

## Wellness West's Impact

### Progress To Date



## Wellness West Featured on NBC-5 Chicago

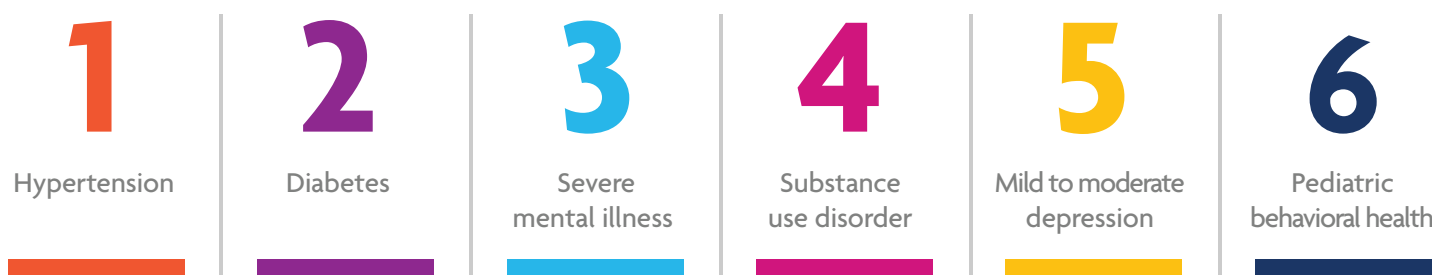
The great work of Wellness West was recently highlighted on NBC-5 Chicago's newscasts. Reporter Lauren Petty visited Wellness West member organization North Lawndale Employment Network, where she interviewed Community Health Worker Louise Williams; Wellness West patient D'Angelo Mack; and Dr. Claudia Fegan, Chief Medical Officer of Cook County Health, another Wellness West partner. Wellness West Executive Director Misty Drake was also interviewed.

<https://tinyurl.com/36kt8efm>



## Did You Know?

Wellness West focuses on six of the most prevalent health conditions on Chicago's West Side. We have developed community-based disease management solutions and integrated care coordination strategies to treat six of the most challenging health conditions on the West Side. They are:



## Wellness West Partners with Big Star Transit to Meet Patients' Needs

Wellness West has formed an alliance with Big Star Transit to deliver safe, reliable and no-cost transportation services to eligible Wellness West patients across the West Side.

Many patients face challenges getting to their medical and behavioral health appointments, as well as to places necessary to address social determinants of health, such as grocery stores, job training and appointments for other social service needs. For eligible Wellness West patients, Big Star can make the difference between making or missing a key wellness appointment. This transportation service is available Monday through Friday from 3 a.m. to 8:45 p.m. and on Saturdays and Sundays from 3 a.m. to 7:45 p.m.

**Big Star Transit, LLC**, is a family owned and operated non-emergency medical transportation company.



## Congratulations to 'March Madness' Winners

Wellness West's "March Madness" – a friendly competition among its partner organizations – has resulted in improved performances in many areas. Here are the six category winners, and related judging criteria, in the four groups. Winning teams will receive a free breakfast or lunch.



### Medical Home CHWs

- Measure:** Increase disease enrollment. How to win: Top 3 agencies with the highest percentage increase. **Winners: Access Community Health Network, Chicago Family Health Center** and **PCC Community Wellness**
- Measure:** Disease management monthly contacts. How to win: Reach at least 60% of patients with follow-up assessments in 2 of the 3 disease categories. **Winners: AHS, Community Health, Esperanza** and **Sinai Chicago**

### CBO CHWs

- Measure:** Closed loop referral. How to win: Top 3 agencies with the highest percentage of closed referrals. **Winners: Equal Hope, North Lawndale Employment Network** and **Erie Neighborhood House**

### ED Navigators

- Measure:** Increase HRA completion. How to win: Top 2 teams with the highest HRA and referral rate completion. **Winners: Sinai Chicago**

### CMHCs (BHCM and Peer Support)

- Measure:** Hospital discharge follow-up. How to win: 30% of patients discharged in March will receive 7-day successful follow-up. **Winners: Healthcare Alternatives, Rincon** and **Habilitative Systems**
- Measure:** Increase in disease management weekly contacts. How to win: Percentage of patients with 2 or more visits at 75% or greater. **Winner: Healthcare Alternatives**

## Team Profile: Israt Kahn, Behavioral Health Worker

**Israt Khan is a Behavioral Health Care Manager at Habilitative Systems, Inc., a Wellness West partner. She has a master's degree in public health.**

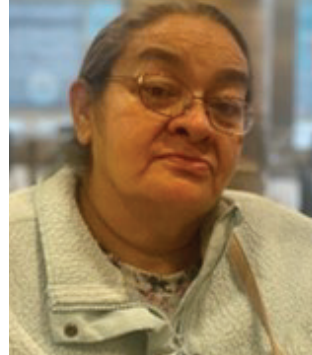
Ms. Khan is often on-site at one of the Wellness West partner hospitals, helping patients get the support they need to stay healthy after their discharge. What Ms. Khan says she loves about her job: "Building long-term partnerships with our patients and seeing life-changing progress happen. It's inspiring."

