

# GREATER NEW ORLEANS PRIMARY CARE ACCESS AND STABILIZATION GRANT

# YEAR ONE REPORT

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For the Period of July 23, 2007 through July 31, 2008



## Table of Contents

<b>I.</b>	<b>Introduction and Highlights.....</b>	<b>2</b>
<b>II.</b>	<b>Background.....</b>	<b>3</b>
<b>III.</b>	<b>Program Goals.....</b>	<b>4</b>
<b>IV.</b>	<b>Program Design and Evaluation.....</b>	<b>5</b>
<b>V.</b>	<b>Grants Administration.....</b>	<b>5</b>
<b>VI.</b>	<b>Participating Clinic/Subawardee Organizations.....</b>	<b>6</b>
<b>VII.</b>	<b>Use of Grant Funds.....</b>	<b>7</b>
<b>VIII.</b>	<b>Clinic/Subawardee Organization Year One Funding and Expenditure Data..</b>	<b>8</b>
<b>IX.</b>	<b>PCASG Clinic/Subawardee Patient-Level Data.....</b>	<b>10</b>
<b>X.</b>	<b>PCASG Clinic/Subawardee Service Delivery Site Data.....</b>	<b>12</b>
<b>XI.</b>	<b>Conclusion.....</b>	<b>13</b>

**Primary Care Access and Stabilization Grant**  
**Year One Report**  
**[July 23, 2007 – July 31, 2008]**

## **I. Introduction and Highlights**

One year after the Primary Care Access and Stabilization Grant (PCASG) was awarded to the State of Louisiana Department of Health and Hospitals (DHH) by the federal United States Department of Health and Human Services (DHHS) and the Centers for Medicare and Medicaid Services (CMS), significant progress has been made towards stabilizing and expanding primary and behavioral healthcare access in Greater New Orleans. The information presented provides a summary of Year One administrative and programmatic performance data for the period July 23, 2007 through July 31, 2008.

Highlights from Year One:

- DHH and the Louisiana Public Health Institute (LPHI) **awarded \$46.3 million** to 25 eligible healthcare provider organizations for the budget period that ends July 31, 2009. In the first ten months of the grant, between September 21, 2007 and July 31, 2008, Clinics/Subawardees had expended \$20.2 million towards the goals of the grant.
- With assistance from the Commonwealth Fund, LPHI convened several panels of nationally recognized expert advisors for guidance in design of payment methodology, quality improvement and evaluation components.
- As of September 2007 (prior to the award of PCASG), the 25 PCASG Clinic/Subawardee organizations operated 59 fixed and 8 mobile service delivery sites (67 total) offering outpatient primary and/or behavioral health care services throughout the four-parish area. In June 2008, Clinics/Subawardees operated 72 fixed and 9 mobile service delivery sites (a total of 81). This represents a **21% increase in service delivery sites (fixed and mobile) from when the grant began to the end of this reporting period.**
- From December 2007 through June 2008, participating organizations delivered services to 86,841 patients (unduplicated at the organizational level); this represents a 15% increase compared to the estimated 75,302 patients (unduplicated at the organization level) that were served during the six months before the grant began in September of 2007. Since the grant began, patient volume at participating organizations has steadily increased by an average of 920 patients per month.
- All organizations have demonstrated compliance with the minimum quality standards required for this period (quality improvement plans submitted, 24/7 phone access to a healthcare provider for established patients, and same day appointments for urgent care for established patients). In addition, LPHI has partnered with the National Committee on

Quality Assurance (NCQA) to establish minimum quality standards, and has reserved a \$3.8 million incentive pool for organizations that exceed the minimum standards.

- The Commonwealth Fund awarded a grant to researchers at the University of California at San Francisco to conduct an independent evaluation of the program at the individual patient, clinic and system levels through September of 2010 in coordination with grant stakeholders.

## **II. Background**

Hurricane Katrina and the subsequent breach of the levee system caused significant damage to the health care infrastructure and workforce in Jefferson, Orleans, Plaquemines and St. Bernard Parishes (the parishes that comprise the DHH's Region I).

On May 23, 2007, Secretary Leavitt of DHHS, in recognition of currently overburdened outpatient entities, invoked his authority under Section 6201 (a) (4) of the Deficit Reduction Act of 2005, to award \$100 million in grant funds entitled the PCASG to restore health care in communities affected by Hurricane Katrina. These grant funds administered by the federal CMS and awarded to DHH are intended to assist in the restoration and expansion of outpatient primary care services including medical and mental health services, and other supportive services in the Greater New Orleans area. These "short-term" grant funds seek to insure the continued viability and ability of the health care infrastructure to provide primary care services to all individuals regardless of their ability to pay. Grant funds are to be expended by September 2010.

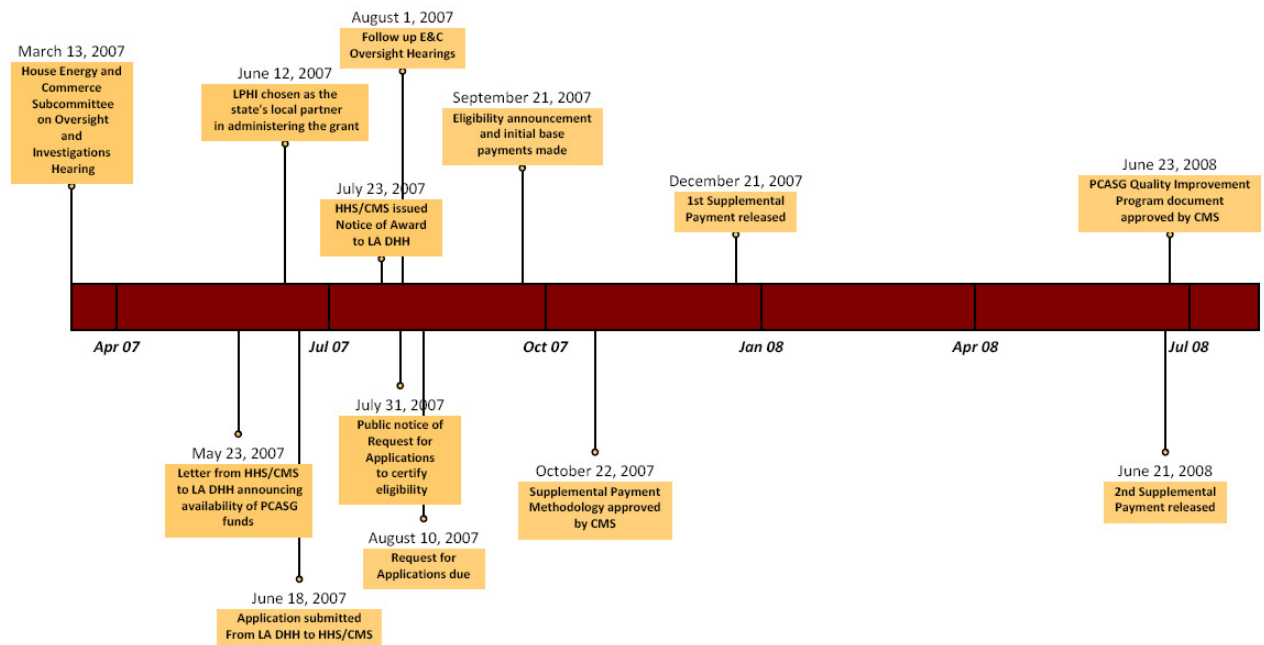
Of the total grant award, over \$94.5 million is slated to be distributed to eligible entities over three years (September 2007 through September 2010) for support of allowable operational expenses related to sustaining, growing and improving the delivery of primary and behavioral health care in metropolitan New Orleans.

