
FY 21 Community Health Team Annual Data Review

CARE TRANSFORMATION COLLABORATIVE OF R.I.

August 2021

Background

In FY 21, five Community Health Teams (CHTs), supported by CTC-RI, collected a common set of aggregate level measures that report on key team activities.

This data summary presents data for FY 21. In order to provide a point of comparison, when applicable, FY 20 data is provided for some measures.

Staffing levels for each CHT vary, therefore, not all measures are comparable.

Client level outcome measures are prepared by URI. Data including the last quarter of FY 21 will be available soon.

FY 21 Highlights

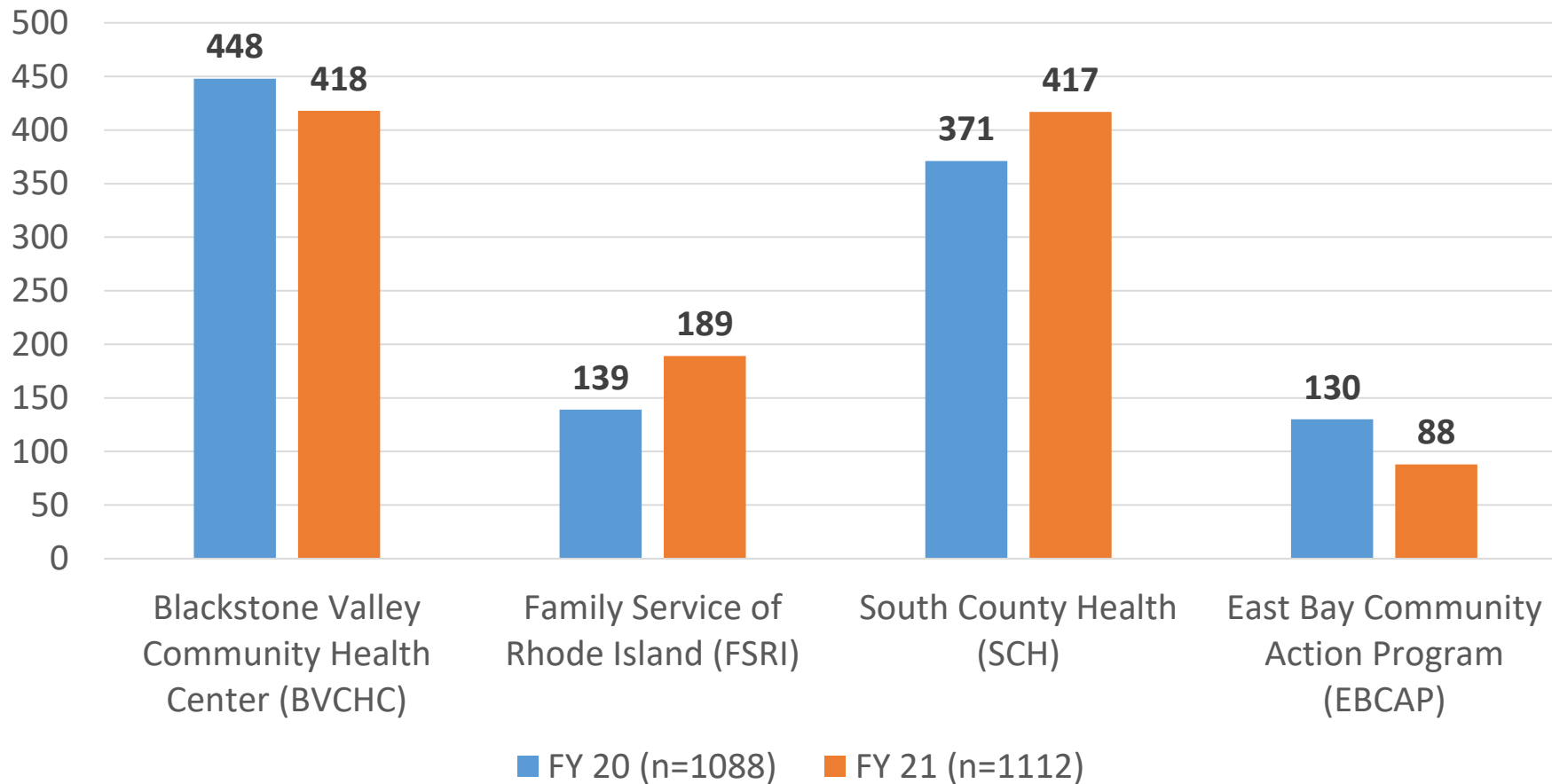
12 months of
successful operations
during COVID-19

