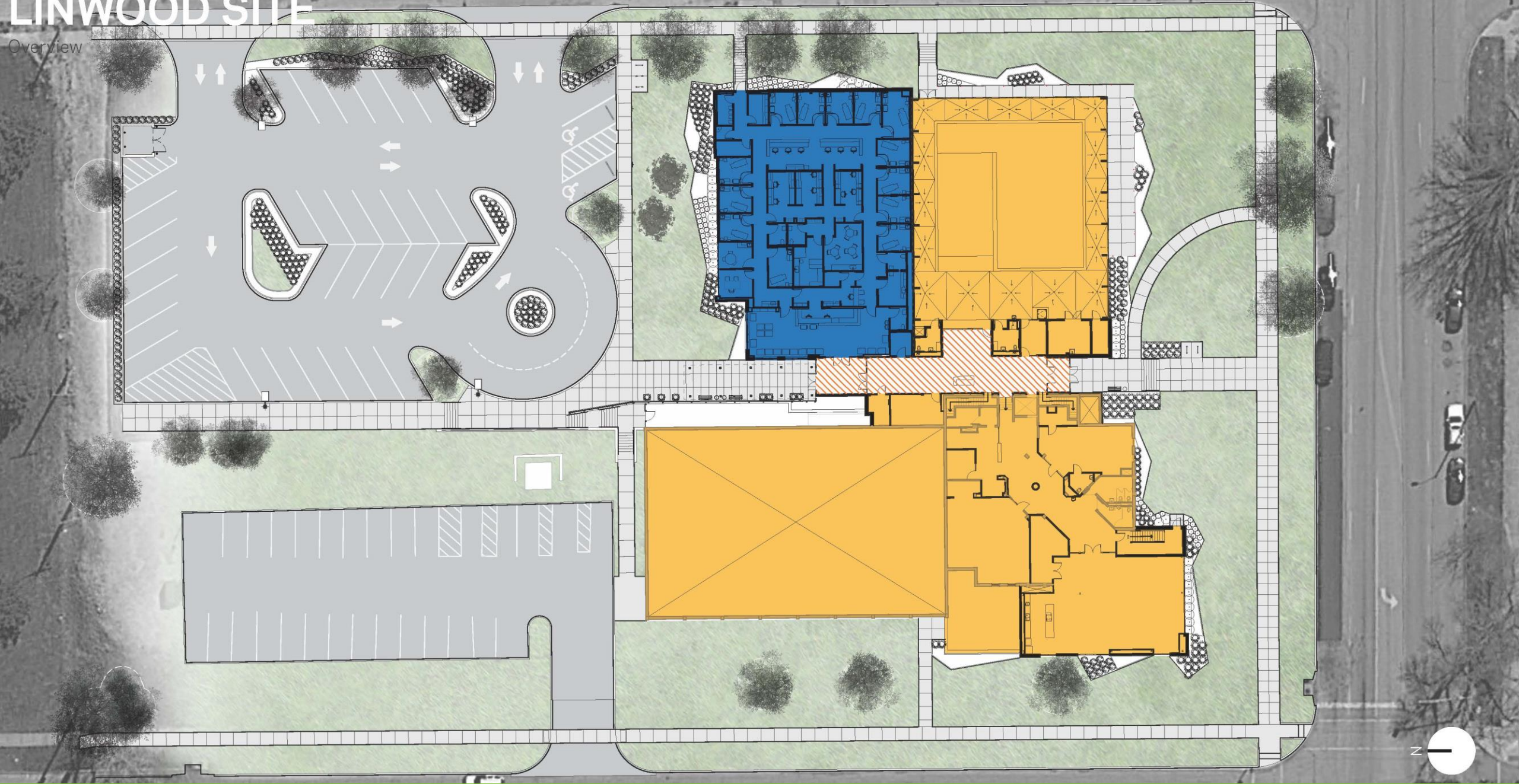


University Health Community Care Linwood + Linwood YMCA / James B Nutter Sr Community Center