In recognition of the need to disburse grant funds to meet the immediate needs of the impacted communities, the Secretary determined that DHH should enter into a formal partnership with a locally based entity to ensure timely payment and responsiveness to day-to-day conditions. LPHI was selected as the local partner by DHH to administer the grant.

Below highlights key events surrounding PCASG Year One and is provided to illustrate the milestones of progress beginning with the March 13, 2007 hearing of the United States Energy and Commerce Subcommittee on Oversight and Investigations. Healthcare providers and stakeholders from New Orleans testified as to the need for funds to address primary and behavioral healthcare infrastructure in New Orleans post-Hurricane Katrina.

## PCASG Timeline (YEAR 1): March 13<sup>th</sup>, 2007 - July 31<sup>st</sup>, 2008

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### III. Program Goals

The goals of PCASG are:

1) Increase access to care on a population basis

This goal relates to increasing the number of people in metro New Orleans who have affordable, accessible, high quality primary and behavioral health care available to them. This goal helps address health and health care access disparities in the region. It is anticipated that having a person otherwise not receiving regular primary care into a system of care will improve health outcomes and better align health care needs with sustainable services in the community.

2) Develop sustainable business entities

This goal addresses the commitment to support the ability of operators of community health clinics to have sound business processes to support their long term operation in the community. In addition, this goal includes informing about and advocating for policies, marketplace practices and community partnerships that support the ability of participating clinics to sustain over the long term sufficient levels of types of services necessary to support the health needs of the region.

3) Provide evidenced based, high quality health care

This goal focuses on those activities that better assure that participating clinics are providing high quality care based on current, recognized national guidelines for quality health care in the United States.

4) Develop an organized system of care

This goal recognizes that quality health care requires access to a broad range of health care services across a host of clinical providers. In addition to the quality care that patients may received in a PCASG participating clinic, the grant supports efforts to better assure access to timely and quality referral services for clinic patients needing such services as specialty care or hospital-based care provided outside of the clinic setting. In addition, the grant supports efforts for appropriate exchange of patient health information among treating providers.

## **IV. Program Design and Evaluation**

With additional assistance provided by the Commonwealth Fund, LPHI convened several panels of nationally recognized expert advisors and other stakeholders for guidance in payment methodology, quality improvement and evaluation. The Commonwealth Fund subsequently awarded a grant to researchers at the University of California at San Francisco to conduct an independent evaluation of the program at the individual patient, clinic and system levels in coordination with the Clinics/Subawardees and other stakeholders. In addition, DHH and LPHI monitor grant performance criteria associated with the federal grant purpose.

## **V. Grants Administration**

The federal PCASG was awarded to DHH's Office of Management and Finance, and is administered through the Bureau of Health Service Financing (Medicaid Program). In turn, pursuant to terms of the federal Notice of Award (NoA), LPHI was selected to serve as local non-profit implementing agent through an open procurement process. The agreement between the two organizations is spelled out in a Cooperative Endeavor Agreement (CEA), which clearly outlines roles and responsibilities of each.

DHH is responsible for overseeing of LPHI's administration for compliance with the terms and conditions in the NoA and the CEA, and to ensure the implementation of the objectives of the grant are consistent with the grant purposes.

As the State's local partner, LPHI is responsible for the day to day oversight of the grant operations and grant funds and performs the following functions:

- Ensures compliance among Clinics/Subawardees with federal intent for allowable services and expenditures;
- Develops the application process for determining eligibility for participation;
- Monitors Clinic/Subawardee eligibility throughout the grant term;
- Disburses grant funds to eligible Clinics/Subawardees in accordance with CMS approved payment methodologies designed to optimize goal achievement;
- Provides technical support in grants management and quality improvement; and

- Monitors and reports on grant activities in order to assure grant funds are used in accordance with federal requirements and processes.

To carry out these responsibilities, DHH designated a Program Manager, Beth Millet of Medicaid's Bureau of Health Service Financing, who works in close collaboration with LPHI. LPHI's administrative staff includes a Program Director, Clayton Williams, and Assistant Director, Maria Ludwick, as a part of the LPHI Leadership Team. LPHI's administrative team also includes the finance and compliance manager (a certified public accountant) and an epidemiologist. A team of LPHI project officers provide day to day technical assistance and guidance on core programmatic and fiscal requirements of the grant. Project officers are assigned as the primary point of contact with each Clinic/Subawardee, and in that role they are responsible for communication, reviewing reports, and monitoring compliance with grant requirements. The grant program staff is also supported by other LPHI divisions including communications, evaluation, and information services. In addition to these in-house program team members, LPHI contracts expert program design, legal and financial consultation.

## **VI. Participating Clinic/Subawardee Organizations**

In August of 2007, LPHI released a one-time only, non-competitive Request for Applications (RFA) which outlined eligibility requirements consistent with the federal NoA. Forty-two entities submitted applications in response. Applications were reviewed by a team of representatives from DHH and LPHI, and evaluated independently in terms of responsiveness to the eligibility requirements and criteria, as well as, the RFA instructions. The three phase application review process resulted in 25 organizations, referred to as PCASG Clinics/Subawardees, being designated as eligible to participate in the program over the three-year grant period.

For the purposes of the grant, a Clinic/Subawardee is defined as a public or private, not-for-profit entity established for the purpose of furnishing primary care and other eligible supportive services and has at least one eligible delivery site located in DHH Region I that is governed by one administrative body. The process was open to:

- Community health centers (CHC);
- Federally qualified health centers (FQHC);
- Ryan White program clinics serving residents with HIV/AIDS;
- Publicly owned or non-profit outpatient community mental health clinics;
- Outpatient clinics of hospitals and universities established specifically for the purpose of providing primary care;
- Primary care clinics operated by charitable organizations, including faith-based organizations; and
- Other clinic entities (faith-based or otherwise) whose specific mission is to provide primary care, but that do not formally fall within the more discrete and identifiable categories mentioned above.

At the time of application these public or private, nonprofit organizations were required to demonstrate their enacted policy to serve all, regardless of ability to pay; had to have been operational and providing outpatient primary care and/or behavioral health services within the four-parish region as of June 18, 2007; and had to agree with additional terms and conditions established and/or approved by CMS. They represent 17 primary care focused organizations and 8 behavioral health focused organizations and operated 67 service delivery sites.

