



Wellness  
West

# EQUITY IN ACTION

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## Wellness West, Collaborative Bridges Host Behavioral Health Roundtable

Nearly 30 Chicago healthcare leaders participated in the West Side Behavioral Health CEOs Roundtable, hosted by healthcare transformation collaboratives Wellness West and Collaborative Bridges, May 16 at Mount Sinai Hospital.

CEOs, other C-suite executives from healthcare providers and government leaders gathered to discuss behavioral health challenges facing their organizations. Guest speakers included President and CEO Dr. Ngozi Ezike of Sinai Chicago, Chief Behavioral Health Officer Dr. Inger Burnett-Ziegler of the Illinois Department of Human Services, and Chief of Staff Dana Kelly of the Illinois Department of Healthcare and Family Services.

Discussion focused on improving the delivery of care for patients of several mental illness and substance use disorder (SMI/SUD), including topics such as community-based interventions, hospital/community mental health center (CMHC) partnerships, improving outcomes, and enhancing data visibility for the population.



## Wellness West Updates Patient Outcomes

Wellness West has achieved impressive patient outcomes and other results, thanks to the efforts of our healthcare transformation collaborative's partners. Important outcomes in 2024 included:

### Some highlights

**28%**

reduction in social determinants of health at six-month rescreen

**70%**

of patients with hypertension at their last encounter

**64%**

of patients with diabetes controlled at their last encounter.

### Other noteworthy results

**74**

patients housed in permanent supportive housing

**635**

patients received housing support services

**857**

patients received food insecurity support

You'll be able to find the annual Impact Report on Wellness West's website in the near future.

## Wellness West Highlights Behavioral Health Mobile Care Team

The transition from hospital care to community-based support is a pivotal step in a patient's path to wellness and recovery. While emergency departments (EDs) excel at stabilizing patients, the real challenge begins after discharge: ensuring continued care and support to foster lasting recovery.

That's where Wellness West's Behavioral Health Mobile Crisis Team steps in. The team consists of 13 ED Navigators at six hospitals – Cook County Health, Humboldt Park Health, Loretto Hospital, Rush University Medical Center, Saint Mary of Nazareth Hospital and Sinai Chicago – and 14 Behavioral Health Care Managers (BHCM) at four mental health centers: Bobby E. Wright Comprehensive Behavioral Health Center, Healthcare Alternative Systems (HAS), Habilitative Systems, Inc. (HSI), and Rincon Family Services.

### Here's how it works:

An Emergency Department (ED) Navigator identifies patients with severe mental illness or substance use disorder. They perform a Health Risk Assessment (HRA) and provide the patient an overview of the Wellness West program.

If the patient agrees to participate, the ED Navigator contacts the Behavioral Health Care Manager (BHCM) on call.

The BHCM then meets the patient face-to-face at the hospital for a warm hand-off.

From there, the patient receives ongoing behavioral health services, coordination of care with their medical home, social drivers of health (SDOH) supports and more.

The benefits of this approach include better patient outcomes, lower ED readmissions, enhanced continuity of care, reduced health disparities, and alignment with value-based care.



## Save the Date: Wellness West Plans Annual Fall Forum

This year's Wellness West fall forum will be held the evening of Thursday, Oct. 9, at Garfield Park Conservatory, located at 300 N. Central Park Ave. on Chicago's West Side. Look for event details in the coming months. For now, mark your calendar and be sure to join us!

## Winners Announced for 'March Madness' Competition

With the conclusion of Wellness West's third annual "March Madness" contest April 14, the winning partner organizations have been determined. Here are the 2025 "March Madness" recipients.

### 2025 WINNERS

#### Transition Of Care (TOC):

**PCC Community Wellness Center, Erie Family Health Centers and PrimeCare Community Health** for the highest % timely follow-up appointments completed within 14 business days

#### Depression:

**Esperanza Health Centers, Aunt Martha's Health Center and AHS Family Health Center** for the highest % follow-ups for depression

#### Community-Based Organization (CBO):

**Puerto Rican Cultural Center and Universidad Popular** for the highest % disease management enrolled and followed-up connection from CBO to medical home

#### Emergency Department (ED) Navigator:

**Sinai Chicago** with the highest % of HRAs completed and referred to the Community Mental Health Center (CMHC)

#### CMHCs:

**Habilitative Systems, Inc.**, with highest Wellness Recovery Action Plan (WRAP) completion and **Healthcare Alternatives Systems** with the highest behavioral health follow-up with two or more visits.

Congratulations to the winning organizations, and thanks to everyone who participated!

## Progress to Date

**162K**

Estimated potential attributed lives (44,000 uninsured)

**49,929**

Health Risk Assessments completed

**113**

Total community workforce members added to integrated care teams at local medical, social, behavioral health providers

**16,840**

Patients with Disease Management served

## Patient Profile: From Feeling 'Numb' to a Bright Future

Born and raised in North Lawndale, Ramone was one of 13 children to parents who suffered from addiction. He entered the foster system at age 4. A few years ago, Ramone was in a dark place emotionally. "It got so bad that I stopped caring. I felt numb."

Today, he's made a turnaround thanks to his determination and some help from Wellness West's providers. Louise Williams at NLEN and Presley O'Neil at Tapestry 360 have been Ramone's main points of contact. They say that Ramone is always responsive and eager to make progress. He's attended counseling for his depression, received rental and employment assistance, Instacart and other services.

"I found people who cared. I'm a witness to hope," he says.

Ramone's depression is controlled. In August 2024, his PHQ score was 10. In February, it was 0. His future is looking bright, and now he wants to be an inspiration to others who have been through life's toughest battles and have come out victorious.



Ramone

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PCC Community Wellness

### 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
- IWS Family 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
- Prime Healthcare Saint Mary of Nazareth
- The Loretto Hospital
- Rush University Medical Center
- Sinai Chicago

#### 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.
- ASI Home Care
- Bethel New Life
- Breakthrough
- Erie Neighborhood House
- Equal Hope
- Healthy Hood
- HOPE CDC
- La Casa Norte
- North Lawndale Employment Network
- Puerto Rican Cultural Center
- Spanish Coalition for Housing
- Stone CDC
- 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

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