\$25K CARES Act
funding to directly
support clients needs

Over 3,000 clients
served with over
18,000 contacts

Over 1000 referrals
from 50+ sites

Figure 1: # of CHT Referrals



Take Aways:

- 1,112 CHT Referrals in FY 21
- Referrals to CHTs were consistent FY 20 to FY 21
- SCH and FSRI saw increases in the number of referrals

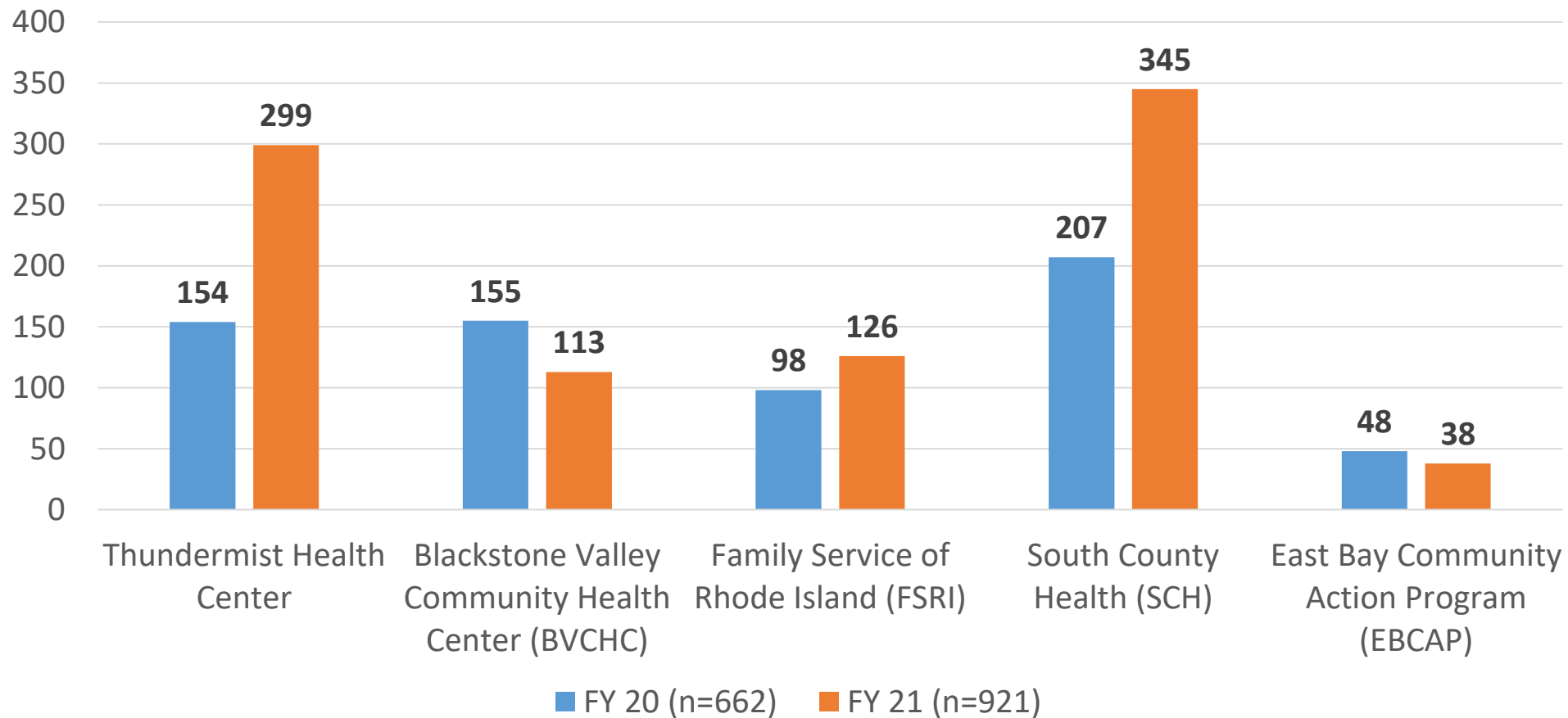
Referral Sources

Community Health Team	Number of Referral Sources FY 21
Thundermist Health Center	2
Blackstone Valley Community Health Center	4
Family Service of RI	20
South County Health	23
East Bay Community Action Program	3
Total:	52



Practice Group	Number of Referral Sources	Number of referrals
Coastal Medical	7	80
South County Medical Group	4	93
Brown Medicine	4	60
First Connections/Early Intervention	3	23