<b>Table 1. Primary Care Access and Stabilization Grant Clinic/Subawardees</b>	
<b>Organization</b>	<b>Primary Type of PCASG Eligible Services</b>
Administrators of Tulane Educational Fund	Primary Care
Catholic Charities Archdiocese of New Orleans	Behavioral Health
Children's Hospital Medical Practice Corp	Primary Care
Common Ground Health Clinic	Primary Care
Covenant House New Orleans	Behavioral Health
Daughters of Charity Services of New Orleans	Primary Care
EXCELth, Inc.	Primary Care
Jefferson Community Health Care Centers, Inc.	Primary Care
Jefferson Parish Human Services Authority	Behavioral Health
Leading Edge Services International, Inc d/b/a Family Health Center	Primary Care
LSU Healthcare Network Behavioral Science Center	Behavioral Health
LSU Health Sciences Center New Orleans (School Based Health Centers)	Primary Care
Lower 9th Ward Health Clinic	Primary Care
Medical Center of Louisiana at New Orleans (MCLNO)	Primary Care
Metropolitan Human Services District	Behavioral Health
New Orleans Adolescent Hospital and Community Services	Behavioral Health
City of New Orleans Health Department	Primary Care
New Orleans Musicians' Assistance Foundation	Primary Care
NO/AIDS Task Force	Primary Care
Odyssey House Louisiana, Inc.	Behavioral Health
Plaquemines Medical Center	Primary Care
Sisters of Mercy Ministries d/b/a Mercy Family Center	Behavioral Health
St. Bernard Health Center, Inc.	Primary Care
St. Charles Community Health Center-Kenner	Primary Care
St. Thomas Community Health Center	Primary Care

## **VII. Use of Grant Funds**

PCASG grant funds are solely to support primary health care and behavioral health care services including: preventative services, diagnostic services, dental and optometric services, mental health and/or substance abuse screening, assessment, counseling, referral, treatment, follow-up services, emergency medical or mental health care, pharmacy services, and case management. Grant funds may be used to cover operational expenses for providing care to the patients and the costs of managing the clinics, such as salaries and associated benefits, contracted clinical services, local travel, equipment and supplies, and for some specially pre-approved renovation of existing facilities to better support grant goals. Also included are limited expenditures related to administration such as grants management, data entry and billing. Grant funds may not be used for Health Information Technology (HIT) hardware or software, nor for new construction purposes.

## **VIII. Clinic/Subawardee Organization Year One Funding and Expenditure Data**

LPHI has awarded \$46.3 million to 25 eligible healthcare provider organizations for the budget period that ends July 31, 2009. Table 2 is the PCASG award schedule for each round by Clinic/Subawardee and the total award amounts through this reporting period, July 2008.

The base payment made September 21, 2007 was determined using established Medical Group Management Association cost standards according to the number of health care provider level of effort or full-time equivalents reported and verified during the RFA process. Base payment funds provided a quick infusion of resources to help stabilize the organizations financially and give some additional resources to allow them to begin to expand to meet the growing demand for services.

The design principles for the distribution of the supplemental payments were determined through discussions with DHHS, DHH, and the Clinics/Subawardees in the context of LPHI's contractual agreements with DHH and Office of Management and Budget (OMB) circular requirements enumerated in the NoA. They are:

1. The supplemental payments are made to the Clinics/Subawardees approximately every six months. An on-going monitoring process ensures continuous Clinic/Subawardee grant compliance and eligibility for supplemental payments.
2. Program income generated from grant funds is to be additive and available for use by the Clinics/Subawardees to further program goals throughout the grant period.
3. To ensure an equitable distribution of limited grant funds, each round of population allocation of the supplemental payments is to be allocated according to the number of unduplicated patients reported by each Clinic/Subawardee and weighted using a formula that takes into account demographic data, service type, and payor mix.
4. Ten percent of the total supplemental funds available to Clinics/Subawardees in each payment round are allocated to those offering discounted pharmacy services or medication access programs.
5. Five percent of the total supplemental funds available to Clinics/Subawardees are reserved for quality incentives beginning in the third round of supplemental payments.
6. Total grant funds distributed are "front-loaded" over three years to stabilize the system, with the exception of quasi-state entities, and then taper off to encourage development of sustainable business models.
7. Clinics/Subawardees should spend all grant funds within a given budget period. They are responsible for returning all funds deemed overpaid, non-allowable, as well as, funds that they are not able to spend within 12 months of receipt of each supplemental payment and must expend all grant related funds by September 30, 2010.
8. Clinics/Subawardees performance is tracked on a regular basis. Technical assistance will be provided to Clinics/Subawardees, and if necessary, corrective action plans will be developed.

**Table 2: Clinic/Subawardee Organization Award Schedule (9/21/07 - 7/31/08)**

PCASG Schedule of Awards by Clinic/Subawardee								
Clinic/Subawardee	Budget Period 9/21/07-7/31/08				Budget Period 8/1/08-7/31/09			Total Award Amount
	Base Payment 9/21/07	1st Supplemental Payment - 12/21/07			2nd Supplemental Payment - 6/20/08			
		Population Allocation	Pharmacy Allocation	Total Allocation	Population Allocation	Pharmacy Allocation	Total Allocation	
Administrators of Tulane Educations Fund	\$719,849	\$1,165,618	\$76,765	\$1,242,383	\$1,419,344	\$79,238	\$1,498,582	\$3,460,814
Catholic Charities Archdiocese of New Orleans	\$290,763	\$35,085	\$0	\$35,085	\$75,629	\$0	\$75,629	\$401,477
Children's Hospital Medical Practice Corp.	\$719,849	\$619,654	\$0	\$619,654	\$1,108,324	\$0	\$1,108,324	\$2,447,827
Common Ground Health Clinic	\$282,294	\$403,478	\$0	\$403,478	\$802,980	\$79,239	\$882,219	\$1,567,991
Covenant House	\$239,950	\$35,085	\$76,764	\$111,849	\$75,629	\$79,238	\$154,867	\$506,666
Daughter's of Charity Services of New Orleans	\$719,849	\$1,165,618	\$76,765	\$1,242,383	\$1,419,344	\$79,238	\$1,498,582	\$3,460,814
EXCELth, Inc.	\$698,677	\$278,495	\$76,765	\$355,260	\$528,641	\$79,238	\$607,879	\$1,661,816
Jefferson Community Health Care Centers, Inc.	\$719,849	\$1,165,618	\$76,765	\$1,242,383	\$1,399,464	\$79,238	\$1,478,702	\$3,440,934
Jefferson Parish Human Services Authority	\$719,849	\$1,086,614	\$76,765	\$1,163,379	\$1,019,591	\$79,238	\$1,098,829	\$2,982,057
Leading Edge Services International, Inc.*	\$331,695	\$35,085	\$6,191	\$41,276	\$75,629	\$79,238	\$154,867	\$527,838
Lower 9th Ward Health Clinic	\$310,523	\$91,602	\$76,764	\$168,366	\$75,629	\$0	\$75,629	\$554,518
LSU Health Sciences Center	\$275,236	\$59,788	\$76,764	\$136,552	\$81,007	\$79,238	\$160,245	\$572,033
LSU Healthcare Network	\$642,218	\$180,489	\$0	\$180,489	\$229,365	\$79,238	\$308,603	\$1,131,310
Medical Center of Louisiana	\$719,849	\$1,165,618	\$76,765	\$1,242,383	\$1,419,344	\$79,238	\$1,498,582	\$3,460,814
Metropolitan Human Services District	\$719,849	\$971,604	\$0	\$971,604	\$497,548	\$79,238	\$576,786	\$2,268,239
New Orleans Adolescent Hospital	\$599,874	\$35,085	\$0	\$35,085	\$98,976	\$0	\$98,976	\$733,935
New Orleans Health Department	\$4,000,000	\$263,510	\$76,765	\$340,275	\$78,531	\$79,239	\$157,770	\$4,498,045
New Orleans Musicians' Assistance Foundation	\$289,351	\$152,061	\$76,765	\$228,826	\$291,355	\$79,238	\$370,593	\$888,770
NO/AIDS Task Force	\$273,825	\$171,316	\$76,764	\$248,080	\$192,031	\$79,238	\$271,269	\$793,174
Odyssey House Louisiana, Inc.	\$471,078	\$183,376	\$76,765	\$260,141	\$308,950	\$79,238	\$388,188	\$1,119,407
Plaquemines Medical	\$437,555	\$165,498	\$0	\$165,498	\$314,839	\$79,238	\$394,077	\$997,130
Mercy Family Center	\$493,308	\$255,992	\$0	\$255,992	\$430,707	\$79,238	\$509,945	\$1,259,245
St. Bernard Health Center, Inc.	\$719,849	\$951,287	\$76,765	\$1,028,052	\$1,012,482	\$79,238	\$1,091,720	\$2,839,621
St. Charles Community Health Center	\$606,932	\$95,964	\$76,765	\$172,729	\$600,317	\$79,238	\$679,555	\$1,459,216
St. Thomas Community Health Center	\$719,849	\$1,011,267	\$76,765	\$1,088,032	\$1,419,344	\$79,238	\$1,498,582	\$3,306,463
<b>GRAND TOTAL</b>	<b>\$16,721,920</b>	<b>\$11,744,807</b>	<b>\$1,234,427</b>	<b>\$12,979,234</b>	<b>\$14,975,000</b>	<b>\$1,664,000</b>	<b>\$16,639,000</b>	<b>\$46,340,154</b>

