

Fund Development and the Creation of a Quality Tracking System for the Diabetes Program

A decorative graphic consisting of a solid teal horizontal bar at the top, followed by a white horizontal bar, and then three thin, parallel teal horizontal lines on the right side of the white bar.

Lake Area Free Clinic Mission Statement

“Our Mission is to provide high-quality free medical services to those who are uninsured and unable to pay.”

Lake Area Free Clinic Core Values

- *We believe* that healthcare is a basic right of all people.
- *We practice:*
 - Respect for each individual
 - High-quality

Lake Area Free Clinic Description

- **Established as a community-based 501(c)(3) charitable organization in 2000**
- **Provides free health care and preventive services to**
 - Residents of Waukesha County and Oconomowoc Area School District**
 - Uninsured**
 - Income is at or below 200% federal poverty level**
 - Do not qualify for any government plan of assistance**
- **Revenue comes from grants and private donations**

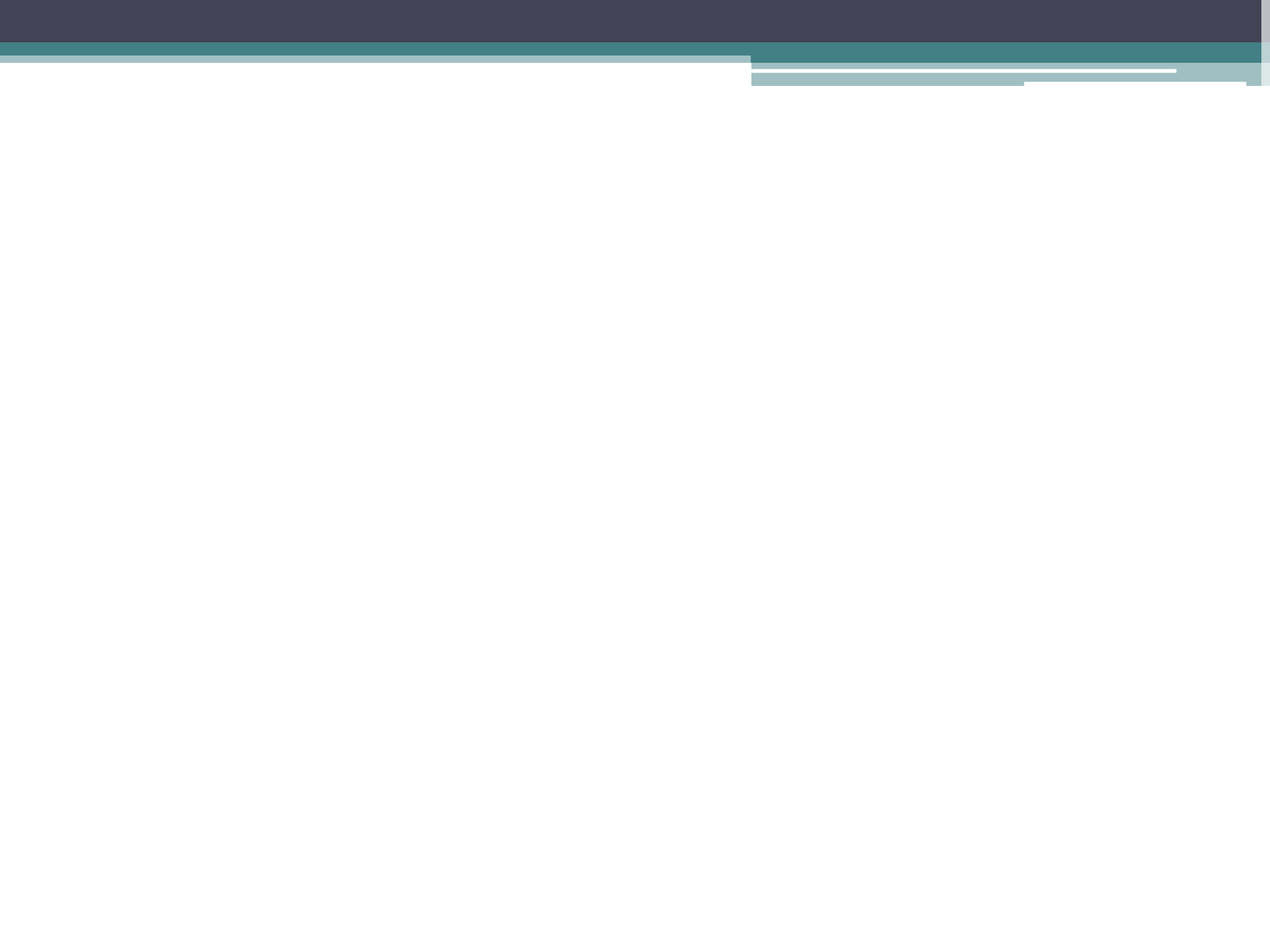
LAFC By the Numbers - 2011

- **Employees**

 - ONE full-time - executive director

 - FOUR part-time (total 0.8 FTE) - nurse case manager, volunteer coordinator, nurse practitioners