# LINWOOD SITE

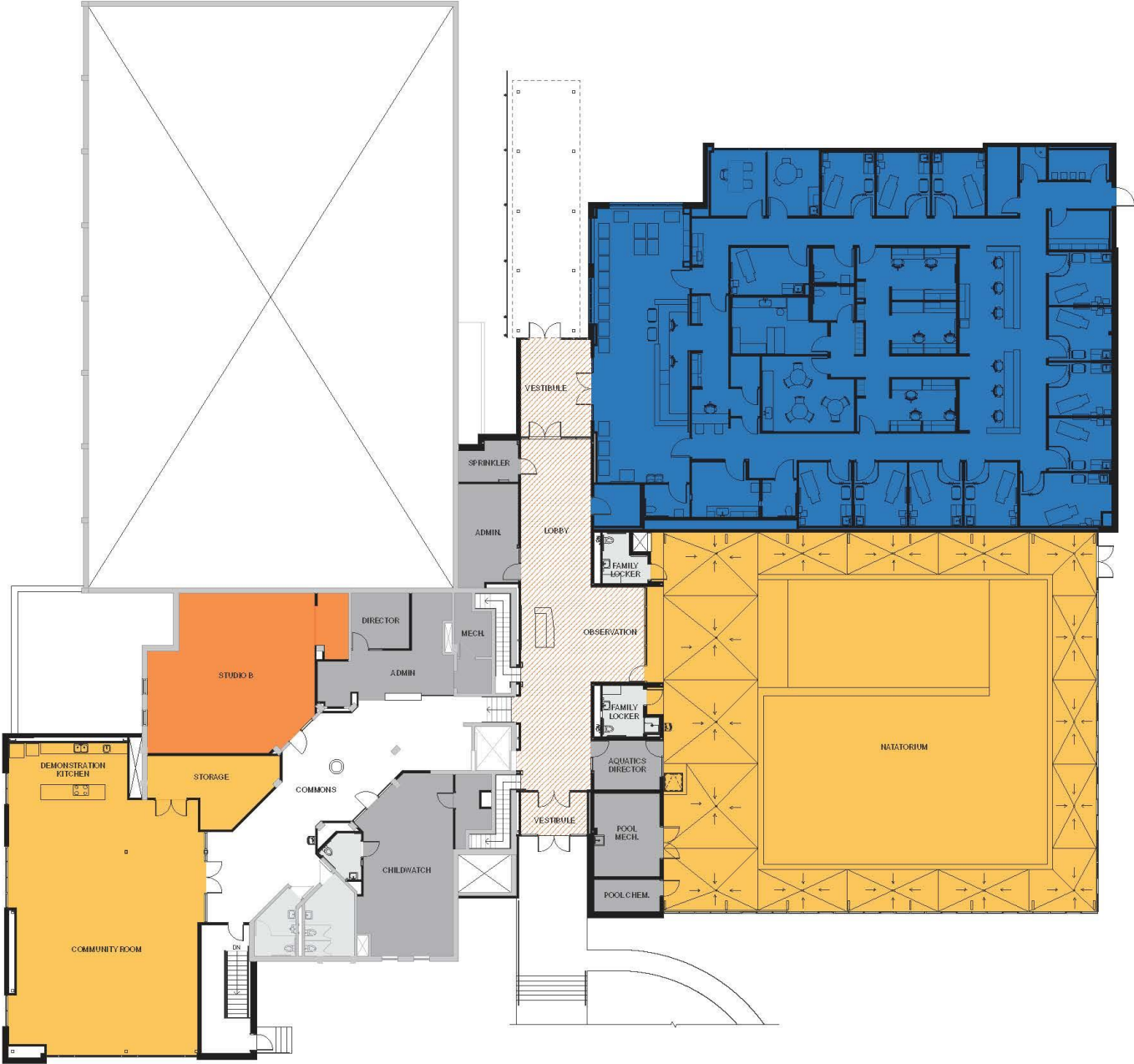
Overview



# MAIN LEVEL

Overview

