



**MILWAUKEE HEALTH CARE**  
**PARTNERSHIP**

### Tracking Health Care Improvement

The **Milwaukee Health Care Partnership** brings together health care providers, government agencies, and community organizations to develop and implement a plan for change. Through education and action, they are working together to increase access to quality health care and create a healthier future for Milwaukee residents.

Founded in January 2007, the **Milwaukee Health Care Partnership** has demonstrated that through collaboration, better plans can be implemented that address the needs of our community and ultimately increase access and improve health outcomes – especially for those who are most vulnerable.

The Center has been contracted by the Milwaukee Health Care Partnership (MHCP) to develop and continually update a series of data reports that monitor health care coverage and utilization by the community. The Center assists in tracking performance data so that the MHCP can measure progress as it works to improve health care coverage, access and care coordination for un- and underinsured individuals in Milwaukee County. In addition, the Center is on call to analyze data and generate special reports upon request.

The Center recently provided data from the MHCP's measures to the Lindsay Heights Neighborhood Health Alliance to strengthen a joint proposal to initiate a community-based diabetes control and prevention pathway program in that neighborhood.

**Center for Urban  
Population Health**

*Working together to improve the health of communities*



# Milwaukee Health Care Partnership

The Milwaukee Health Care Partnership (MHCP) is a public/private consortium dedicated to improving health care for underserved populations in Milwaukee County with the goal of improving health outcomes, eliminating disparities and reducing the total cost of care. The primary responsibilities of MHCP are to

- Assess and monitor community needs;
- Develop and implement a community wide health care improvement plan and policy agenda;
- Manage and or support targeted improvement initiatives;
- Secure public and private funding for priority initiatives;
- Serve as a clearinghouse for new initiatives to promote alignment, improve effectiveness and avoid duplication of efforts;
- Facilitate communication and collaboration among stakeholders;
- Measure and report progress and community outcomes.

The MHCP has identified three key priorities for improvement:

1. Secure adequate and affordable health insurance coverage for all.
2. Improve access to quality health care providers and services.
3. Enhance care coordination across the delivery network.

The Center for Urban Population Health (CUPH) has partnered with MHCP and provides data support to two of these initiatives:

**Coverage:** Securing and retaining insurance coverage for low income and vulnerable individuals is essential for ensuring timely access to quality health care. CUPH supports MHCP by collecting and reporting data on enrollment status and trends including information about uninsured rates, Medicaid enrollment and participation in other health insurance programs.

**Care Coordination:** All too often, the health problems of the uninsured and under-served go untreated until there is a crisis and a costly intervention is required. Since 2007, the Milwaukee Health Care Partnership, through the Emergency

## Members

### Health Systems

Aurora Health Care  
 Children's Hospital & Health System, Inc.  
 Columbia St. Mary's  
 Froedert Health  
 Wheaton Franciscan Healthcare

### Federally Qualified Health Centers

Health Care for the Homeless of Milwaukee  
 Milwaukee Health Services, Inc.  
 Sixteenth Street Community Health Center  
 Progressive Community Health Centers

### Academic

Medical College of Wisconsin

### Public

City of Milwaukee Health Department  
 Milwaukee County Department of Health and Human Services  
 Wisconsin Department of Health Services

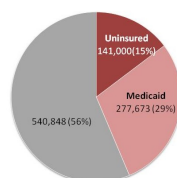
### Collaborators

Center for Urban Population Health  
 Medical Society of Milwaukee County  
 Milwaukee Free Clinic Collaborative  
 Wisconsin Collaborative for Healthcare Quality  
 Wisconsin Health Information Exchange  
 Wisconsin Hospital Association  
 Wisconsin Primary Health Care Association

Department Care Coordination Initiative, has worked to decrease avoidable emergency department (ED) visits and related hospitalization, reduce duplicative ED tests and procedures and connect high-risk individuals with medical homes. Using a combination of care coordination and health information technology, the Emergency Department Care Coordination Committee has created a common *ED to Medical Home* process among all Milwaukee County EDs and Federally Qualified Health Centers (FQHCs). In 2010, a pilot group of four hospitals scheduled nearly 5,000 appointments with three FQHCs. 44% of patients kept their initial appointments, with 60% returning for a second appointment within six months. CUPH supports the MHCP ED Care Coordination initiative by collecting and reporting ED utilization statistics and tracking referral and medical home engagement data for this project.