- **1,100 unduplicated patients**
- **4,788 patient visits**
- **Over 200 volunteers logged 12,000 hours**
- **Operating Expenses: \$351,885**
- **Total Revenue: \$402,899**



Problems and Importance (cont)

- Problem #2: Funding secured for Diabetes Program, but no mechanism to track outcomes for reporting purposes

Important to show current and prospective funders the impact of their funding

Having data available illustrates where program improvements can be made

Strategic planning process highlighted tracking quality as major initiative



SAF: Database Search Criteria with Rationale

- Searched Marquette University Wisconsin Foundation Database using the following criteria:

Area of Focus includes health care or public health
xMission must align with LAFC

Wisconsin Foundations serving Waukesha County
xMore likely to get funding if local
xLAFC Board Members may have contacts within those foundations
xLocal foundation applications likely less rigorous than national organizations

SAF: Database Search Criteria with Rationale

- Searched Marquette University Wisconsin Foundation Database using the following criteria (cont):

GrantsPaid > \$1M

xNeed to compensate for loss of current funding (\$100,000 annually as of May 2013)

Support General Operating Costs

xDo not have resources to implement any NEW programs, need funding for general operation

SAF: Further Research

- Further researched matching foundations to determine if they were accepting proposals and if there were other restriction criteria
- Reviewed foundation Form 990s
 - IRS Form 990: tax document filed by tax-exempt nonprofit organizations each year to allow IRS and the public to evaluate nonprofits and how they operate
 - Contains information on size and recipients of gifts given for that calendar year

SAF: The Prospect Grid

- **Purpose**

A prospect grid is a spreadsheet which lists prospective funders with pertinent information to organize, reference and present.

- **Sources of Information**

Wisconsin Foundation Directory Database
Foundations' Form 990s and websites

SAF: The Prospect Grid (cont)

- **Information Included:**

- Foundation Name

- Contact person

- Contact information

- Website

- Board Members

- Assets

Selected Foundations

SAF: Drafting Funding Proposals

- **Proposals written specific to foundation mission, application requirements and request**
- **Included examples of high quality care (success of Diabetes Clinic) and urgency of need (large grant coming to term)**
- **Routed for feedback from site preceptor, faculty advisor and outside grant writer**
- **Finalized and submitted with required supporting documentation**

Deliverables - Securing Additional Funding

- **Prospect Grid of Wisconsin Foundations matching following criteria**
 - Support health care
 - Grants Given > \$1M
 - Serve Waukesha County
- **Templates of pertinent communications**
- **Funding proposals submitted to 4 foundations**
 - Can serve as templates for future proposals

Selection of Diabetes Indicators - Process

- **Reviewed relevant objectives and indicators from:**

Tracking of Indicators

- **Developed**

Diabetic Patient Roster by collating various available clinic reports and records

Data Extraction Form

Patient Individual Performance Report to serve as feedback loop to providers

Spreadsheet to track information and automatically analyze indicators

Policies and training documents for data collection and maintenance

Diabetes Patient Roster

	? Data Extracted	Patient Name	DOB	Date Inactive	In DEP?	Comments
1						
2						
3						
4						
5						
6						
7						

Purpose of Roster:

To be aware of which patients are diabetic to allow for:

- Chart review to determine if treatment guidelines are followed
- Tracking of performance on quality indicators
- Reporting of numbers

Maintenance:

- Maintained electronically
- Updated semiannually at time of data review using existing reports

