



Better Health
PATHWAYS
HUB

Serving Cuyahoga
County

2020

Community Report

A service of
 **Better Health
Partnership**
Collaborating for a healthy community



A LETTER FROM THE PRESIDENT & CEO

In 2020, Better Health Partnership proudly launched the Pathways Community HUB (PCH) for Cuyahoga County – becoming one of ten Pathways HUBs in the state of Ohio.

The PCH is a certified, evidence-based, care coordination model that improves health, reduces costs and promotes equity. In this report we feature our early progress with six care coordination agencies serving at-risk pregnant mothers, infants, children and adults experiencing complex health, economic and social needs.

Looking ahead, we will work with our Community Advisory Board and others to develop strategies intended to address unmet needs in the community. Early HUB data shows our clients have significant financial, food and housing challenges; many with annual incomes at less than \$5,000. Recently, Cleveland was ranked as the poorest big city in the country. More than 6,500 of adults in poverty in Cleveland worked full-time for the full year, however, did not earn enough to propel them above the poverty threshold. We will work collectively to open the “pathways” for these individuals so they may lead a healthier, more productive and economically viable life.

We look forward to sharing our progress with you as we continue to grow our Pathways Community HUB services. Thank you and we welcome your feedback and suggestions along the way!



RITA HORWITZ
President & CEO

Better Health Partnership

Our Vision

Northeast Ohio is one of the healthiest places to live and best places to do business.

Our Mission

We bring health care, social services and other stakeholders together to share best practices and accelerate data-informed improvements in equitable population and community health.

Our Values

Making a difference in the communities we serve is a core value. We prize trusted collaboration, transparency, data, shared learning, and a culture of continuous improvement to advance health and health equity.



Since the first enrolled client in February, the Cleveland HUB has grown each successive month. 224 clients have been enrolled as of the end of November.

10 Care Coordination Agencies
22 Community Health Workers



Feb 2020: Better Health Partnership's first cohort of community health workers during their HUB training.

- Beech Brook
- Birthing Beautiful Communities
- Care Alliance Health Center
- Caremella Rose Health Foundation
- Joseph's Home
- Neighborhood Leadership Institute
- Northeast Ohio Neighborhood Health Services
- The MetroHealth System
- Pregnant with Possibilities
- Village of Healing

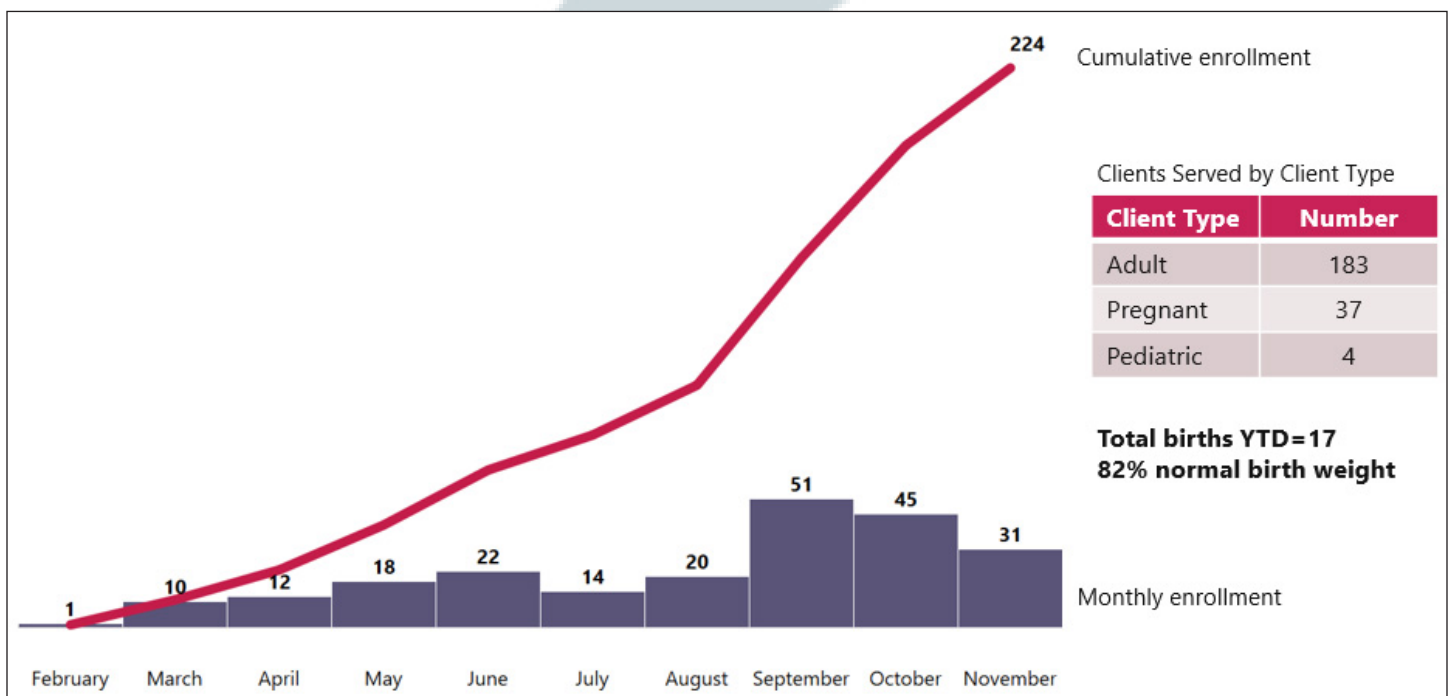
Number of Enrolled Clients
(Through 11/2020)