The most challenging part: "It is disappointing when a client stops engaging with us, despite our best efforts. But we don't give up." She also believes that the first step for patients is often the most difficult.

**"Asking for and accepting help can be very scary for patients. But when they do accept help, they are always glad they did. I can hear the relief in their voice."**



## Patient Success Story: Bond Formed at Church Leads to Support for Better Health



**Esperanza Maquin,**  
West Side Resident



**Michel Mora Peñaloza,**  
Community Health Worker

Esperanza Maquin and her husband Hector live on the West Side of Chicago. They both have suffered from diabetes and hypertension for some time. Hector now receives dialysis treatment while recovering from kidney and heart problems.

Last October, Esperanza met Michel Peñaloza at the church they both attend. The meeting was a blessing because Michel happens to be a Community Health Worker at Alternatives Youth, a Wellness West partner.

Michel explained to Esperanza how the Wellness West program could help her with all kinds of daily challenges she faces, which has a direct impact on her and her husband's health.

Soon Michel had put together a holistic health plan. It included getting Esperanza and her husband to and from medical appointments, a nutritional plan, assistance with shopping for groceries, and assistance with paying their utility bills. Michel even set Esperanza up with Wellness West's Instacart program to have some groceries delivered straight to her door.

All this support is having an impact. Esperanza's health numbers are heading in the right direction. Esperanza and her husband are eating better than they ever have.

Esperanza said: "Michel is very kind and explains clearly and patiently the steps we should follow. She has also helped us navigate the health system and provided us with resources such as access to better nutrition, which is helping us a lot to recover, an improvement that is very noticeable in my husband. Michel has lots of patience. Thanks to her, our health is improving."

## Meet Our Newest Partner

Wellness West has expanded its social interventions program by partnering with YMCA of Metropolitan Chicago. Through the partnership, our collaborative will be able to offer eligible Wellness West patients access to daycare services and fitness memberships at YMCA facilities on Chicago's West Side. Look for more information about this exciting partnership in the near future.



## Notable Quotables from the Board

**"Wellness West is doing a great job of convening the providers doing the work in the community and coming up with innovative ways to address gaps in care and access to care. We are helping**

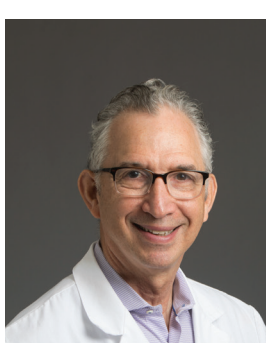
**providers identify systems and solutions to keep up with those individuals who have challenges in maintaining routine care and accessing care."**



**Tessa Anewishki**  
Board Secretary  
Wellness West

**"We've brought people together that have never sat around a table before. It's very collaborative. There is a lot of money in healthcare, and if we can get control of some of these long-term health conditions, the**

**system can save a lot of money and populations can be much healthier. What we've created is this federated approach to identify people and navigate them into care. It's quite amazing."**



**David Ansell, MD**  
Board President  
Wellness West

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### Our Partners

#### Community Health Centers

- Access Community Health Network
- AHS Family Health Center
- Alivio Medical Center
- Aunt Martha's Health Center
- Chicago Family Health Center
- Community Health
- Erie Family Health Center
- Esperanza Health Centers
- Friend Health
- Lawndale Christian Health Center
- Near North Health
- PCC Community Wellness Center
- PrimeCare Health
- Tapestry 360 Health

#### Hospital Systems

- Ann & Robert H. Lurie Children's Hospital of Chicago
- Cook County Health
- Humboldt Park Health
- The Loretto Hospital
- Rush University Medical Center
- Sinai Chicago
- Ascension Saints Mary and Elizabeth Medical Center

#### Community Mental Health Centers

- Bobby E. Wright Comprehensive Behavioral Health Center
- Habilitative Systems, Inc.
- Rincon Family Services
- Healthcare Alternative Systems (H.A.S.)

#### Community-based Organizations

- Alternatives Inc.
- Bethel New Life
- Breakthrough
- Erie Neighborhood House
- Equal Hope
- Healthy Hood
- Heartland Human Services
- La Casa Norte
- North Lawndale Employment Network
- Oak Park Regional Housing Authority
- Puerto Rican Cultural Center
- Spanish Coalition for Housing
- Taller de Jose
- Thresholds
- United for Better Living
- Universidad Popular
- Westside Health Authority
- YMCA of Metropolitan Chicago

#### Other Partners

- Medical Home Network
- Benford Brown & Associates
- West Side United

Visit our website [wellnesswest.org](https://wellnesswest.org)

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