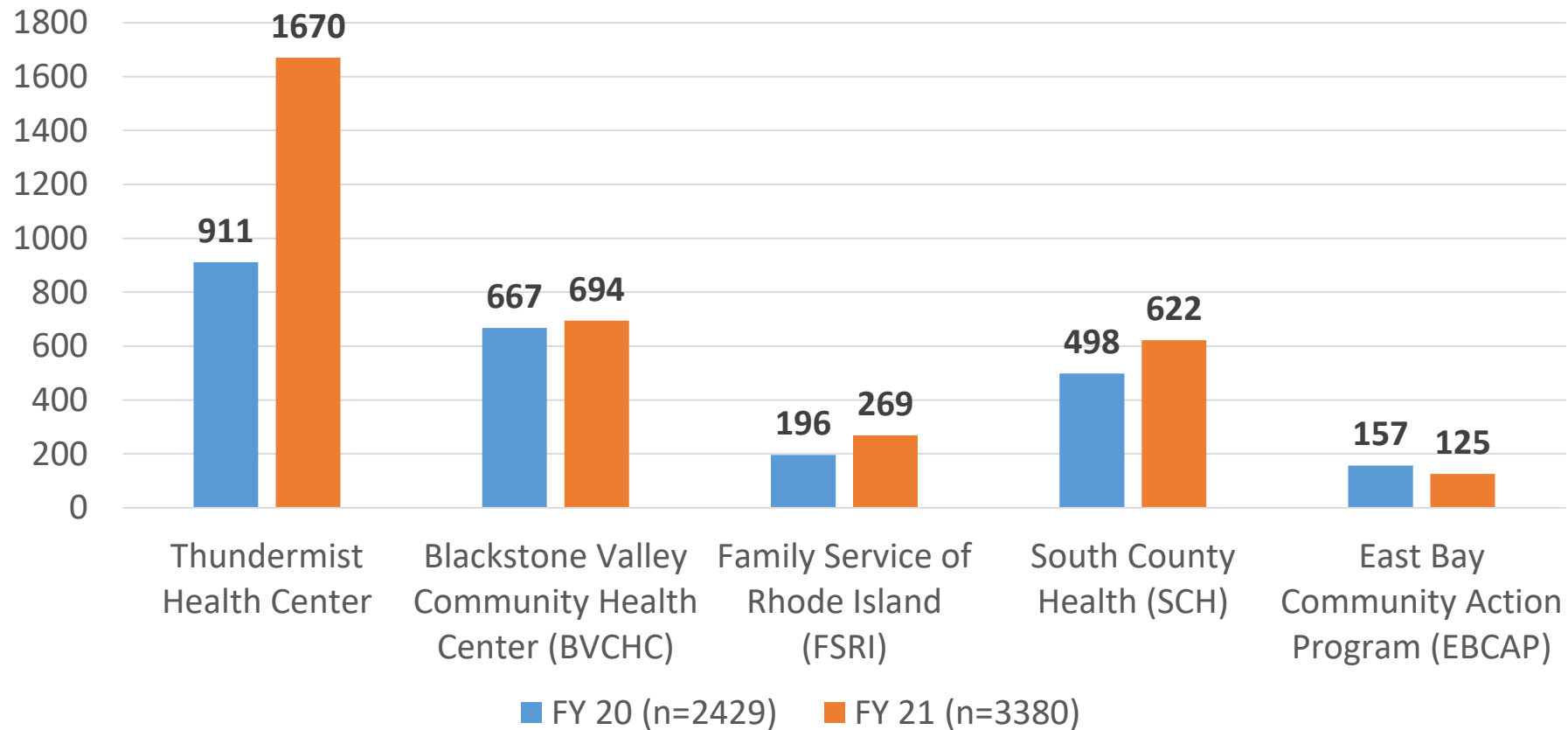
Figure 2: # of new CHT Intakes



Take Aways:

- 921 new CHT clients served in FY 21, increase of 28% from FY 20
- SCH and FSRI saw increases in the number of intakes