Adult
183

Pediatric
4

Pregnant
37

Clients Enrolled into the HUB, Cumulative and by Month
(Through 11/2020)



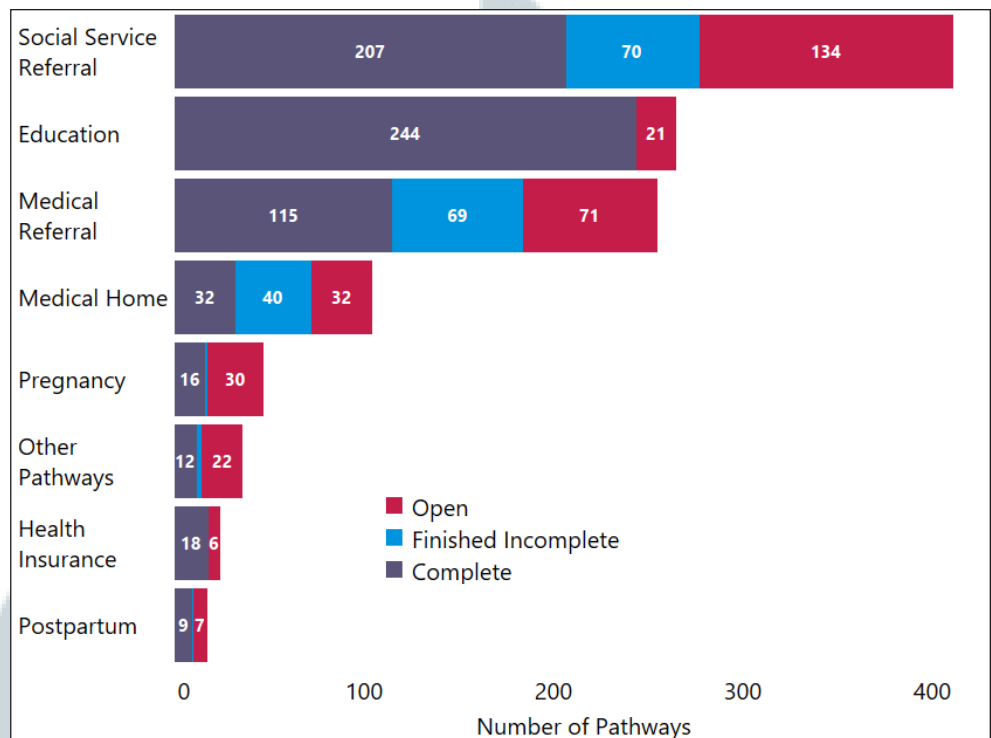


As clients are enrolled in the HUB, they are screened for needs across several dozen areas of focus (or pathways). The pathway is opened, if a need exists, and the community health worker then works with the client to address that need until it is completed. Over 1,000 pathways have been opened this year, with social service referrals being the top need identified. The next most common pathways were medical referrals, education needs, and medical homes.