L AFC Diabetes
Indicators Data
Collection Form

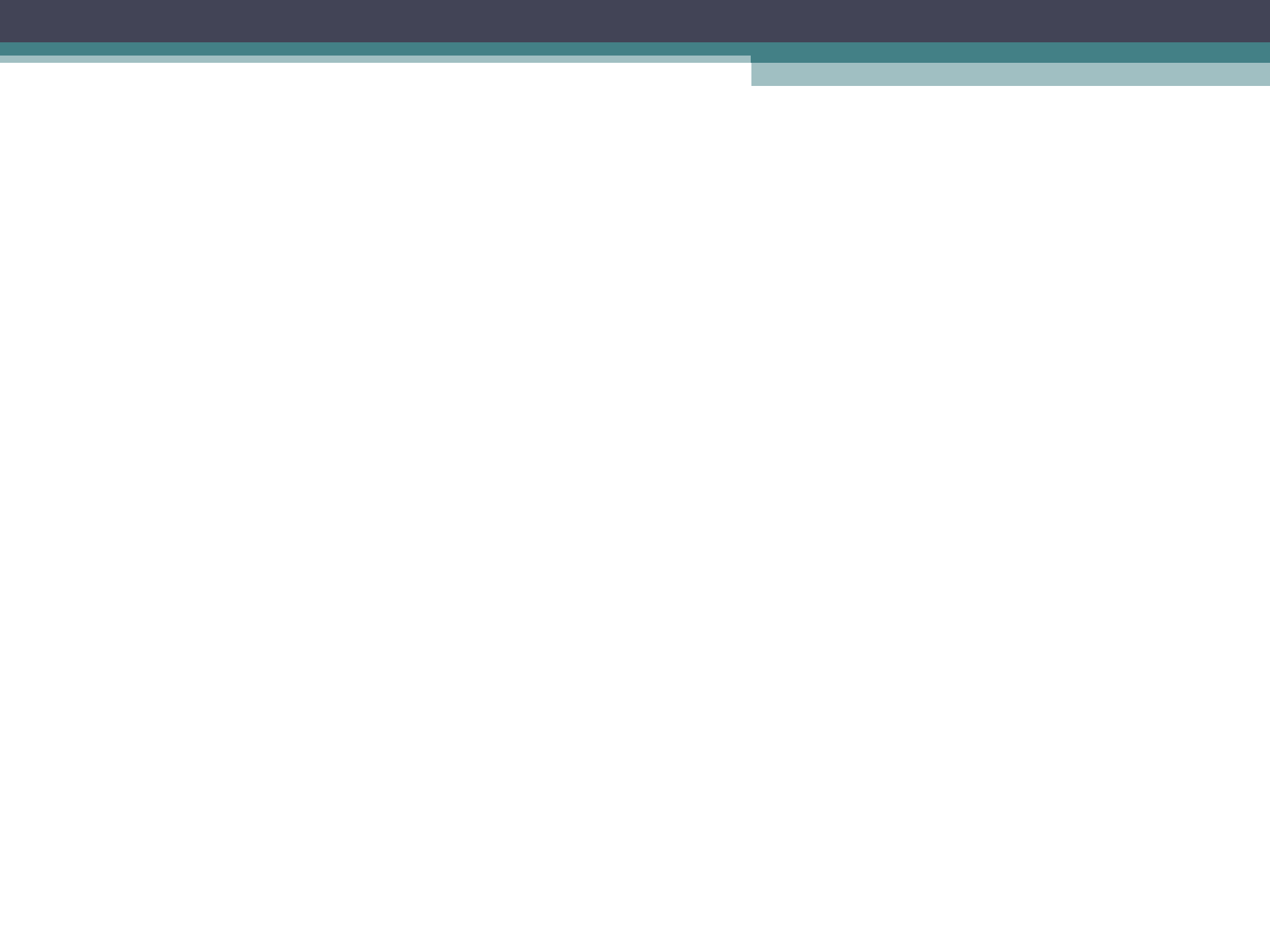
**Walks extractor through
determining eligibility**

**Includes all data points
needed and clearly
guides data collection
process**

**Maintains consistency
among data extractors**

L AFC Diabetic Quality
of Care:
Patient Individual
Performance Report

- **Completed during data extraction and placed in patient chart**
- **Used as feedback loop to providers to clearly identify outstanding labs / assessments per treatment guidelines**



Training For Prospective Data Extractors

- LAFC relies on volunteers for large majority of operations
 - Reviewers may change
- Chart review / data extraction is a great student project!
- Need to have appropriate training to ensure consistent data collection

Training For Prospective Data Extractors (cont)

- Developed Quality Indicators Binder, including
 - Defined training and auditing process
 - Tracking Quality of Health Care slideset
 - D

Deliverables - Quality Tracking of Diabetes Program

- **Diabetes Roster**
- **Data Collection Forms**
- **Spreadsheet to track and calculate performance on quality indicators**
- **Feedback Report for Patient Charts**
- **Quality Indicators Report Template**
- **Maintenance and Training Protocol for data extractors**
- **Reference and Resource Manual (hard copy and electronic)**

Summary

- **Funding Proposals**

 - Researched Wisconsin Foundations

 - Created Prospect Grid with top four

 - Submitted proposals totaling \$145,000

- **Diabetes Quality Indicators**

References

- Healthy People 2020 website: <http://www.healthypeople.gov/2020>.
- Healthiest Wisconsin 2020 website: www.dhs.wisconsin.gov/hw2020
- National Committee of Quality Assurance: The State of Health Care Quality 2011
<http://www.ncqa.org/LinkClick.aspx?fileticket=wmpxiKWVgP0%3d&tabid=136>
- National Committee of Quality Assurance website: <http://www.ncqa.org/>.
- Foundations in Wisconsin: <http://www.wifoundations.org/>. Accessed with purchased account.
- Foundation Center website: <http://foundationcenter.org/>.