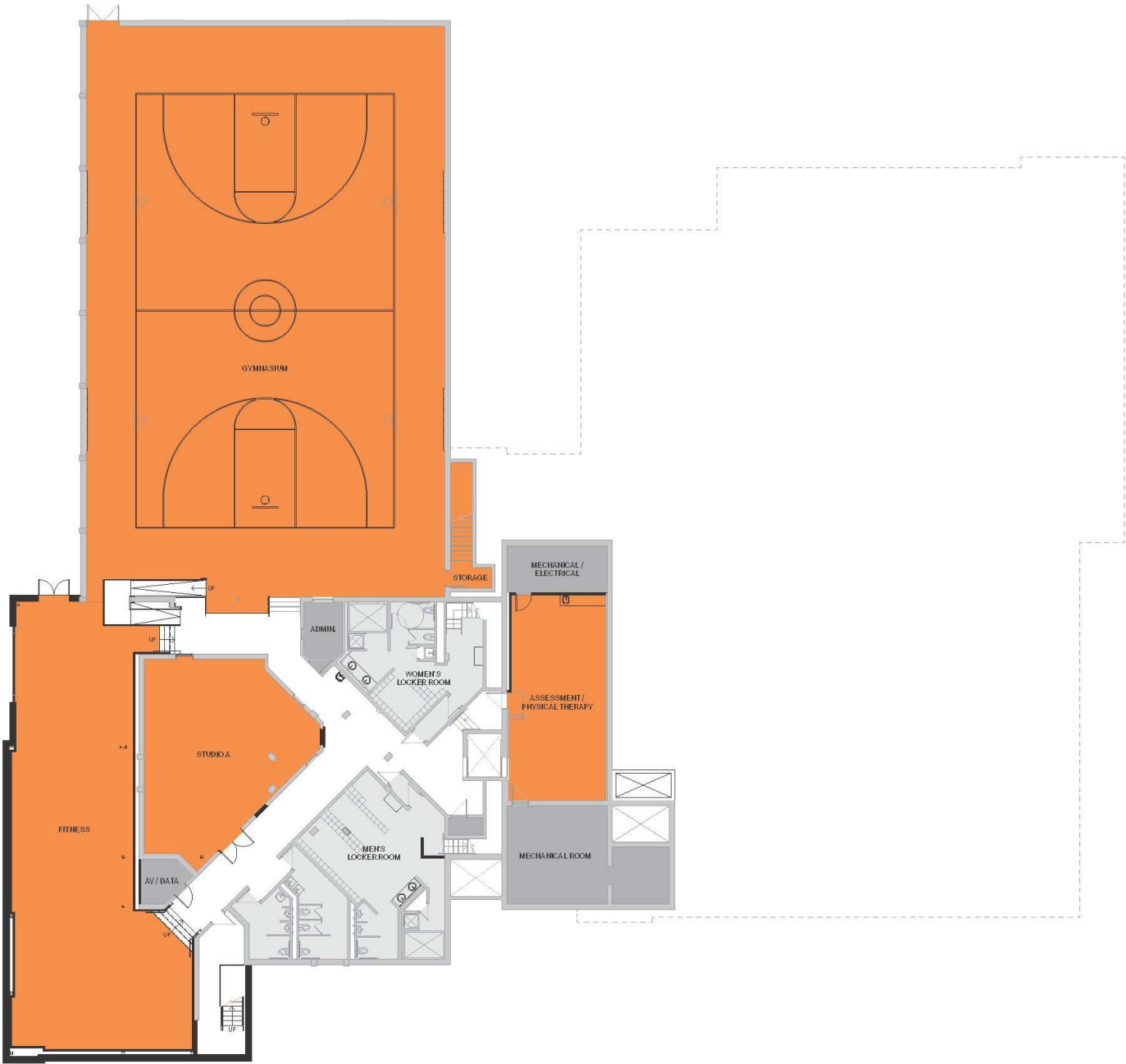
- U-H COMMUNITY CARE
- COMMUNITY SPACES
- FITNESS
- SUPPORT / SERVICE
- RESTROOM