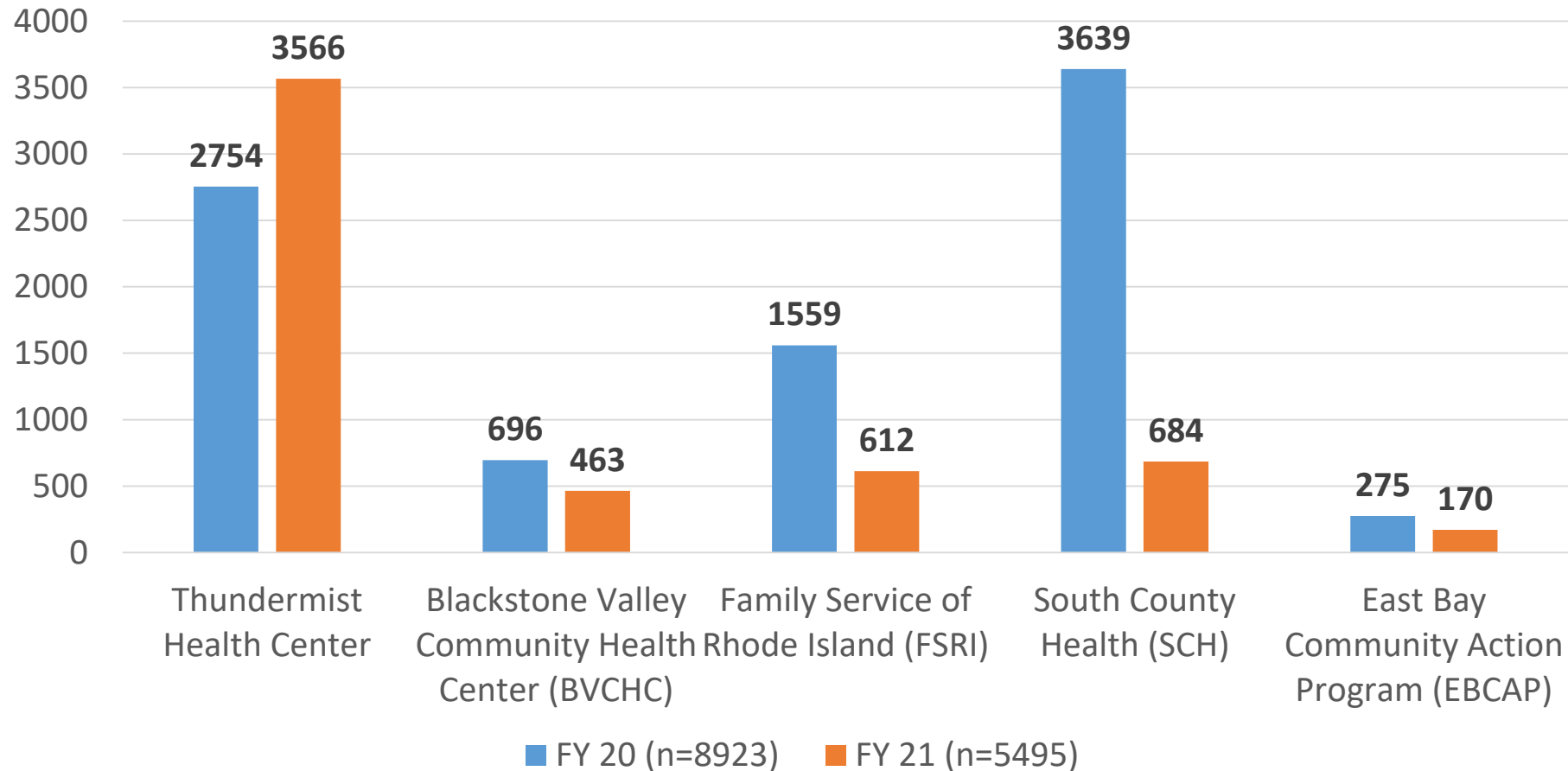
Figure 3: # of CHT Patients Served



Take Aways:

- 3,380 clients were served by CHTs in FY 21, a 28% increase over FY 20
- 4 out of 5 saw increases in clients served over the last year