\* - Leading Edge's 1st Supplemental pharmacy allocation was reduced by \$70,573 to adjust for an overpayment of the Base Payment.

As of July 31, 2008, 86% of the base payment and first supplemental payment had been spent by Clinic/Subawardees towards the goals of the grant. Between September 21, 2007 and July 31, 2008, Clinics/Subawardees expended \$20.2 million to help accomplish the goals of the grant, as illustrated in Table Two. For Clinics/Subawardees unable to expend grant funds remaining from these two payments by October 31, 2008, a redistribution policy methodology was designed to begin in the second grant year. Projections show that for the majority of Clinics/Subawardees, minimal funds will remain for spending in the subsequent budget period.

**Table 3: Clinic/Subawardee Expenditures by Category (9/21/07 - 7/31/08)**

PCASG Expenditures by Expense Category		
Expense Category	PCASG Expenditures	Percent
Personnel	10,768,772	53.3
Fringe Benefits	2,064,177	10.2
Travel	46,855	0.2
Equipment	889,515	4.4
Supplies	1,563,787	7.7
Contracts	2,849,986	14.1
Alterations & Renovations	249,570	1.2
Other Costs	1,787,361	8.8
<b>TOTAL</b>	<b>20,220,023</b>	<b>100%</b>

## **IX. PCASG Clinic/Subawardee Patient-Level Data**

In accordance with the terms and conditions of the grant, all 25 clinic/awardees have established systems to collect, organize, and report patient level data in a consistent format. While the system has room for improvement, the existence of a single data system to capture data in a consistent format at the regional level is unprecedented. Clinics/Subawardees currently report encounter registers, staffing and facilities data to LPHI on a quarterly basis.

The Encounter Register submitted to LPHI in the Supplemental Payment Package includes all encounters in which qualified services were delivered by the Clinics/Subawardees, not just those encounters that were made possible as a direct result of PCASG funds. All organizations receive revenue from sources above and beyond PCASG grant funds to support their operations. These data are collected to enable equitable distribution of PCASG grant funds, achievement of grant goals, and to enable LPHI to track overall system capacity and performance.

Table 4 describes the basic demographic makeup of patients served between September 21, 2007 and June 20, 2008 at PCASG service delivery sites. The majority of patients served resided in Jefferson (37.1%) and Orleans (37.1%) parishes, were female (55.1%), uninsured (44.8%), and between the ages of 19-64 (57.5%). More than three-quarters of the patients served received primary care services (84.5%) and 14.5% received behavioral healthcare services.

Note that the distribution of race and ethnicity cannot be determined reliably due to the high proportion of patients reported without race and ethnicity data (31.7% and 31.2% respectively).