## Vulnerable Populations

Total Number and Percentage of Milwaukee County Residents who are Uninsured or Enrolled in a Medicaid program



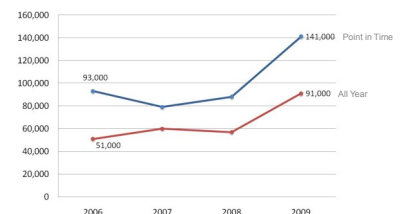
**29% (277,673)** of all Milwaukee County Residents are on Medicaid or other state programs.

**15% (141,000)** of all Milwaukee County Residents are uninsured.

**44% (418,673)** of all Milwaukee County Residents are vulnerable.

## Uninsured Rate

Total Number and Percentage of Milwaukee County Residents who are Uninsured



# Supporting Data and Evaluation Needs

## Data Support

The Center's Evaluation and Research team have been working with the MHCP over the past year to support their data collection and reporting needs. The MHCP's strategic initiatives work at system levels and therefore require data collection that reflects the various partners and sources. Currently, the Center obtains data from a variety of sources and creates quarterly reports for the MHCP and its leadership.

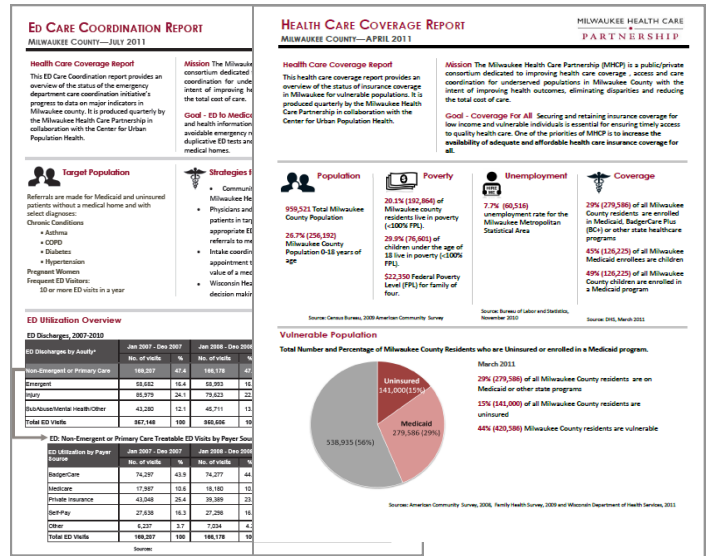
## Working to Identify Appropriate Measures for Desired Outcomes

It is increasingly important for health care and public health interventions to specifically demonstrate their effectiveness in meeting their objectives and goals and globally to improve the health of communities. Process evaluation provides the framework and data that can demonstrate the link between reality and the desired outcomes of the intervention. Process evaluation systematically tracks on-going efforts and provides program staff and leaders the information needed to make appropriate decisions and changes in implementation if needed.

The Evaluation and Research team continues to work with the MHCP in assessing the data and major indicators collected from the health systems, federally-qualified health centers and their collaborators to ensure they measure the outcomes the group wishes to demonstrate. With the Center's assistance, the MHCP has redefined several of their indicators in order to improve the process and outcome evaluation of their initiatives.

## Materials Development

The data collected to track the MHCP initiatives are important to the partnership in demonstrating successful implementation and positive outcomes, but the analysis of the data offers tremendous value to the broader community of policy makers and stakeholders. To assist the MHCP to share its results with its partners and broader stakeholders, the Center has created dissemination materials to help them tell their story and inform the community. The Center has created one-page executive



The Center for Urban Population Health develops executive summaries for two of the Milwaukee Health Care Partnership's priority areas: ED Care Coordination and Health Care Coverage, as shown above.

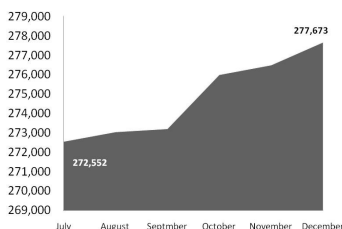
summaries for two of the MHCP priority areas: Health Care Coverage and ED Care Coordination. In addition, the Center creates a PowerPoint presentations for each priority area. Both the executive summaries and the presentations are updated quarterly.

## Flexible and Responsive

The Center and the staff who support the MHCP initiatives are also on call with the MHCP and handle any data requests they may receive from their many partners and collaborators. The flexibility that the Center and the MHCP have created allows the MHCP to be responsive to its constituents and also to respond to development opportunities.