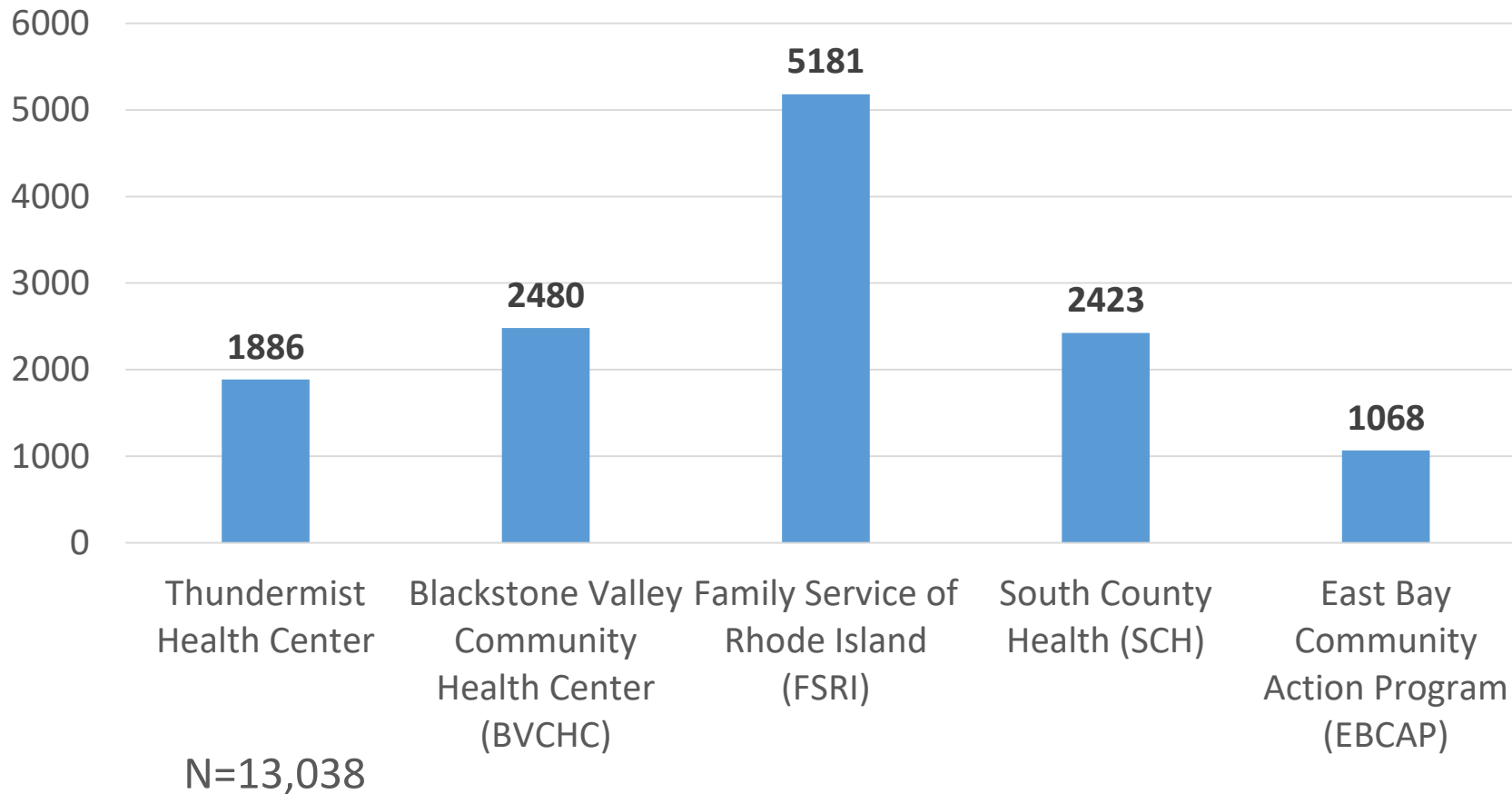
Figure 4: Total # of Face to Face Visits



Take Aways:

- COVID 19 protocols impacted the # of F2F visits (40% decrease)
- However, Thundermist was able to increase F2F visits

Figure 5: # Telephonic Interactions

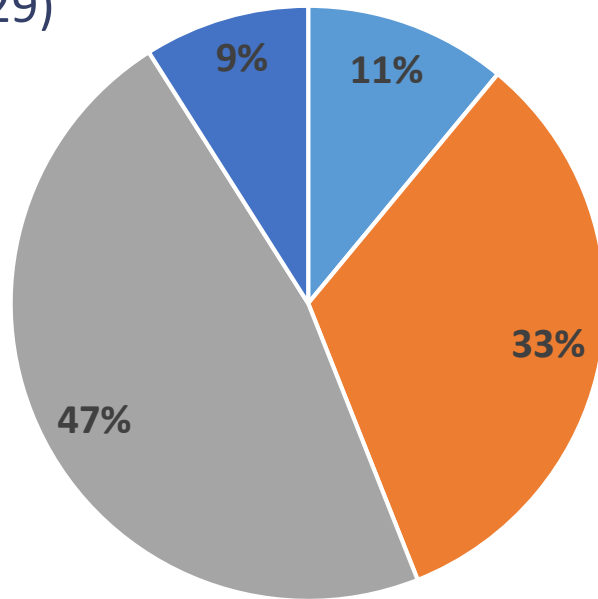


Take Aways:

- We collected # of telephone interactions for the first time in FY 21
- CHT clients had over 13,000 telephone contacts

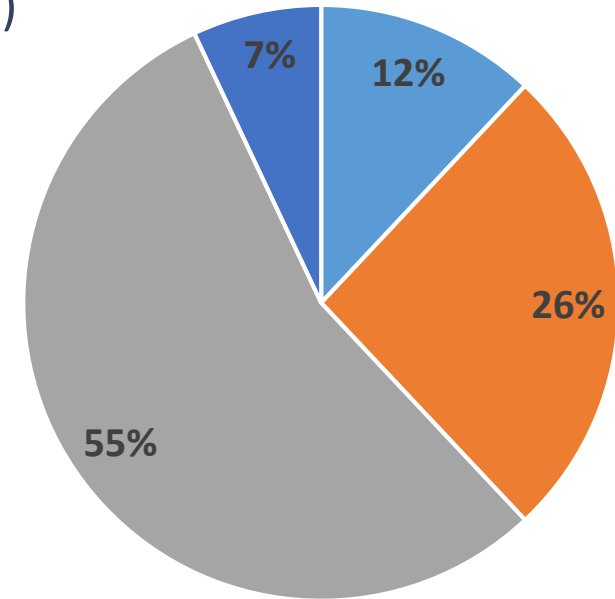
Figure 6: Clients Served by Insurance Type (across all teams)

FY 20 (N=2429)



- Commercial
- Medicare
- Medicaid
- Tri-care Veterans
- No Insurance
- Unknown

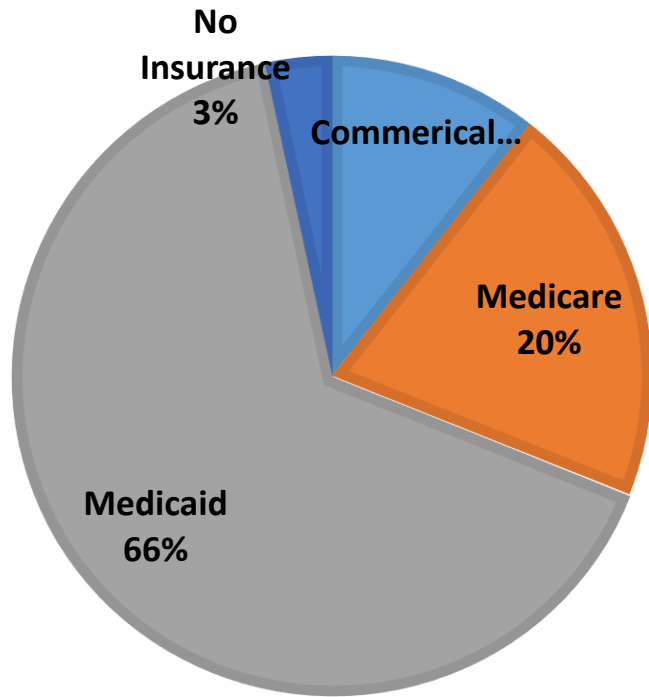
FY 21 (N= 3380)



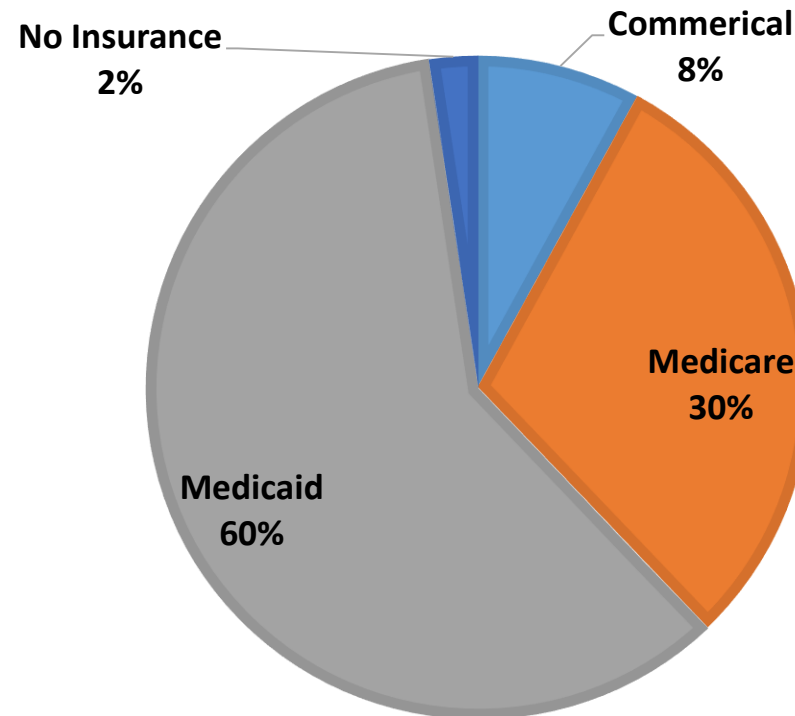
- Commercial
- Medicare
- Medicaid
- Tri-care Veterans
- No Insurance
- Unknown