AVAILABLE PATHWAYS

Adult education
Behavioral health connections
Developmental referral
Developmental screening
Education
Employment
Family planning
Health insurance
Healthy pregnancy
Tobacco cessation
Housing
Immunization screening
Immunization referral
Lead exposure screening
Medical home connection
Medical needs referral
Medication assessment
Medication management
Post-pregnancy care
Social service connections

Pathways by Type and Status

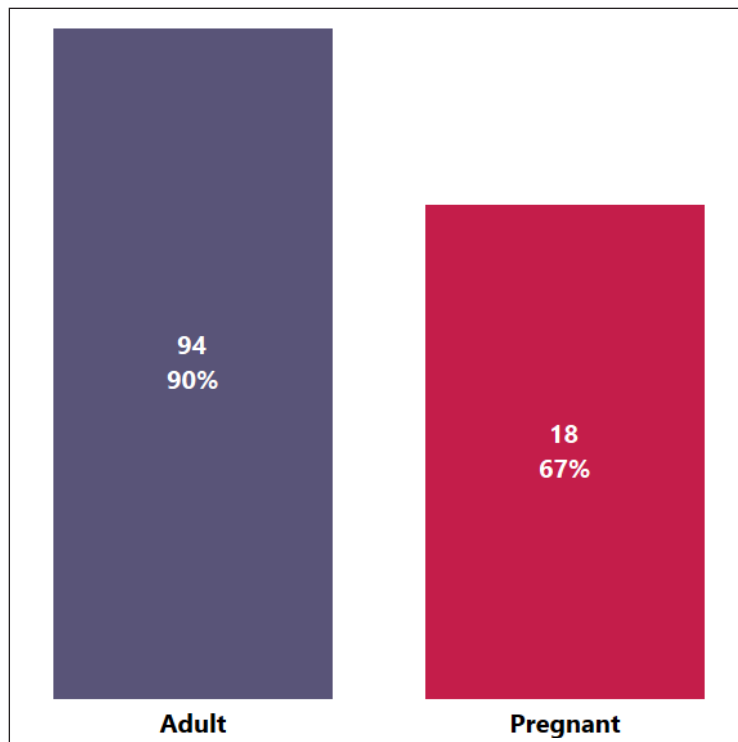


- 411 Social Services Referral Pathways
- 255 Medical Referral Pathways
- 265 Education Pathways
- 104 Medical Home Pathways
- 46 Pregnancy Pathways
- 1,159 pathways total through November

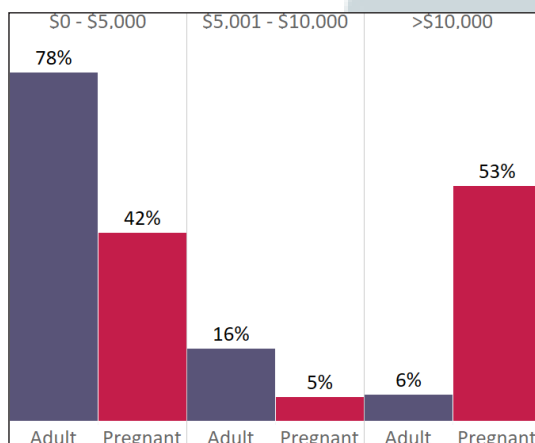


Clients enrolled in the HUB face a great series of social needs. Primarily, clients lack employment and suffer from extreme poverty. Many clients have prior prison experience, and lack a high school diploma.