**Table 4: Clinic/Subawardee Patient-Level Demographics by Parish (9/21/07 - 6/20/08)**

Demographics of Patients Served as of 6/20/08							
	Jefferson	Orleans	Plaquemines	St. Bernard	Not in Region	Missing	Total
<b>TOTAL</b>	40358 (37.1)	40348 (37.1)	3265 (3)	10550 (9.7)	10103 (9.3)	4044 (3.7)	108668 (100)
<b>Gender</b>							
Male	17591 (43.6)	17033 (42.2)	1667 (51.1)	4975 (47.2)	5047 (50)	2365 (58.5)	48678 (44.8)
Female	22740 (56.3)	23278 (57.7)	1598 (48.9)	5575 (52.8)	5055 (50)	1597 (39.5)	59843 (55.1)
Transgender	1 (0)	10 (0)	0 (0)	0 (0)	0 (0)	1 (0)	12 (0)
Unknown	26 (0.1)	27 (0.1)	1 (0)	0 (0)	0 (0)	81 (2)	135 (0.1)
<b>Race</b>							
Black	12065 (29.9)	22729 (56.3)	177 (5.4)	323 (3.1)	2313 (22.9)	1315 (32.5)	38922 (35.8)
White	12478 (30.9)	3811 (9.4)	169 (5.2)	613 (5.8)	2272 (22.5)	864 (21.4)	20207 (18.6)
Asian	389 (1)	238 (0.6)	10 (0.3)	6 (0.1)	55 (0.5)	29 (0.7)	727 (0.7)
Other *	1874 (4.6)	935 (2.3)	19 (0.6)	51 (0.5)	155 (1.5)	191 (4.7)	3225 (3)
Unknown	12813 (31.7)	12320 (30.5)	2870 (87.9)	9515 (90.2)	3963 (39.2)	1562 (38.6)	43043 (39.6)
<b>Ethnicity</b>							
Hispanic/Latino	3932 (9.7)	1427 (3.5)	16 (0.5)	168 (1.6)	333 (3.3)	263 (6.5)	6139 (5.6)
Non-Hispanic/Latino	20154 (49.9)	24175 (59.9)	311 (9.5)	675 (6.4)	3467 (34.3)	1527 (37.8)	50309 (46.3)
Unknown	16272 (31.2)	14746 (28.2)	2938 (5.6)	9707 (18.6)	6303 (12.1)	2254 (4.3)	52220 (100)
<b>Payor Type</b>							
Medicaid total	11543 (28.6)	10961 (27.2)	619 (19)	2810 (26.6)	2680 (26.5)	425 (10.5)	29038 (26.7)
Medicaid <19 years	9259 (22.9)	8735 (21.6)	2434 (24.1)	439 (13.4)	2093 (19.8)	213 (5.3)	23173 (21.3)
Medicaid >=19 years	2284 (5.7)	2226 (5.5)	246 (2.4)	180 (5.5)	717 (6.8)	212 (5.2)	5865 (5.4)
Medicare	1417 (3.5)	1818 (4.5)	193 (5.9)	842 (8)	292 (2.9)	120 (3)	4682 (4.3)
Private	6895 (17.1)	4065 (10.1)	1394 (42.7)	3683 (34.9)	3232 (32)	900 (22.3)	20169 (18.6)
Uninsured	17697 (43.9)	21345 (52.9)	1025 (31.4)	2868 (27.2)	3470 (34.3)	2237 (55.3)	48642 (44.8)
More than one	1542 (3.8)	1689 (4.2)	29 (0.9)	319 (3)	403 (4)	80 (2)	4062 (3.7)
Unknown	29 (0.1)	8 (0)	1 (0)	0 (0)	0 (0)	1 (0)	39 (0)
<b>Age</b>							
0-18 years	18005 (44.6)	13486 (33.5)	957 (29.3)	3320 (31.7)	5080 (50.3)	1003 (25.1)	41851 (38.6)
19-64 years	21483 (53.2)	24918 (61.8)	2061 (63.1)	6267 (59.8)	4800 (47.6)	2868 (71.9)	62397 (57.5)
65 and older	859 (2.1)	1896 (4.7)	246 (7.5)	886 (8.5)	214 (2.1)	120 (3)	4221 (3.9)
Unknown	11 (0)	58 (0.1)	9 (0.1)	1 (0)	77 (0.7)	53 (1.3)	199 (0.2)
<b>Type of Service</b>							
Primary Care	30966 (76.7)	36225 (89.8)	3159 (96.8)	10307 (97.7)	7932 (78.5)	3249 (80.3)	91838 (84.5)
Behavioral Health	9203 (22.8)	3344 (8.3)	103 (3.2)	234 (2.2)	2098 (20.8)	733 (18.1)	15715 (14.5)
Both	189 (0.5)	779 (1.9)	3 (0.1)	9 (0.1)	73 (0.7)	62 (1.5)	1115 (1)

Numbers in cells are frequencies and % of Parish (in parentheses). Percents in the first row and last column are % of the total sample of patients.

The reporting of race and ethnicity is inconsistent due, in part, to policies at the Grantee level preventing the collection of this information.

Metropolitan District Services and New Orleans Health Dept. are omitted due to inconsistencies in reporting.

Medicaid <19 years, is being used as a proxy for SCHIP

In Year 2 Annual Report: Native American will be broken out from "Other"

Table 5 compares overall patient volume during the six-month period prior to the start of PCASG and the most recent six month program period for which data is available. The data show that during the most recent six-month period, participating organizations delivered services to 86,841 patients; this represents a 15% increase compared to the estimated 75,302 patients that were served during the six months before the grant began in September of 2007. However, these data must be interpreted with care due to a number of limitations described below the table.

**Table 5: Overall Patient Volume Before and After the Start of PCASG by Six-Month Period**

<b>Patients Served Before and After PCASG</b>	
<b>Mar 07 - Sep 07</b>	<b>Dec 07 - Jun 08</b>
75,302	86,841

Important Notes:

1. Patient data collection methods prior to the beginning of PCASG were not subject to the consistent standards as were imposed by PCASG; therefore, comparability between the two periods should be interpreted with care
2. Seasonal differences in patient volumes between the two periods limits direct comparability
3. Totals do not represent an unduplicated count at the system level because some patients may have been served by more than one PCASG clinic/subawardee during within the periods.

## **X. PCASG Clinic/Subawardee Service Delivery Site Data**

LPHI monitors data from all services delivery sites providing outpatient primary and behavioral healthcare services operated by the Clinic/Subawardee organizations in the Region, not just those service delivery sites that are operated with the support of PCASG funds. All organizations receive revenue from sources above and beyond PCASG grant funds to support their operations. These data are collected to enable LPHI to track overall system capacity and performance.

Table 6 highlights the expansion in the number service delivery sites operated by Clinics/Subawardees. As of September 2007 (prior to the award of PCASG), the 25 Clinics/Subawardees operated 59 fixed and 8 mobile service delivery sites (67 total) offering outpatient primary and/or behavioral health care services throughout the four-parish area. In June 2008, Clinics/Subawardees reported operating 72 fixed and 9 mobile service delivery sites (81 total). This represents a 21% increase in service delivery sites (fixed and mobile) since the grant began. It is important to note that in Year One of this 3-year grant intended to both *stabilize* and expand services, maintenance of effort in some cases is considered a positive outcome.

**Table 6: Number of Service Delivery Sites by Site Type (9/21/07 - 6/20/08)**

<b>Clinic/Subawardee Organization</b>	<b>As of 9/21/07</b>			<b>As of 6/21/08</b>			<b>Change (+/-)</b>		
	<b>Fixed</b>	<b>Mobile</b>	<b>Total</b>	<b>Fixed</b>	<b>Mobile</b>	<b>Total</b>	<b>Fixed</b>	<b>Mobile</b>	<b>Total</b>
<b>Site-specific designations</b>									
Primary care sites	37	8	45	48	8	56	+11	--	+11
Behavioral health sites	22	0	22	24	1	25	+2	+1	+3
<b>TOTAL</b>	<b>59</b>	<b>8</b>	<b>67</b>	<b>72</b>	<b>9</b>	<b>81</b>	<b>+13</b>	<b>+1</b>	<b>+14</b>

The PCASG service delivery site map and resource directory is found at the end of this document.

