

COMMUNITY BENEFITnews

A PUBLICATION FOR STAFF

inside:



staff profile

Monique Graham,
Manager of
Diversity & Inclusion



community education

A roundtable discussion
on the benefits of
integrative medicine



community OUTREACH

Sickle Cell Clinic Integrates Care, Improves Lives

Though the Adult Sickle Cell Disease Clinic opened at Froedtert Hospital less than one year ago, it's already measuring success in terms of higher quality of life for sickle cell disease (SCD) patients. In the clinic's first three months, the admission rate for SCD patients decreased by 30%.



Kathryn Koch, APNP; Joshua Field, MD; and Cynthia Leonard, RN Coordinator

“One of our main goals is empowering our patients to better understand and manage this incurable disease,” says Kara Schutts, SCD Clinic business manager. “If they can recognize and control their symptoms, they can reduce the number of crises they have, and spend less time in the hospital. We’re offering greater resources to help them reduce the disruption to their lives.”

The clinic was developed to provide a higher quality of patient care through increased access to specialty services for SCD patients, active partnership with patients’ primary care physicians and coordination with the many departments within Froedtert Hospital that serve SCD patients. The comprehensive approach includes routine specialty care, urgent care, pain management, and coaching and education for disease management.

Sickle cell is a genetic, life-long disease which mainly affects people of African, Latin American and Mediterranean ancestry. Patients are susceptible to chronic pain and frequent crises, as well as serious infections and organ damage. Because SCD often manifests in childhood, the clinic also works closely with Children’s Hospital of Wisconsin’s Sickle Cell Disease clinic.

Integrating care across the emergency department, inpatient units, infusion clinic and pharmacy, the clinic is the first adult clinic of its kind in the region. “This model of care allows people with SCD to receive timely access to expert care in an outpatient setting,” says Kathy Bagemihl, FACHE, vice president of ambulatory services. “Patients can interact with a consistent care team and their primary physician in order to better manage their lives and their health. Through this clinic we are delivering better value in our community.”

Staff PROFILE

MONIQUE GRAHAM
Manager of Diversity
& Inclusion

Forging Strength Through Inclusion



Monique Graham with participants in the YouthBuild program funded by the Milwaukee Area Workforce Investment Board

Getting people to change their attitudes or behaviors can be difficult, but Monique Graham is up for the challenge. Froedtert's manager of diversity & inclusion brings both experience and passion to her role. This proud Milwaukee native led diversity and inclusion efforts for Fortune 500 companies in the U.S., Brazil and Mexico before joining Froedtert Health more than a year ago.

"Since I've entered the healthcare environment my work with diversity and inclusion has been even more rewarding," says Monique. "There's a clear connection between understanding the changing demographics of our patients and improving patient outcomes."

Monique works closely with Froedtert Health leadership, medical teams, education and talent acquisition teams to develop diversity and inclusion in the workforce and workplace at Froedtert Hospital and Community Memorial Hospital. Froedtert Health's goal in creating an inclusive environment is to draw on the unique characteristics of each individual staff member, and empower staff to work together for innovation and culturally competent patient care.

One of Monique's key strategies is the Dignity & Respect campaign, a system-wide effort to promote inclusion and cultural competence. "Cultural competence refers to the appropriate ways that we respect and interact with others who are different than ourselves," she says. "Through cultural competence we can enhance patient centeredness, improve quality for all patients and improve coworker relations."

Community-building has been a life-long interest for Monique. As a child, she spent a great deal of time with her father, who was highly involved in the Boys & Girls Clubs of Greater Milwaukee. She saw first-hand the challenges and obstacles faced by youth and families in impoverished areas, and developed an awareness of the power of community strength. The opportunity to build community resources led her to Northcott Neighborhood House, where she is a board member and chair of the personnel committee.

"Monique brings a young, modern day professional perspective to our meetings that have us saying, as a board, 'Why didn't I figure that out,'" says MacArthur Weddle, executive director of Northcott Neighborhood House. "She has a unique ability to calm situations when people don't quite agree."