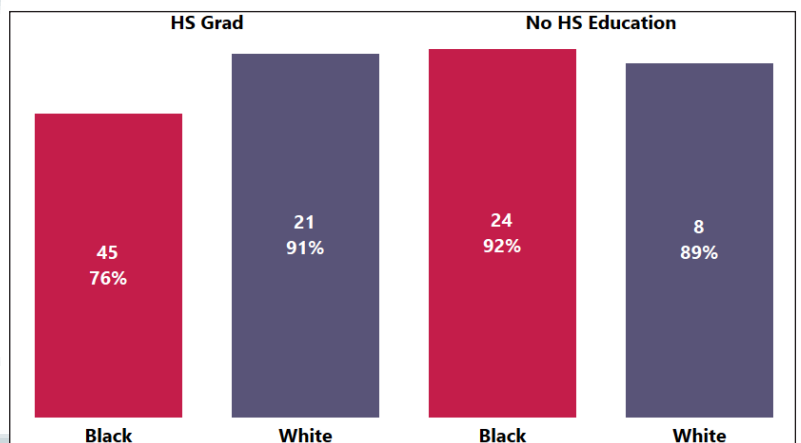
% Unemployed by Client Type



% of Enrolled Clients by Household Income and Client Type



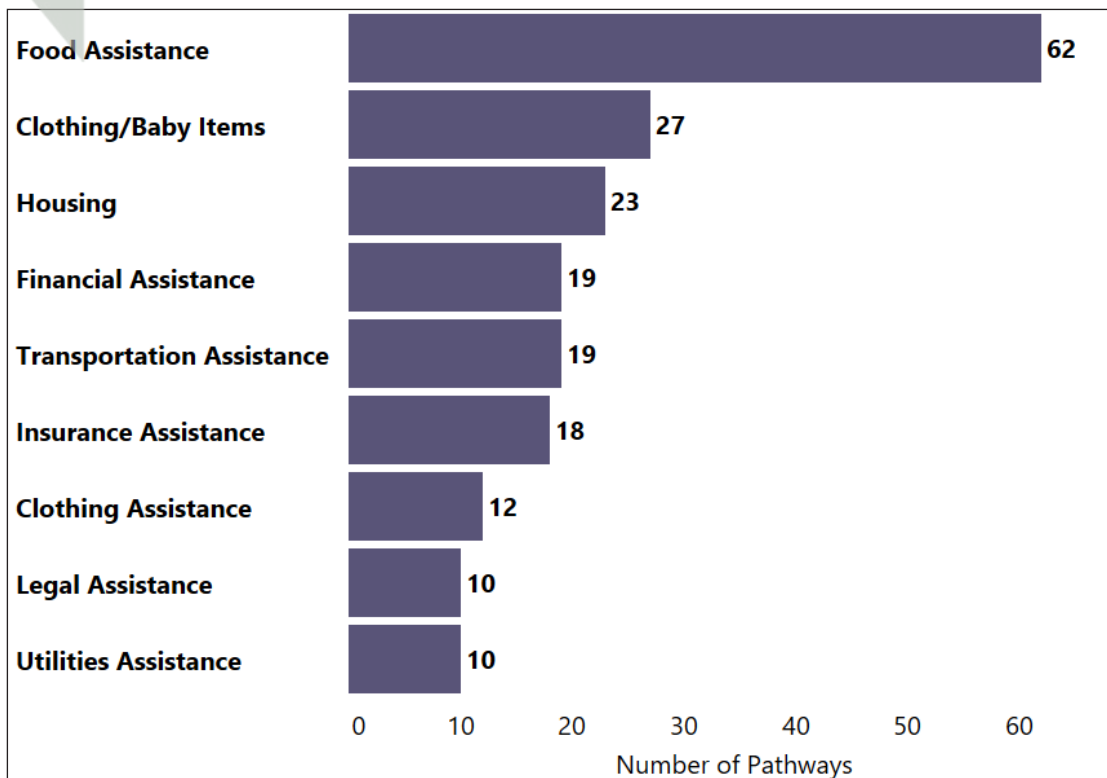
% Unemployed by Race and Education



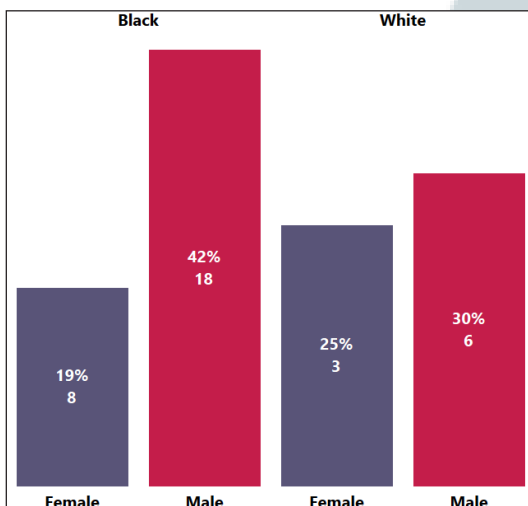


Social service pathways are opened any time a client needs assistance getting to an existing agency. The community health worker will work with the client and that agency to ensure the client reaches the agency. By far, the greatest area of referral for Cleveland is food needs.