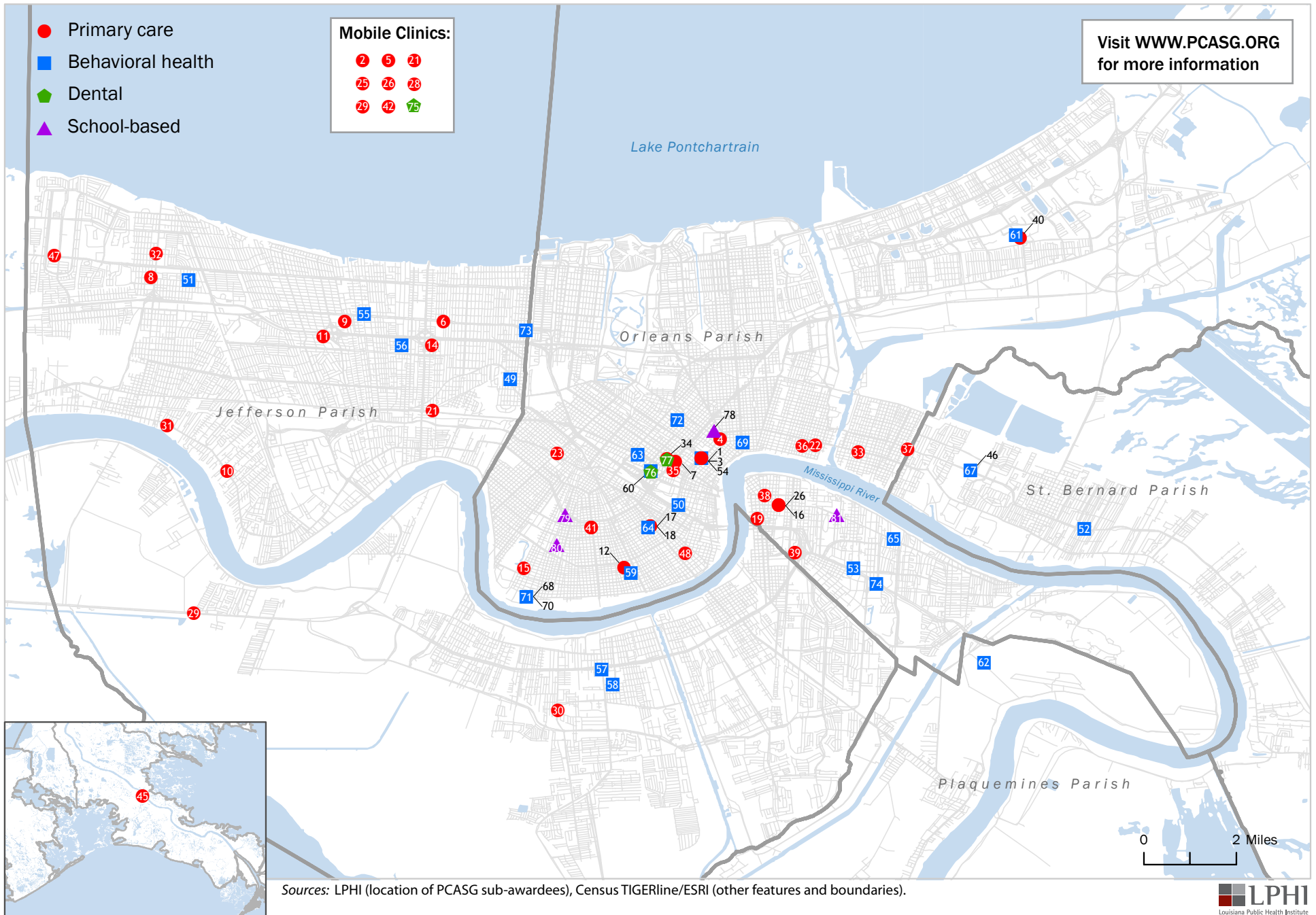
## **XI. Conclusion**

Year One of the PCASG can be characterized as an expedited stabilization and expansion of the outpatient safety net of Greater New Orleans to meet growing demands for services two years post-Hurricane Katrina. Year two plans hold an increased emphasis on quality improvement, technical assistance and sustainability planning. More specifically, the second year of PCASG anticipates two rounds of grants that continue the capitalization of a robust and accessible primary and behavioral health system open to everyone. Provision of technical assistance will be ongoing, including the Collaborative to Improve Behavioral Health Access (CIBHA), a technical assistance offering of LPHI and Columbia University with assistance from the Robert Wood Johnson Foundation. One key feature of Year Two will be the advancement of quality of care initiatives in partnership with NCQA.

Continuous updates on PCASG will be posted to the website, [www.pcasg.org](http://www.pcasg.org).

# Primary Care Access and Stabilization Grant-Funded Community-Based Health Care Centers by Primary Service Type (June 2008)

See the attached directory for more details on the sites shown on this map. Note: In some cases, multiple health care centers are located at the same physical address.



The following **community-based health care centers** offer a wide variety of services, including but not limited to family medicine, pediatric care, mental health and substance abuse treatment, and dental and optometry services.

Medicare, Medicaid, and private insurance are accepted. A sliding fee scale may be available and is based on household income. A copayment may be required at time of service.

*Please call locations for a detailed listing of services, appointment availability and payment options.*

## Primary Care

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### 1 **Tulane Community Health Center @ Covenant House**

Administrators of Tulane Education Fund  
 Primary Care - Adult  
 611 N. Rampart St.  
 New Orleans, LA 70112  
 504-988-3000

### 2 **Tulane Community Health Mobile Medical Unit**

Administrators of Tulane Education Fund  
 Primary Care  
 1430 Tulane Ave.SL-16  
 New Orleans, LA 70112  
 504-994-0054

### 3 **Drop-In Clinic @ Covenant House**

Administrators of Tulane Education Fund  
 Primary Care - Pediatric / Adolescent  
 611 N Rampart St  
 New Orleans, LA 70112  
 504-584-1112

### 4 **Drop-In Center**

Administrators of Tulane Education Fund  
 Primary Care - Pediatric / Adolescent  
 1428 N Rampart St  
 New Orleans, LA 70116  
 504-948-6701

### 5 **N.O. Children's Health Project**

Administrators of Tulane Education Fund  
 Primary Care - Pediatric / Adolescent  
 Mobile  
 504-988-0545

### 6 **Metairie Pediatrics**

Children's Hospital Medical Practice Group  
 Primary Care - Pediatrics  
 2201 Veterans Blvd, Suite 300  
 Metairie , LA 70002  
 504-833-7374

### 7 **Kids First TigerCARE Canal**

Children's Hospital Medical Practice Group  
 Primary Care - Pediatrics  
 1661 Canal St, Suite 1200  
 New Orleans, LA 70112  
 504-299-9980

### 8 **Kids First TigerCARE Kenner**

Children's Hospital Medical Practice Group  
 Primary Care - Pediatrics  
 3321 Florida Ave  
 Kenner, LA 70062  
 504-468-4437

### 9 **Klein Lawrence Pediatric Group**

Children's Hospital Medical Practice Group  
 Primary Care - Pediatrics  
 3100 Kingman St, Suite 110  
 Metairie, LA 70006  
 504-887-6355

**10 Physicians of River Ridge**

Children's Hospital Medical Practice Group  
Primary Care - Pediatrics  
9605 Jefferson Hwy  
River Ridge, LA 70123  
504-738-1604

**11 Lakeside Children's Clinic**

Children's Hospital Medical Practice Group  
Primary Care - Pediatrics  
4740 S I-10 Service Rd  
Metairie, LA 70001  
504-883-3703

**12 Kids First Prytania**

Children's Hospital Medical Practice Group  
Primary Care - Pediatrics  
3600 Prytania St  
New Orleans, LA 70115  
504-899-5437