Figure 7: Clients Served by Insurance Type (FQHCs)

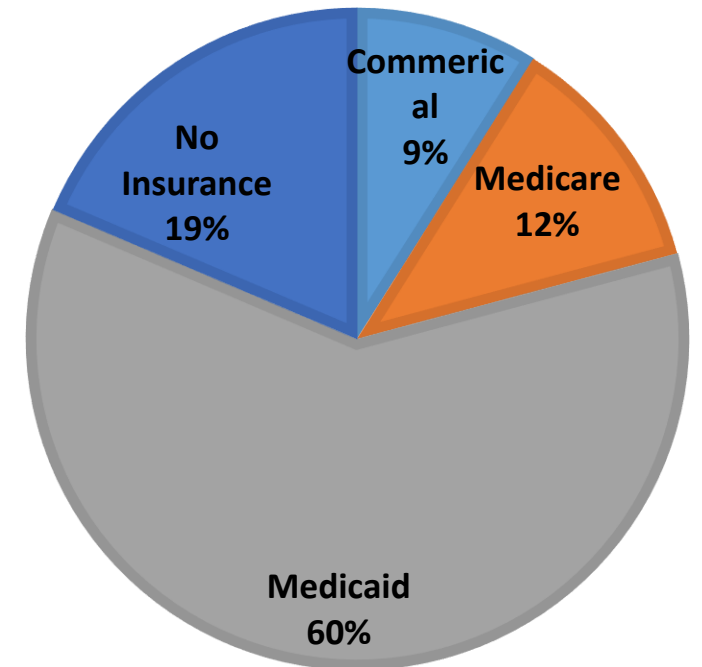
■ Commerical
 ■ Medicare
 ■ Medicaid
 ■ TriCare/Verterans
 ■ No Insurance
 ■ Unknown