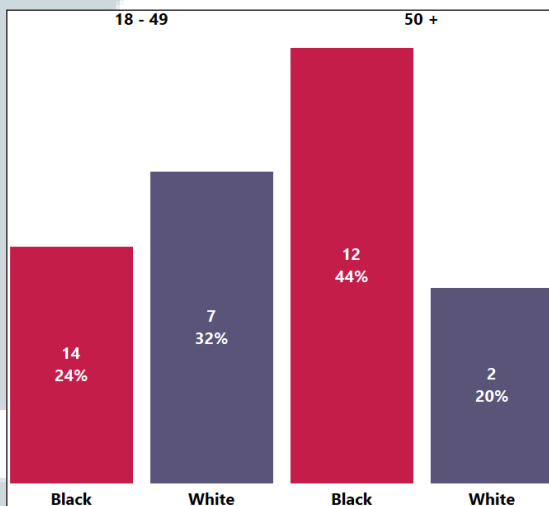
Types of Social Service Referrals



% of Enrolled Clients without a High School Degree by Sex and Race



% of Enrolled Clients without a High School Degree by Age and Race



81%
of enrolled
African-American
clients are unemployed

91%
of enrolled White
clients are unemployed



The Cleveland HUB also works with expectant mothers, helping them receive services and address needs. Women enrolled in the HUB have had high needs, with many they have experienced previous poor birth outcomes and health issues.

Pregnancy Profile Among Enrolled Clients

	1 st	2 nd	3 rd
Trimester at enrollment (n)	13	14	10
Pregnancy History (those with prior births)			
Previous still births	29% (n=5)		
Preterm deliveries	18% (n=3)		
Previous low birth weight	12% (n=2)		

Pregnancy history

(previous poor outcomes, preterm)

46% were not already enrolled in WIC

24% were feeling depressed

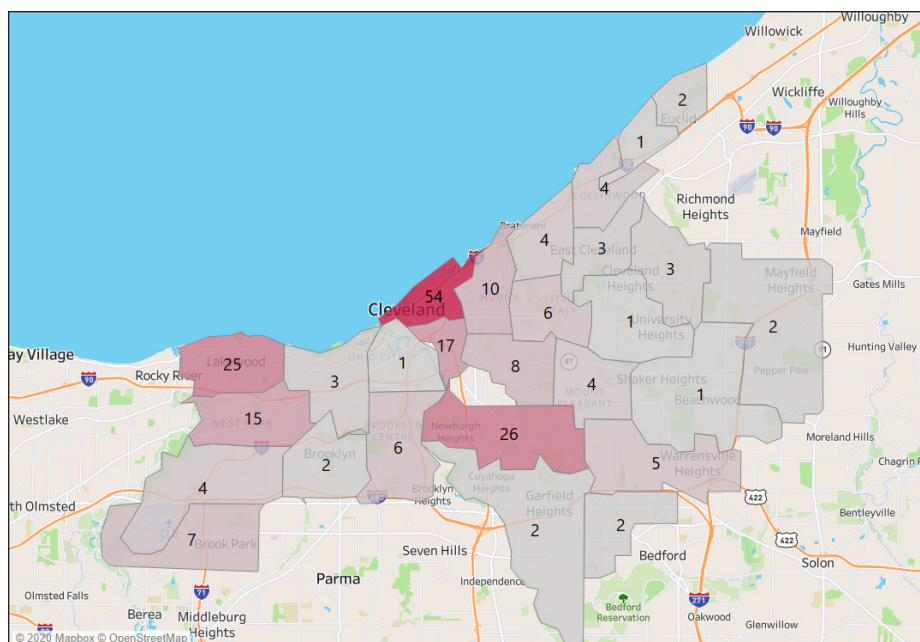
49% said this was their first pregnancy

29% that had a prior pregnancy had a baby previously die (including miscarriage)



Most of the clients enrolled in Cuyahoga County HUB have come in the urban core of Cleveland with 71 coming from two downtown zip codes.

