Addressing Inequities with Whole-Person Primary Care

Webinar by Primary Care Collaborative
Sponsored by Samueli Foundation
Health equity is foundational to Oak Street’s mission

From the communities we choose to serve...

- >90% of centers are in medically underserved census tracts, with average income 100-300% below FPL
- 100% of counties served are designated mental health provider shortage areas
- >80% of COVID-19 vaccines administered in high SVI communities

...to the investments we make...

- Nearly $350M of care center investment in 2021
- 35-50 jobs in the community for each new center opened
- 55% of our workforce identifies as Black or Hispanic/Latino
- 58% of all managers and leadership are female

...to our approach to care delivery

- 92% of Oak Street Health patients have been screened for SDOH
- >23,000 referrals to address SDOH needs
- 77% resolution of identified SDOH needs based on screening
Care model deep dive:
Every Oak Street center has integrated behavioral healthcare.

Mental Health in the US1

1 in 5
US adults who experienced a mental illness in 2020

>17 million
US adults who experienced delays or cancellations in mental health appointments

At Oak Street Health

All patients screened for behavioral health at initial visit and annually

All centers provide access to behavioral health care

Collaborative care
Behavioral health is not stigmatized or siloed; it is a part of whole-person care at OSH

43%
OSH patients seeing a significant reduction in depressive symptoms through Oak Street collaborative behavioral health care model 2 vs 19% of patients in traditional behavioral health care model 3

1. National Alliance on Mental Illness, 2020 data
2. Oak Street Health patient data following 6-month study, May 2021
3. JAMA 2002, “Collaborative Care Management of late-life depression in the primary care setting”; Primary Care: Clinics in Office Practice 2012

Proprietary & Confidential
ICGMV Supports

• Lawrence, MA
  • A poor community in the state?
  • Low access to integrated health services
  • Exercise, Acupuncture, Massage, Yoga, mental health.....

• Kronos Health – private practice for the underserved

• Non-Profit Organizations
  • Provide services on locations to improve mental and physical health for the community

• Group Visit Model proliferation
  • Support and Training for providers (www.ICGMV.org)
  • Patient centered with mental health benefits
We support 30 weekly groups
Innovative pay model: 70% value based, 30% direct contracting

• Acupuncture groups (5)
• Massage / Osteopathic Manipulation (4)
• Chronic Pain (2)
• Yoga (5)
• Suboxone (2)
• Diabetes (1)
• Mental health (4)
• Pediatric Empowerment (4)
• Exercise (4)
• Nutrition (functional medicine)
Unparalleled Cultural Diversity

- Almost 50% of the population was born outside the country
- Estimated 250,000 undocumented individuals
- Over 135 spoken languages
- Queens County, New York “The Worlds Borough”
- Most culturally diverse of the 3,000 counties in the USA
- Estimated 15-20% uninsured
- Receiving hospital for patients coming from JFK airport
- Multiple ethnic neighborhoods
- Richmond Hill Queens “Little Guyana” → 60,000 people and largest concentration of Guyanese individuals outside of Guyana
- Population 2,300,000
- People come from over 120 countries
MediSys Health Network

**Unique Challenges**
- Limited Resources
- Safety Net Hospital
- Social Determinants of Health
- Dynamic Healthcare Landscape
- Patient Experience Linked to Provider Experience
Thank you for attending!

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Remember to check out PCC’s Better Health Now! campaign