

COOK COUNTY
HEALTH



Healthcare for New Arrivals

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COOK COUNTY
HEALTH

Our Mission



To deliver integrated health services with dignity and respect regardless of a patient's ability to pay, foster partnerships with other health providers and communities to enhance the health of the public; and advocate for policies that promote the physical, mental and social well being of the people of Cook County.



COOK COUNTY
HEALTH

New Arrival Care Model



Locations

- New Arrival Health Center
- Landing Zone
- City Shelters 19



Services

- Dental
- Lab
- Pharmacy
- Specialty
- Emergency Room
- Transportation
- Medicaid Enrollment



Staff & Team Support

- Providers
- Clerks
- Nurses
- MA
- Phlebotomist
- X-Ray Tech
- Clinic Manager
- Logistics Manager
- Care Coordinators
- Behavioral Health



New Arrival Patient Volumes



New Arrivals Served	
New Arrivals served at CCH	34,942
Total Visits at CCH	122,943
➤ New Arrivals served at New Arrival Clinic	31,208
➤ Total visits at New Arrival Clinic	60,406
➤ New Arrivals served at Landing Zone	7,962
➤ New Arrivals w/follow-up appointment at CCH	17,122
➤ Total follow-up visits at CCH	61,914

Number of Patients Seen & Total Visits		
Men	13,362	41%
Women	9,492	29%
Children (<18)	12,293	38%



* Jan/2023 – Aug/2024

NEW ARRIVAL HEALTH



EXPENDITURES

- 34% - Clinical Staff
- 25% - Laboratory
- 18% - Pharmacy
- Only 50% of the New Arrivals have been eligible for Medicaid benefits.

Expenditures Through July/2024

Ambulance	10%
Non-Emergency Transportation	6%
Transportation	7%
Facilities	2%
Laboratory	25%
Pharmacy	18%
Clinical Staffing	34%
Mobile Care Coordination Team	7%
Other Supplies	1%

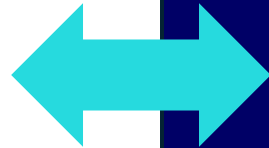


Lessons Learned



STRENGTHS

- CCH Staff Quick response
- Lab & Pharmacy
- Donations, Food, Community engagement, etc.
- Support from Executive Leadership team
- Support from Operational Leadership team



CHALLENGES

- Transportation
- Telecommunication
- High No-Show
- Follow-up Appointment
- Medication Dispensed to Patients



NEW ARRIVAL SERVICES



Pediatrics

- Initial screening- including labs
- Assess/treat acute illnesses/injuries
- Assess/treat chronic illnesses
- School physical exam
- Immunizations
- Behavioral Health counseling
- Care Coordination
- Referrals for specialty as needed