# LOWER LEVEL

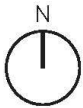
Overview






- U-H COMMUNITY CARE
- COMMUNITY SPACES
- FITNESS
- SUPPORT / SERVICE
- RESTROOM



# U-H COMMUNITY CARE LINWOOD

Overview



-  U-H PROGRAM
-  SUPPORT / SERVICE
-  CIRCULATION
-  LOBBY / WAITING ROOM
-  RESTROOM



# Partnership: Our Journey to Community Health Integration

**THE Y's CAUSE:**  
STRENGTHEN THE  
FOUNDATIONS OF COMMUNITY



**YOUTH DEVELOPMENT**  
Nurturing the potential of  
every child and teen



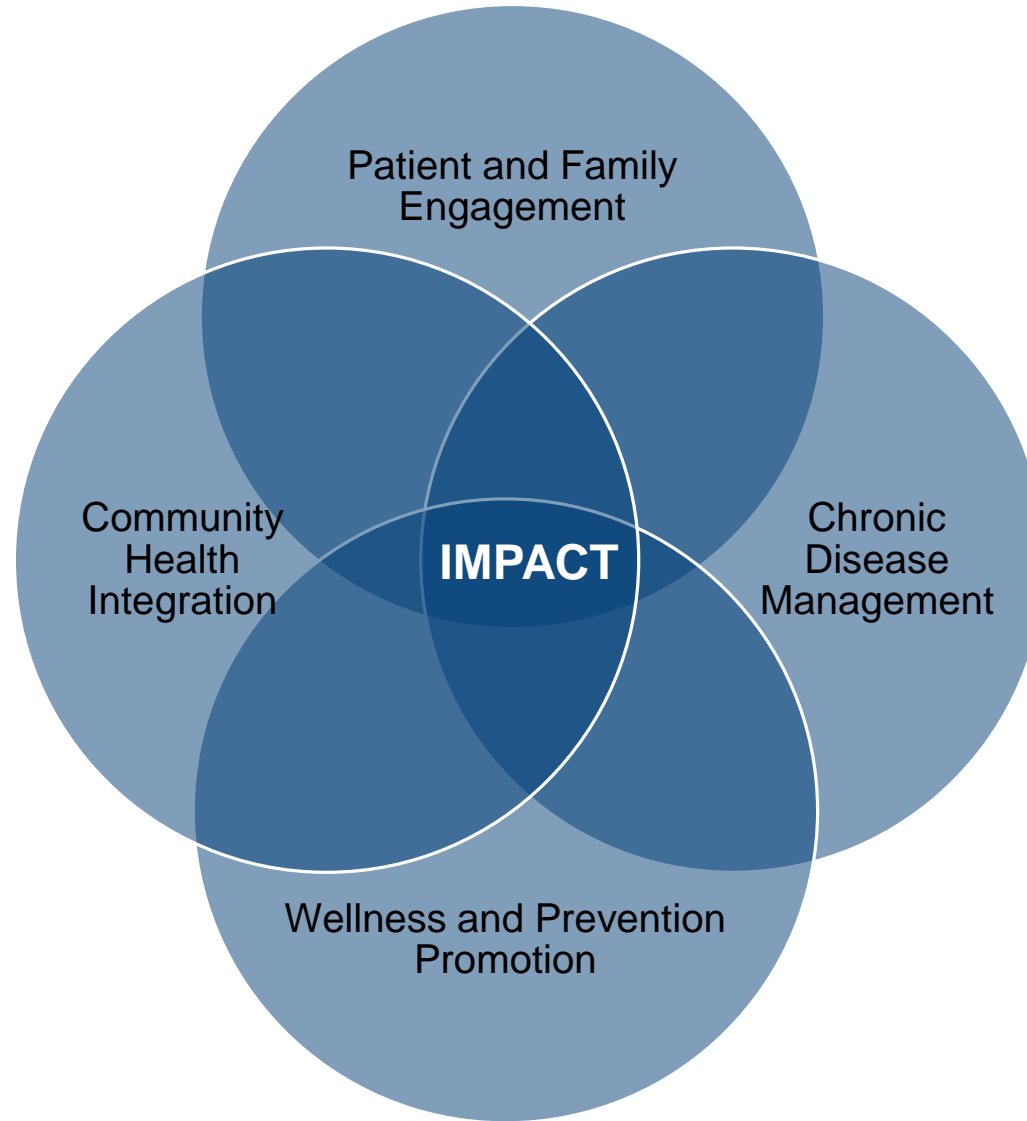
**HEALTHY LIVING**  
Improving the nation's  
health and well-being