TMIST



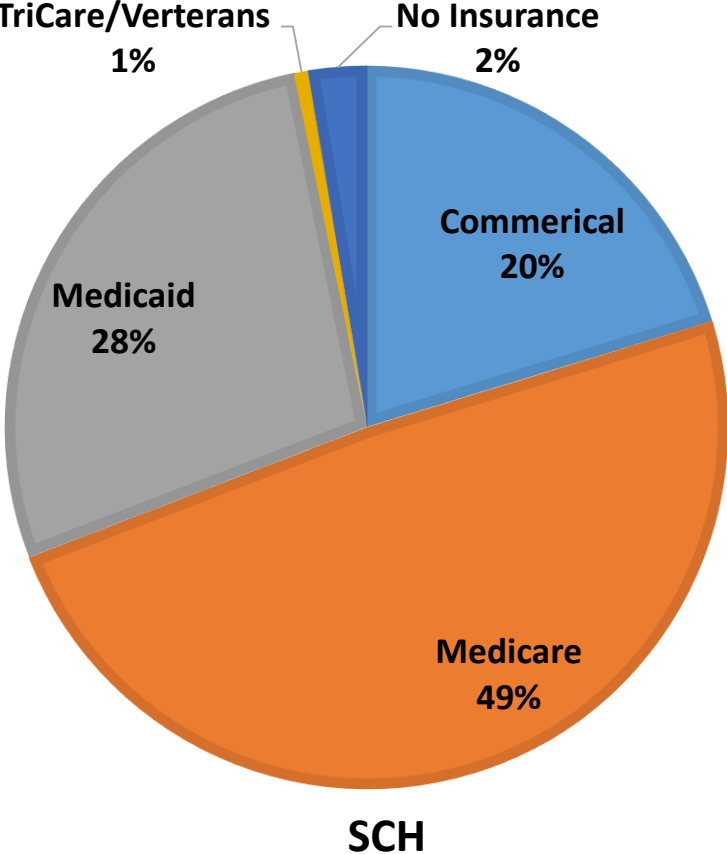
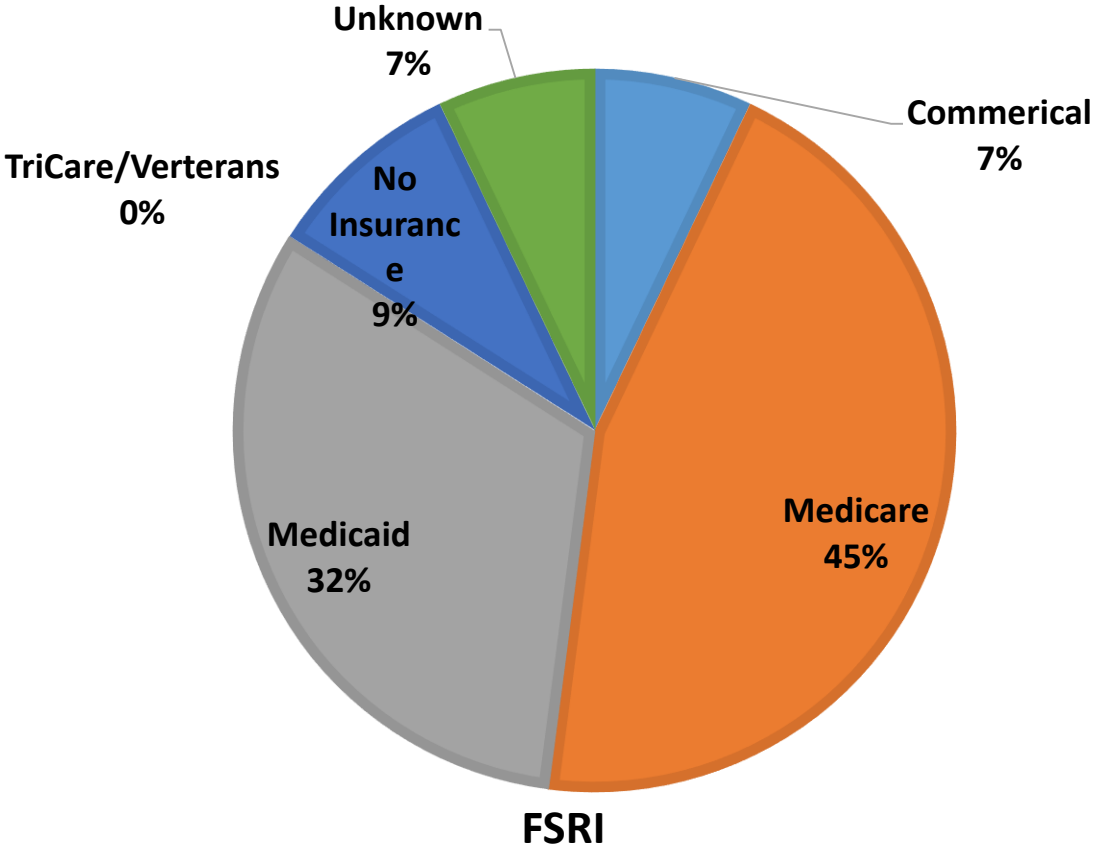
EBCAP



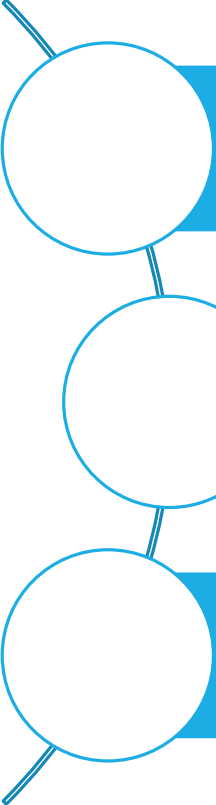
BVCHC

Figure 9: Annual Served by Insurance Type (Community based teams)

Commerical Medicare Medicaid TriCare/Verterans No Insurance Unknown



FY 21 CHT Data Take Aways



CHTs served more clients in FY 21, despite the COVID-19 pandemic. Staff were able to serve clients effectively, utilizing phone, texting and video calls, and adapting workflows as necessary.

Over 50 sources made referrals to CHTs. This includes 23 referrals to serve the whole family that initiated from First Connections and Early Intervention programs.

Payer makeup per team varies. The large proportion of Medicare clients (about 50%) served by FSRI and SCH indicate the need for a payment strategy that is able to cover those clients.