**13 Napoleon Pediatrics (Uptown)**

Children's Hospital Medical Practice Group  
Primary Care - Pediatrics  
2820 Napoleon Ave, Suite 950  
New Orleans, LA 70115  
504-897-4242

**14 Napoleon Pediatrics (Metairie)**

Children's Hospital Medical Practice Group  
Primary Care - Pediatrics  
3040 33rd St  
Metairie, LA 70001  
504-219-0880

**15 Rapid Treatment Program**

Children's Hospital Medical Practice Group  
Primary Care - Pediatrics  
1040 Calhoun St  
New Orleans, LA 70118  
504-896-7200

**16 Ida Hymel**

City of New Orleans Health Department  
Primary Care  
1111 Newton St  
New Orleans, LA 70114  
504-658-2550

**17 Health Care for The Homeless**

City of New Orleans Health Department  
Primary Care - Homeless Population  
2222 Simon Bolivar (second floor)  
New Orleans, LA 70113  
504-658-2785

**18 Edna Pillsbury Health Clinic**

City of New Orleans Health Department  
Primary Care  
2222 Simon Bolivar Ave  
New Orleans, LA 70113  
504-658-2895

**19 Algiers Clinic**

Common Ground Health Clinic  
Primary Care  
1400 Teche St  
New Orleans, LA 70114  
504-361-9800

**20 Latino Health Outreach Project**

Common Ground Health Clinic  
Primary Care  
Mobile  
504-377-7281

**21 Causeway**

Daughters of Charity Services of New Orleans  
Primary Care  
111 North Causeway  
Metairie, LA 70001  
504-482-0084

**22 St. Cecilia**  
 Daughters of Charity Services of New Orleans  
 Primary Care  
 4201 North Rampart  
 New Orleans, LA 70117  
 504-941-6041

**23 Carrollton**  
 Daughters of Charity Services of New Orleans  
 Primary Care  
 3201 South Carrollton  
 New Orleans, LA 70118  
 504-207-3060

**24 Neighborhood Health Partnerships**  
 Daughters of Charity Services of New Orleans  
 Primary Care  
 Mobile  
 504-231-7561

**25 March of Dimes mobile unit**  
 Daughters of Charity Services of New Orleans  
 Pre- & Postnatal Care / Newborn Health  
 4164 Canal St  
 New Orleans, LA 70119  
 504-906-3020

**26 Algiers Community Health Clinic**  
 EXCELth, Inc.  
 Primary Care  
 1111 Newton St.  
 New Orleans, LA 70114  
 504-658-2550

**27 Mobile Health Unit**  
 EXCELth, Inc.  
 Primary Care  
 1515 Poydras Suite 1070  
 New Orleans, LA 70112  
 504-524-1210

**28 Mobile Health Unit**  
 EXCELth, Inc.  
 Primary Care  
 1515 Poydras Suite 1070  
 New Orleans, LA 70112  
 504-524-1210

**29 JCHC - Avondale**  
 Jefferson Community Health Care Centers, Inc.  
 Primary Care  
 4028 Hwy 90 W  
 Avondale, LA 70094  
 504-436-2223

**30 JCHC - Marrero**  
 Jefferson Community Health Care Centers, Inc.  
 Primary Care  
 1855 Ames Blvd #B  
 Marrero, LA 70072  
 504-371-8958

**31 JCHC - River Ridge**  
 Jefferson Community Health Care Centers, Inc.  
 Primary Care  
 11312 Jefferson Hwy  
 River Ridge, LA 70123  
 504-463-3002

**32 Family Health Center**  
 Leading Edge Services International, Inc. D/B/A Family Health  
 Center  
 Primary Care  
 3715 Williams Blvd, Suite 100  
 Kenner, LA 70065  
 504-468-6645

**33 Lower 9th Ward Health Clinic**  
 Lower 9th Ward Health Clinic  
 Primary Care  
 5228 St. Claude Ave  
 New Orleans, LA 70117  
 504-309-0918

**34 HIV Outpatient Program/HOP**

Medical Center of Louisiana  
 Primary Care - Special Population  
 136 S. Roman St  
 New Orleans, LA 70112  
 504-903-6959

**35 Hutchinson Clinic**

Medical Center of Louisiana  
 Primary Care  
 1450 Poydras St  
 New Orleans, LA 70112  
 504-903-2373

**36 Frederick Douglass Community Clinic**

Medical Center of Louisiana at New Orleans  
 Primary Care  
 3815 Burgundy St  
 New Orleans, LA 70117  
 504-942-5950

**37 Jackson Barracks Community Clinic**

Medical Center of Louisiana at New Orleans  
 Primary Care  
 6460 N. Claiborne Ave  
 New Orleans, LA 70117  
 504-278-7330

**38 Martin Behrman Community Clinic**

Medical Center of Louisiana at New Orleans  
 Primary Care  
 725 Vallette St  
 New Orleans, LA 70114  
 504-361-6440

**39 Murray Henderson Community Clinic**

Medical Center of Louisiana at New Orleans  
 Primary Care  
 1911 Hendee St  
 New Orleans, LA 70114  
 504-361-6300

**40 New Orleans East Community Clinic**

Medical Center of Louisiana at New Orleans  
 Primary Care  
 5501 Read Blvd.  
 New Orleans, LA 70127  
 504-245-7951

**41 NOMC**

New Orleans Musicians' Assistance Foundation  
 Primary Care - Musicians  
 2820 Napoleon Ave  
 New Orleans, LA 70115  
 504-412-1366

**42 St. Anna's Mobile Mission**

New Orleans Musicians' Assistance Foundation  
 Primary Care - Musicians  
 Mobile  
 New Orleans, LA 70116  
 504-947-1212

**43 NO/AIDS Task Force**

New Orleans AIDS Task Force  
 Primary Care - Special Population  
 2601 Tulane Ave, Suite 500  
 New Orleans, LA 70119  
 504-821-2601

**44 Odyssey House Louisiana, Inc Free Medical Clinic**

Odyssey House Louisiana, Inc.  
 Primary Care  
 1125 N. Tonti St  
 New Orleans, LA 70119  
 504-821-9211

**45 Plaquemines Medical Center**

Plaquemines Medical Center  
 Urgent Care  
 26851 Hwy. 23  
 Port Sulphur, LA 70083  
 504-564-3344

**46 St. Bernard Health Center**  
St. Bernard Health Center, Inc.  
Primary Care  
8101 W. Judge Perez Dr  
Chalmette, LA 70043  
504-281-2800

**47 St. Charles CHC Kenner**  
St. Charles Community Health Center  
Primary Care  
200 W. Esplanade, Suite 310  
Kenner, LA 70065  
504-712-7800

**48 St Thomas Community Health Center**  
St. Thomas Community Health Center  
Primary Care  
1020 St Andrew St  
New Orleans, LA 70130  
504-529-5558

## Behavioral Health

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**49 Counseling Solutions Metairie**  
Catholic Charities Archdiocese of New Orleans  
Behavioral Health  
413 Metairie Rd Suite 106  
Metairie, LA 70005  
504-835-5007