Monique has also been involved with Junior Achievement, American Heart Association, United Negro College Fund, Mosaic partnership and the National Coalition of 100 Black Women. She approaches her personal and professional life with an eye toward the future.

"Milwaukee sometimes feels like a small town, but we're part of the global landscape, and we're changing as a community," she says. "The smartest thing we can do is build our local and global communities by giving each other the respect we all deserve."

partnership IN ACTION

What is the Milwaukee Health Care Partnership?

Froedtert Hospital is an active member of the Milwaukee Health Care Partnership, a public private consortium dedicated to improving care for low income and uninsured individuals in Milwaukee County. The Partnership includes the five Milwaukee-based health systems, four Federally Qualified Health Centers (FQHC's), the Medical College of Wisconsin; and the City, County and State health departments. These organizations have committed their leadership, as well as financial and in kind resources to support the implementation of a community wide health improvement plan.

MILWAUKEE HEALTH CARE PARTNERSHIP

The Partnership focuses on three priority areas to create a healthier future for Milwaukee residents:

- ensuring adequate and affordable health insurance coverage for all
- improving access to quality health care providers and services
- enhancing care coordination across the delivery network

Through advocacy and action, the members work together to promote health and wellness, improve health outcomes, reduce disparities, and reduce the overall cost of care for vulnerable populations.

Choose Safe Takes Message to the Community

Sometimes it's the small things we do that make a permanent difference in life. With Choose Safe, the Trauma Center at Froedtert & The Medical College of Wisconsin aims to change those little actions into injury prevention rather than a life-threatening trauma.

"Serious injuries can often be predicted and avoided," says Lisa Hass-Peters, RN, injury prevention coordinator with Froedtert's trauma team. "When people take time to think about their actions, they really can reduce their level of trauma risk. Our goal with Choose Safe is to draw attention to unsafe situations in everyday life, like driving without a seatbelt or skateboarding without a helmet."

Choose Safe gets its message out through injury prevention outreach in the community, customized presentations to community groups, and an interactive website. One of the most impactful programs is Forever Changed, a car crash simulation that Lisa and her team take to area high schools. The program involves real cars staged in a crash on the school grounds, participation by local emergency rescue services in the scenario, student actors from the school, and on occasion, Flight for Life. Choose Safe puts on the highly realistic simulation for up to four high schools each semester.

Parents, teachers, students and community groups can explore Choose Safe's website for interesting activities and downloadable safety resources. Choose Safe also spreads the word about safety through a series of free downloadable posters. The posters address drunk driving, distracted driving, sports-related brain injuries and other safety risks with eye-catching images and surprising data.

"All it takes is a small change in your behavior or environment to increase safety for your family, your friends and yourself," says Lisa. "We hope everyone will take a look at the Choose Safe website, and pass the message on to their children, friends and co-workers."

For more information on Choose Safe, visit www.froedtert.com/choosesafe or call 414/805-3666.

PREFER YOUR WINE IN A BOX?

Wisconsin ranks first in binge drinking. Even one DUI arrest negatively affects your career, reputation and family. Choose to drink responsibly.

Choose to be SAFE

To download posters and learn more, go to froedtert.com/choosesafe

Integrative Medicine for Better Health



Jacquelyn Paykel, MD, Medical College of Wisconsin obstetrician/gynecologist who is certified in integrative medicine, Jennifer MacKinnon, MD, and Julie Mitchell, MD, Medical College of Wisconsin internal medicine physicians

A roundtable discussion about the benefits of integrative medicine - addressing all components of ones' well-being: body, mind, passions and relationships - drew an interested audience of nearly 30 women to a free event at Congregation Shalom. For the third time in as many years Froedtert & The Medical College of Wisconsin partnered with Congregation Shalom Sisterhood to provide education on advances in women's healthcare to the community.

"Three physicians from our Women's Incontinence and Sexual Health (WISH) program led the conversation about the changing roles and relationships women have throughout their lives, and the impact on their well-being," said Courtney Miles, community education coordinator at Froedtert Health. "Integrative medicine takes a multi-disciplinary approach to health, and empowers women to be advocates for their own well-being."