Zip codes of enrolled clients



Strategic Partnerships

The Pathways HUB model offers a flexible approach to addressing complicated social issues through with multiple stakeholders. The Cleveland HUB is advancing two initiatives that seek to expand what the HUB can do in Cuyahoga County. First, in partnership with Cleveland Clinic and Carmella Rose Health Foundation, the HUB is working to link adults suffering from homelessness and link to comprehensive care of their needs. Adults utilizing emergency services at Cleveland Clinic are connected to care coordinators at Carmella Rose, where they can use that HUB model to screen individuals for needs, and work with them to ensure they get help. In addition to tracking outcomes to these pathways, the HUB will also work with the Cleveland Clinic to monitor changes in hospital utilization. Our hope is that by addressing social needs for individuals experiencing homelessness, we may reduce downstream healthcare costs.

Our second initiative is seeking to utilize the HUB to improve lead screening rates among at-risk children. With the leadership of Invest in Children and the Cuyahoga County Board of Health, and the support from the Bruening Foundation, we will be working with 5 health systems to identify children missing lead tests. Community Health Workers will connect with these families to help them navigate the testing process, and provide additional support to address any social needs (e.g. transportation, housing) they may have. The CHW will then work with families with high blood lead levels and connect them to interventions such as Bright Beginnings the Health Department/Board of Health, and Environmental Health Watch. Our hope is that by addressing upstream social needs of families of young children, we can provide more complete screening of lead poisoning.



Community Health Worker Tammy Merritt shares a couple stories of success from working with clients in the Better Health Pathways Community HUB.

Celebrating Success Within the HUB

Story 1:

As a result of working with a Pathways HUB Community Health Worker, a mother and her child received education on breastfeeding and the importance of immunizations. This client was opposed to her baby receiving immunizations, but by providing education and explaining the importance of her baby being vaccinated throughout the pregnancy, the baby received its first round of vaccinations and the mother scheduled a follow-up doctor's appointment for the next round of shots.

Story 2:

Another new mom needed guidance on how to obtain a new OB/GYN doctor. As her community health worker (CHW) and support system, the CHW assisted her with finding and making the transition from a male OB/GYN to a female provider. Due to COVID-19, the CHW joined the appointment telephonically serving as her advocate during the appointment and helping schedule her next appointment. The client is happy with her new provider and feels that her needs are being met.

Community Advisory Board

Beech Brook
Birthing Beautiful Communities
Bright Beginnings
The Bruening Foundation
Buckeye Health Plan
Care Alliance Health Center
CareSource
Carmella Rose Health Foundation
Case Western Reserve University
The Center for Community Solutions
The Centers for Families and Children/
Circle Health Services
Cleveland Department of Public Health
The Cleveland Foundation
CHN Housing Partners
Cleveland Clinic Health System
Cleveland State University
Cuyahoga Community College
Cuyahoga County Invest in Children
First Year Cleveland

The George Gund Foundation
Greater Cleveland Food Bank
Joseph's Home
LNM Consulting, LTD
The MetroHealth System
Neighborhood Family Practice
Neighborhood Leadership Institute
Northeast Ohio Neighborhood
Health Services
OhioGuidestone
Pregnant with Possibilities
R.E.M. Consulting
Saint Luke's Foundation
Sisters of Charity Foundation
of Cleveland
Sisters of Charity Health System
United Way of Greater Cleveland
UnitedHealthcare
University Hospitals Health System
Village of Healthing



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CERTIFIED PATHWAYS COMMUNITY HUB SUPPORT



Ohio Commission On
Minority Health

First Year
Cleveland

Ohio
Department
of Medicaid

Bruening

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UNIVERSITY EST. 1826

SISTERS of CHARITY
FOUNDATION
OF CLEVELAND

Saint
Luke's
Foundation

HealthComp
Foundation

THE
GEORGE
GUND
FOUNDATION

Cleveland Clinic

CareSource

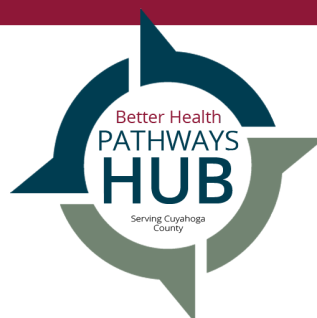
UnitedHealthcare

buckeye
health plan.

If you have questions or need
help, please contact:

Better Health Pathways HUB
2500 MetroHealth Drive
Cleveland, OH 44109

216.778.7525



Scan the QR code on
the right to put the HUB's
phone number directly
into your contacts.