Adults

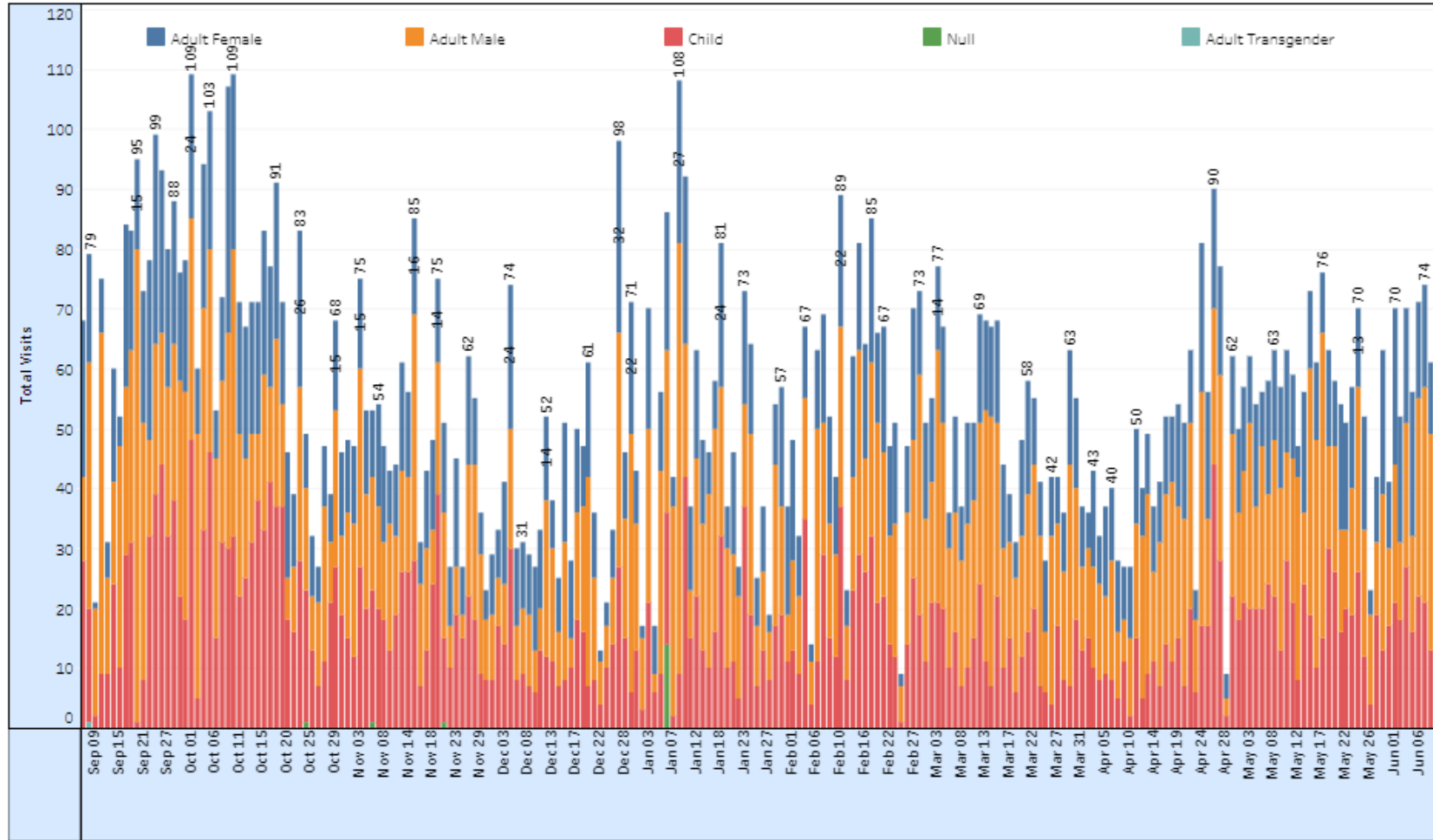
- Initial screening- including labs
- Assess/treat acute illnesses/injuries
- Assess/treat chronic illnesses
- Immunizations
- Point of care testing: pregnancy, UA, hemoglobin A1C, blood glucose, COVID testing
- Behavioral Health counseling
- Care Coordination
- Referrals for specialty as needed



NEW ARRIVAL HEALTH



VOLUME BY DAY



New Arrivals Clinical Conditions

Chief Complaint

- 1,089 Cough
- 338 Headache
- 209 Fevers
- 163 Rash
- 127 Diarrhea
- 86 Weight Loss
- 69 Shortness of Breath
- 111 Nausea or Vomiting
- 75 Pain on Urination
- 102 Genital Conditions
- 20 Night Sweats
- 26 Sores/Blisters
- 20 Drug or ETOH Withdrawal

As of August 2024

Chlamydia

857 positives, 763 treated (89%), 73% within 14 days

Gonorrhea

64 positives, 56 treated (88%), 72% within 14 days

Syphilis

1399 true positive, 598 active, 8% false positive
Treatment for active 100%

TB

Tests 22,304, 3289 IGRA+ (15%)
63% completed X-ray
39% started on LTBI Tx
Tx completion < 10%



Successes

- Rapid treatment of NGCT
- Treatment of Active syphilis

Challenges

- X-rays for IGRA
- Treatment completion for LTBI



HEALTH EQUITY & PUBLIC HEALTH



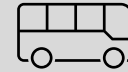
SCREENING & VACCINATION

- Sexually transmitted diseases
- Pregnancy
- Trauma
- Covid, Flu, TDaP
- Varicella, Hep A/B
- Pediatric immunizations