**SOCIAL RESPONSIBILITY**  
Giving back and providing  
support to our neighbors

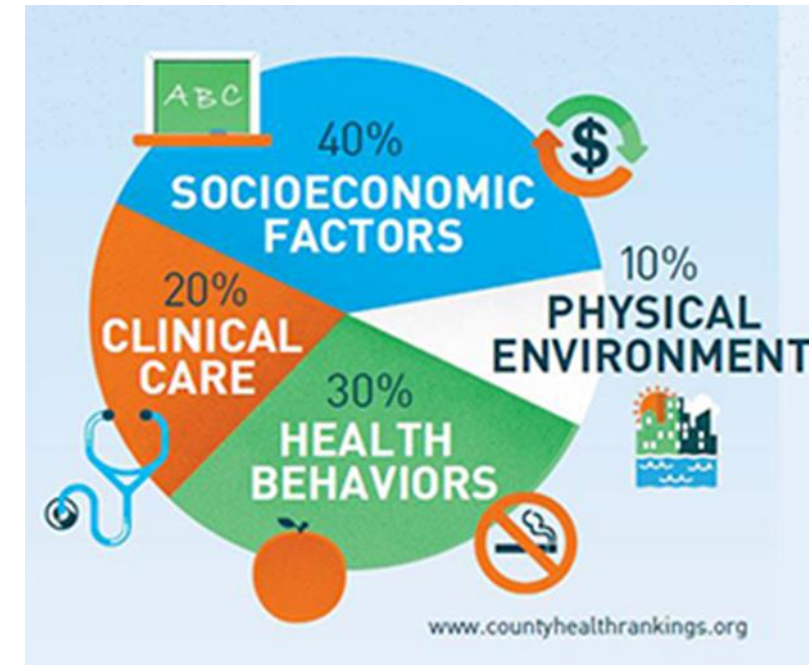
## **YMCA** Areas of Focus

# Partnership: Our Journey to Community Health Integration



# Partnership: Our Journey to Community Health Integration

- Moving healthcare “upstream”
- Increasing access to primary care
- Reducing the risk of developing chronic disease
- Reducing the effects of some social determinants on overall health and wellbeing
- Create seamless integration between clinical care and community care teams
- Align community health and wellness program goals and objectives



# Partnership: Our Journey to Community Health Integration



- **Community Health Record:** Demonstrating enhanced partnership and community collaboration.
- **Social Determinants of Health:** Collaborate with patients, traditional healthcare providers and community based organizations to address social determinants affecting health.
- **Disease Prevention and Health Promotion:** Integrate mechanisms to improve the health of our community through health and prevention promotion.
- **Patient Engagement:** Empower patients, their families and communities through expanded communication and outreach.





universityhealth  
**COMMUNITYCARE**  
*Linwood*  
Services Provided by Truman Medical Centers