**50 Counseling Solutions CBD**  
Catholic Charities Archdiocese of New Orleans  
Behavioral Health  
1000 Howard Ave  
New Orleans, LA 70113  
866-891-2210 (crisis), 835-5007 (appointment)

**51 Counseling Solutions Hispanic Apostolate**  
Catholic Charities Archdiocese of New Orleans  
Behavioral Health  
3315 Maine Ave- Rm 314  
Kenner, LA 70065  
504-469-7415

**52 Counseling Solutions St. Bernard**  
Catholic Charities Archdiocese of New Orleans  
Behavioral Health  
1519 Judge Perez Dr  
Chalmette, LA 70043  
504-875-0260

**53 Counseling Solutions West Bank**  
Catholic Charities Archdiocese of New Orleans  
Behavioral Health  
3520 General Degaulle Suite 2070  
New Orleans, LA 70114  
504-361-3083

**54 Covenant House**  
Covenant House  
Behavioral Health - Adolescent  
611 North Rampart St  
New Orleans, LA 70112  
504-584-1159

**55 Problem Gambling**  
Jefferson Parish Human Services Authority  
Behavioral Health  
3313 Richland Ave  
Metairie, LA 70001  
504-838-5215

**56 East Jefferson Service Center**  
Jefferson Parish Human Services Authority  
Behavioral Health  
2400 Edenborn Ave  
Metairie, LA 70001  
504-838-5215

- 57 West Jefferson Service Center**  
 Jefferson Parish Human Services Authority  
 Behavioral Health  
 5001 Westbank Expressway  
 Marrero, LA 70072  
 504-838-5215
- 58 Access Service Center**  
 Jefferson Parish Human Services Authority  
 Behavioral Health  
 4700 Wichers Dr, Suite 300  
 Marrero, LA 70072  
 504-349-8833
- 59 Behavioral Sciences Center**  
 Louisiana State University Healthcare Network (LSUHN-BSC)  
 Behavioral Health  
 3450 Chestnut St  
 New Orleans, LA 70115  
 504-897-8558
- 60 MHERE**  
 Medical Center of Louisiana at New Orleans  
 Behavioral Health  
 505 S. Johnson  
 New Orleans, LA 70112  
 504-903-4120
- 61 New Orleans East Behavioral Health Center**  
 Metropolitan Human Services District  
 Behavioral Health  
 5552 Read Blvd  
 New Orleans, LA 70127  
 504-243-7600
- 62 Plaquemines Behavioral Health Center**  
 Metropolitan Human Services District  
 Behavioral Health  
 251 F. Edward Hebert Blvd.  
 Belle Chasse, LA 70037  
 504-394-1200
- 63 Criminal Court Behavioral Health Center**  
 Metropolitan Human Services District  
 Behavioral Health  
 2601 Tulane Ave. Suite 800  
 New Orleans, LA 70119  
 504-826-2006
- 64 Central City Behavioral Health Center**  
 Metropolitan Human Services District  
 Behavioral Health  
 2221 Phillip St  
 New Orleans, LA 70113  
 504.568.6650
- 65 Algiers-Fischer Behavioral Health Center**  
 Metropolitan Human Services District  
 Behavioral Health  
 4440 General Meyer Ave  
 New Orleans, LA 70131  
 504-361-6500
- 66 Chartres - Pontchartrain Behavioral Health Center**  
 Metropolitan Human Services District  
 Behavioral Health  
 719 Elysian Fields Ave  
 New Orleans, LA 70117  
 504-942-8101
- 67 St. Bernard Behavioral Health**  
 Metropolitan Human Services District  
 Behavioral Health  
 8101 W. Judge Perez Dr, Bldg. B  
 Chalmette, LA 70043  
 504-278-7401
- 68 Central City Mental Health Clinic**  
 New Orleans Adolescent Hospital and Community Services  
 Behavioral Health - Child / Adolescent  
 210 State St  
 New Orleans, LA 70118  
 504-896-4850

**69 Chartres Pontchartrain Mental Health Clinic**  
New Orleans Adolescent Hospital and Community Services  
Behavioral Health - Child / Adolescent  
719 Elysian Fields  
New Orleans, LA 70119  
504-942-8326

**70 Algiers Mental Health**  
New Orleans Adolescent Hospital and Community Services  
Behavioral Health - Child / Adolescent  
210 State St  
New Orleans, LA 70118  
504-897-4654

**71 Crisis Intervention Services**  
New Orleans Adolescent Hospital and Community Services  
Behavioral Health - Child / Adolescent  
210 State St  
New Orleans, LA 70118  
504-897-4769

**72 Odyssey House Medical Clinic**  
Odyssey House Louisiana, Inc.  
Behavioral Health and Substance Abuse  
1125 N. Tonti St  
New Orleans, LA 70119  
504-821-9211

**73 Mercy Family Center**  
Sisters of Mercy Ministries dba Mercy Family Center  
Behavioral Health  
110 Veterans, Suite 425  
Metairie, LA 70005  
504-838-8283

**74 Mercy Family Center**  
Sisters of Mercy Ministries dba Mercy Family Center  
Behavioral Health  
4001 General de Gaulle Dr., Suite H  
New Orleans, LA 70114  
504-376-2590

## Dental

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**75 Tooth Bus**  
Children's Hospital Medical Practice Group  
Dental  
5609 Blessey St Suite D  
Harahan, LA 70123  
504-342-7874

**76 MCL Dental Clinic**  
Medical Center of Louisiana at New Orleans  
Dental  
2021 Perdido St  
New Orleans, LA 70112  
504-903-3083

**77 HOP Dental Clinic**  
Medical Center of Louisiana at New Orleans  
Infectious Disease  
136 S. Roman St.  
New Orleans, LA 70112  
504-903-7322

## School-based Health Centers

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*NOTE: Only for registered students at these locations. Please call the number listed below for more details.*

- 78 McDonogh 35 School Based Health Center**  
City of New Orleans Health Department (SBHC)  
Primary Care - Students / Adolescent  
1331 Kelerec St  
New Orleans, LA 70116  
504-658-2850
- 79 Eleanor McMain Secondary School**  
LSU Health Sciences Center New Orleans (SBHC)  
Primary Care - Students / Adolescent  
5812 Claiborne Ave  
New Orleans, LA 70125  
504-324-7526
- 80 N.O. Science & Math**  
LSU Health Sciences Center New Orleans (SBHC)  
Primary Care - Students / Adolescent  
5625 Loyola  
New Orleans, LA 70115  
504-324-7072
- 81 O. Perry Walker Clinic**  
Medical Center of Louisiana  
Primary Care  
2832 General Meyer Ave  
New Orleans, LA 70114  
504-361-6361
- 

Each of the health care centers listed above is funded in part by the U.S. Department of Health and Human Services Primary Care Access and Stabilization Grant program awarded to the Louisiana Department of Health and Hospitals and administered by the Louisiana Public Health Institute. For more information, please visit [pcasg.org](http://pcasg.org).