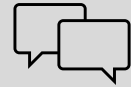
MEDICATION & LABS

- Pharmacy deliveries to shelters
- On-site results reported back to patients
- Shelter transience and potential TB risk



SCHOOL PHYSICALS & TRANSPORTATION

- Enroll children in school as soon as possible
- Transportation to & from facilities w/car seats provided



LANGUAGE & PRIVACY

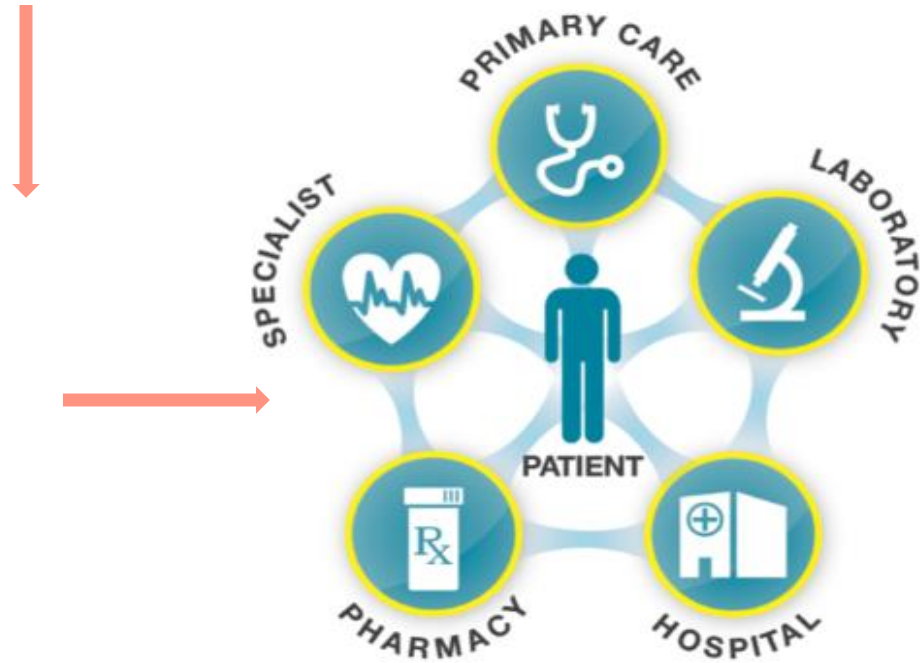
- All-staff, bilingual interpreter
- Consents, patient education in Spanish
- Respect for privacy



NEW ARRIVAL



CARE COORDINATION



Care Coordination Team

28-person team of
Nurses and Care Coordinators

**Total care coordination
contacts to date**

113,985

**Currently servicing
19 shelters located
throughout
Chicagoland**



TELEPHONE TRIAGE

Telephone Triage: 773-395-9050

- Daily refugee avg. call volume: 25-30 calls (each call is likely for multiple patients so patient volume is higher)
- Avg. speed of answer is 15 seconds
- Avg. time per call is 9 minutes



Services Offered to Hotels:

- Providing clinical nurse triage
- Appointment scheduling at Belmont Cragin
- Appointment scheduling for specialty services (emphasis on oral health)
- Navigation to New Arrival health care coordination
- Navigation to New Arrival non-emergency transportation services + ambulance services

Hours of Operation:

- Monday – Saturday, 8:00 a.m. - 4:00 p.m.
- Dedicated after hours
- National medical answering service outside of normal business hours with capacity to:
 - Page adult or peds on-call doctor
 - Log non-urgent messages for response the following business day

Call Types:

- Triage sick patients
- Appointments for sick patients
- Routine follow-up appointments
- Care Coordination
- Transportation

Telephone Triage Staffing:

- 4 agency RN's (1 is bilingual)
- 2 MA's (bilingual)