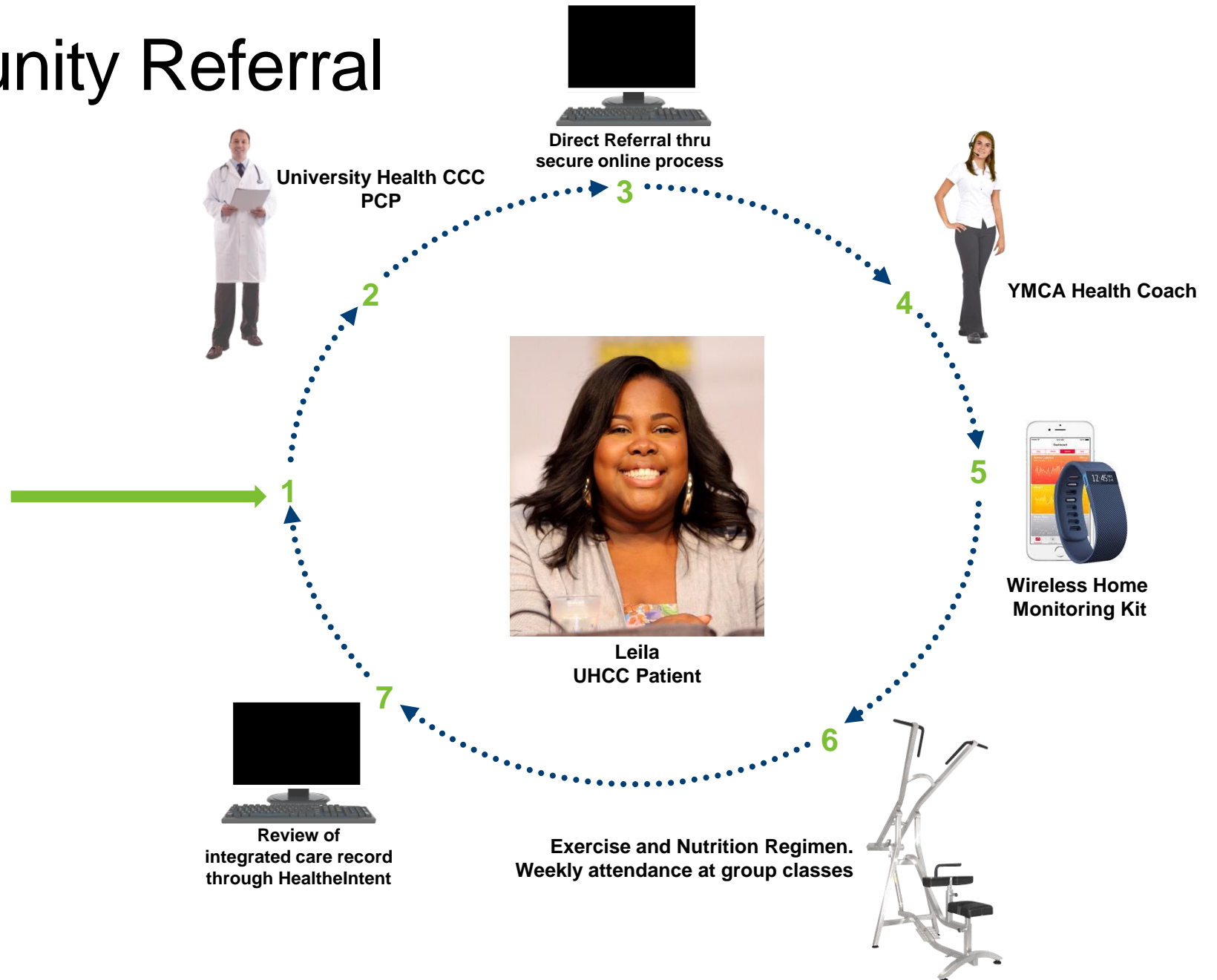







# Clinical to Community Referral

Here is Leila's' health data via the health kit, her attendance at the YMCA and key data collected by the YMCA are aggregated in HealthIntent.



# Scalability and Sustainment

|   |                                       |   |            |                       |          |
|---|---------------------------------------|---|------------|-----------------------|----------|
|  | <b>Blood Pressure Self Management</b> |  | <i>LOW</i> | <b>Due</b> 04/25/2018 | Variable |
|   | Community Health BPSM Referral        |   |            |                       | Declined |

- Further integration and collaboration with Y team
- Shifting focus toward prevention of metabolic and cardiovascular risk factors
- Integration into existing workflows
- Ongoing demonstration of success













# University Health Community Care Clinic Linwood

## Patient Survey Results

### February 2018 to August 2019

| UH Linwood Avg Score   |           |                          |
|--|-----------|--------------------------|
| Question   | Avg Score | Total Question Responses |
| How much kindness and compassion did you feel when you were greeted by our front office staff? | 4.74      | 331                      |
| How satisfied were you with your appointment date and time?                                    | 4.71      | 326                      |
| How well did your provider pay attention and respond to your concerns?                         | 4.50      | 321                      |
| Was the amount of time you spent waiting for your doctor reasonable?                           | 4.49      | 328                      |
| What is the likelihood that you would use our services again?                                  | 4.53      | 312                      |
| Total  | 4.59      | 1,618                    |

| Overall Ambulatory Avg Score   |           |                          |
|--|-----------|--------------------------|
| Question   | Avg Score | Total Question Responses |
| How much kindness and compassion did you feel when you were greeted by our front office staff? | 4.61      | 25,052                   |
| How satisfied were you with your appointment date and time?                                    | 4.66      | 24,620                   |
| How well did your provider pay attention and respond to your concerns?                         | 4.69      | 24,494                   |
| Was the amount of time you spent waiting for your doctor reasonable?                           | 4.47      | 24,777                   |
| What is the likelihood that you would use our services again?                                  | 4.71      | 24,338                   |
| Report Total   | 4.63      | 123,281                  |

# The Benefits

## Primary Care - Community Integration

- **Patients**

- Increased access to preventative and chronic care services
- Prioritize health/prevention vs. sick care
- Support for health and wellness beyond the doctor's office

- **Clinicians**

- Ability to leverage existing services in the setting where the patients live, work and play
- Extension of care team to support outcome metrics

- **Communities**

- Improved health of the community, improved use of community resources, increased economic opportunities



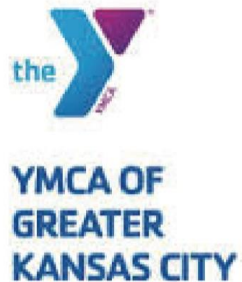
# Partnership and Lessons Learned

- Patience
- Communication
- Education
- Health Information Exchange Agreement
- Social determinants of health; prioritization for members/patients
- Duplication of Services
- Referral Processes



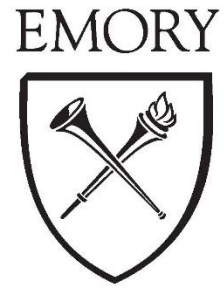
# Strategic Partnerships

TO ENGAGE PATIENTS



# Strategic Partnerships

ACROSS MARKETS



# Community Health Integration: Journey for the Future

- 35 Million Dollar Project
- Estimated Completion Early 2021
- University Health-TMC will provide healthcare services onsite



Q + A

THANK YOU

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