"It was inspiring to hear from these experts and speak with them in a personal, informal setting," said Rusti Moffic, co-president of Congregation Shalom Sisterhood. "The roundtable on integrative medicine and self-advocacy was engaging to women of all ages. We are very appreciative of the extraordinary resources Froedtert & The Medical College have offered to us."

Froedtert Health offers classes, events, screenings and support groups to the community on a range of healthcare topics throughout the year. For calendar information or to register for a class, call 414-805-3666 or visit www.froedtert.com

Q&A With a Financial Counselor

Last year Froedtert financial counselors encountered more than 19,000 patients. Though the majority of patients they work with are uninsured, the counselors also talk with patients who have a high deductible or limited insurance. Their role: To help patients navigate the many programs available, including Froedtert's Financial Assistance program. CB News spoke with Beth Ehlen, an inpatient financial counselor, about her job and her approach to the tough conversations.



Beth Ehlen, inpatient financial counselor

Q: How do you start the conversation about finances with patients?

A: People may be sensitive about their financial situation, so sometimes it is a delicate conversation. I try to turn it to the positive – there is hope in terms of financial assistance, and we help a lot of people through our charity care program.

Q: Who qualifies for financial assistance from Froedtert?

A: There is a very specific process we go through with patients. The first step is assessing their eligibility for Title 19 programs like BadgerCare or other government aid such as the Wisconsin Crime Victims' Compensation program. If they do not qualify for any of these

programs, then we provide an application for Froedtert's financial assistance, and we often assist patients in filling it out. The application is reviewed and approved according to the corporate Financial Assistance policy.

Q: Can you share one of the secrets to success in your role?

A: We try to have patients sign their paperwork before they leave the hospital. The financial assistance process takes time, but the billing cycle begins right after discharge. Getting patients started on a path to assistance can lower their concern and stress, and also reduces the bills that may end up in collections. We're happy to answer questions after discharge too. We really want people to get the help and care that they need.

WHAT IS COMMUNITY BENEFIT?

Community Benefit is most commonly defined as: "a planned, managed, organized and measured approach to a health care organization's participation in meeting identified community health needs. It implies collaboration with a "community" to "benefit" its residents—particularly the poor, minorities and other underserved groups—by improving health status and quality of life.

Froedtert Hospital's community benefit framework is to improve the quality of life in the communities we serve through healthcare programs and services that are measurable, accessible and culturally appropriate; recognizing the greatest opportunity for impact is in Milwaukee's underserved, urban population.

Froedtert's community benefit department focuses on addressing health disparities, community capacity building and programs that train the next generation of healthcare workers.

To find out how you can get involved with the **Froedtert Cares Community Service Program**, please contact **Jean Davis-Mallett** (805-0445 / jdavisma@froedterthealth.org)

Stay informed about Froedtert's community benefit programs by visiting **froedtert.com / About Us / Our Commitment to Community**, or through **SCOUT** under **Inside Froedtert**.



communityOUTREACH

CONTINUED

Sickle Cell Clinic Integrates Care, Improves Lives

Dr. Joshua Field heads the SCD clinic's medical team. "In the past, this group of patients has struggled to find consistent medical support," he says. "Now that a team of individuals is dedicated to their care, we're able to be more responsive to their needs. Our patients tell us they feel better."

Once Froedtert developed its integrated approach for SCD patients, the clinic was organized and opened very quickly. SCD patients are seen in the pulmonary department exam rooms. The sleep lab lends its space during the day for infusions by the SCD clinic staff, and the infusion clinic also provides infusion and transfusion services daily. The EPIC optimization team created a template tailored to SCD patients' specific needs.

"The team has been extremely dedicated to the success of this endeavor," says Kara. "It's enabled us to build trust and stronger relationship with these patients, who are likely to be with us for the long term. We're proud to be able to offer this approach because it does make such a difference in SCD patients' lives."