NEW ARRIVALS



ADDRESSING NEEDS



- Unique member count census (F/U Appts)
- Health Risk Screening
- SDOH Assessment
- Assessment/ Special assessment
- IPoC
- ICT (integrated into primary care visits)
- Specialty Care
- TB Screenings: CCDPH TB Chest Clinics plus ordered chest x-rays) * Other TB f/u are integrated into primary care visits
- BH (direct scheduling to BH)
- Referrals to social services
- Ongoing contact (follow up, transportation) plus BC transportation line+county phone individual
- Childhood immunization
- School Physicals
- Housing
- Enrollment/ active engagement in care coordination (OB/Imm/Meds)
- Gap closure /(No Shows)



Establishing Medical Home for New Arrivals

Increasing provider capacity as we work to integrate patients into existing ACHN community health centers



CCH PCMH Health Center



CCH PCMH Health Center



CCH PCMH Health Center



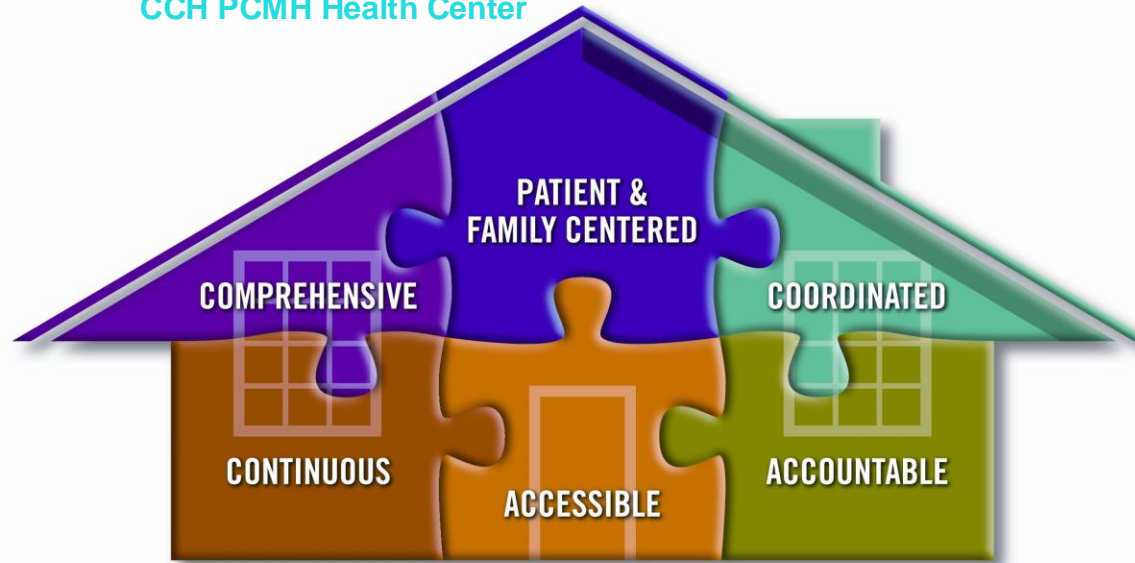
CCH PCMH Health Center



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CCH PCMH Health Center



CCH PCMH Health Center



Measles & Varicella Outbreak at Shelters

March 4 – March 25, 2024

- Initially CCH was completing HS questions and routing to vaccination
- If sick, then routed to CCH for medical care

March 25 – April 5, 2024

- Monday – Friday
- 181 doses of MMR
- Left over 1st dose & eligible 2nd dose

April 8, 2024

- Cook County Health started conducting nurse medical screens and vaccinating at Landing Zone
- Required for New Arrival Shelter Placement



LANDING

ZONE



- In partnership with CDPH in April/2024 CCH joined the landing zone operation and became principal medical screener and vaccinating team.
- Vaccinated 6,848, of which 4,910 have been vaccinated with MMR & 2,023 with varicella
- 52% of the new arrivals assessed and vaccinated at the landing zone received their comprehensive medical screening at CCH New Arrival clinic n they of arrival
- For individuals re-entering the shelters after the *60-day rule*, CCH has been able to follow-up on positive lab results from previous visits and capture individuals who have not received their initial assessment.



Our Path Forward



01

Sustain the refugee health center as a hub portal of healthcare for new arrivals where Chicago is their resettlement location.

02

Secure sustainable funding source(s) to operate the New Arrival health center.

03

Continue linkage to Primary Care

04

Continue clinical quality outcomes for this patient population.

Physiological Needs



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