### Medicaid Population

Milwaukee County Medicaid Enrollment



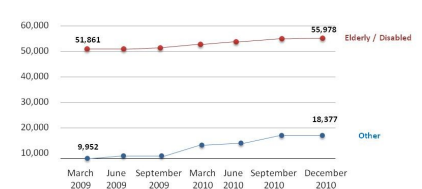
### Medicaid Coverage by Program

Number and Percentage Change Since Previous Month

State Program	Enrollment	Change
BC+ Standard	186,814	+0.4%
BC+ Benchmark	1,249	-2.0%
BC+ Core	14,491	-2.5%
BC+ Basic	764	+7.5%
Elderly/Disabled/Other	55,978	+0.3%

### Elderly, Disabled and Other

Quarterly Enrollment Trend 2009-2010



## Evaluation and Research

The goal of the Evaluation and Research (ER) core is to provide quantitative and qualitative research and evaluation support to Center faculty, scientists, staff and community partners.

The Evaluation and Research core provides services in several key areas:

### Evaluation

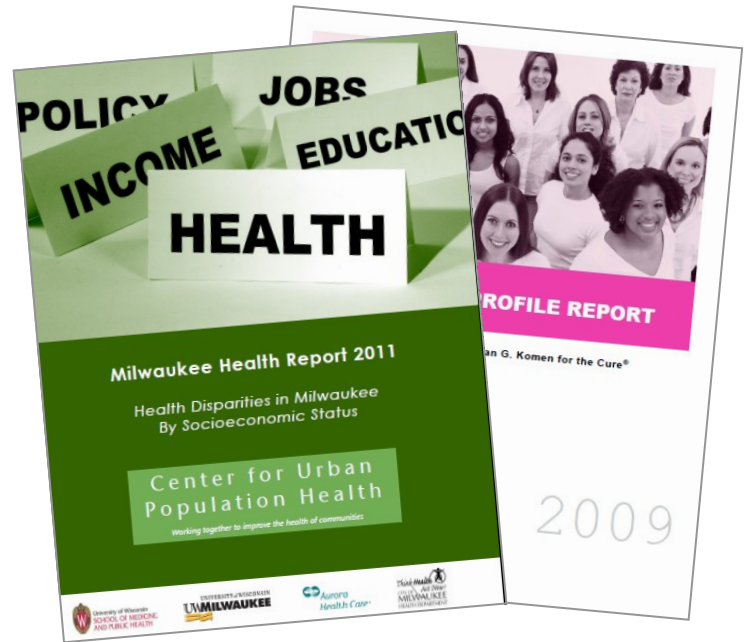
Our team focuses on working with community organizations to understand their programs and facilitate their collection and use of evaluation data. We prefer to take a collaborative approach to evaluation by including the program staff in the designing of evaluation plans and interpreting of evaluation results. We also mainly employ utilization-focused evaluation methods, meaning that we design evaluations with the users in mind and make sure that the evaluation is useful for program planning and refinement. We use both qualitative and quantitative methodologies and often mix the two to present a richer story of the successes and challenges of a program.

### Community Health Assessments

Another area of expertise is in community health assessments. The team works with interested parties to define their “community,” obtain relevant health data and to present the data in an easily understood format that meets the needs of the community. Examples of recent projects include the yearly Milwaukee Health Report, the 2009 Susan G. Komen for the Cure Community Profile and various quarterly and annual documents for the Milwaukee Health Care Partnership.

### Epidemiology and Biostatistics

Our epidemiologist and biostatistician work with various Center partners to provide research design and statistical analysis support. Their work spans clinical research projects to population-level health studies and they employ a variety of statistical methodologies.



## Evaluation and Research Core

The Evaluation and Research team is led by Jessica Rice, MPH, and includes, Han-Yang Chen, MS (Biostatistician/Assistant Researcher), Courtenay Kessler, MS ( Evaluator/Assistant Researcher), Melissa Lemke, MA (Research Specialist) and Naoyo Mori, PhD, (Epidemiologist/Associate Researcher).

If you or your organization is seeking expertise in evaluation, developing community health assessments or your project requires an epidemiologist or biostatistician, contact us to set up a consultation.

We are available for contract for evaluation and data analysis and open to partnering in research design and implementation.

Don't hesitate to contact **Ron Cisler** or **Jessica Rice** to discuss your needs and explore solutions based in evidence and grounded in utility.

### Center for Urban Population Health

1020 N. 12th Street, Suite 4180

Milwaukee, WI 53233

414.219.5100

[www.cuph.org](http://www.cuph.org)