CUHCC’s Urban Health Model

**OUR PATIENTS**
CUHCC’s patients represent at least 12 different racial/ethnic groups and speak dozens of languages. Approximately one-third of CUHCC’s patients have limited English proficiency. Of the patients who reported their income, 70 percent have incomes at or below the federal poverty guidelines. The charts below illustrate the poverty and diversity of CUHCC’s patients.

Communities of color, immigrants, and refugees in CUHCC’s service area experience a myriad of socio-economic barriers to care such as cultural and language differences, lack of transportation, lack of insurance and money to purchase medications, mental health conditions, inadequate levels of education, and more. CUHCC’s patients experience the highest prevalence of chronic disease and burden of illness in Minnesota due to this confluence of poverty, cultural barriers, race, and co-morbid medical, dental, and mental health diagnoses.

**THE URBAN HEALTH MODEL**
To address the health, cultural, and psychosocial needs of our patients, CUHCC has developed a unique patient-centered model that ensures access to our culturally competent, integrated health services with care coordination, social work, and other enabling services. The model is bolstered with interprofessional care teams, sophisticated data analytics, and systematic quality improvement initiatives.
**Access to Care**
CUHCC ensures that no one is refused service due to finances. Bilingual Patient Service Representatives assist patients applying for CUHCC’s sliding fee program, MNSure and other public programs.

**Integrated Services**
CUHCC provides a full range of medical, dental, mental health, and psychiatry services all in one location. CUHCC patients can access any of these services through any door – examples include: dental patients being introduced to psychiatrists; children getting well-child care are also seen by our dental therapist.

**Culturally Competent, Patient-Centered Care**
CUHCC is well known for its cultural competence and its ability to serve people who do not speak English or have other cultural barriers to care.

- **Language Access**: Services are provided in seven languages. Interpreters are on staff and able to immediately provide service to patients with language barriers.
- **Culturally Appropriate Care**: CUHCC carefully crafts its services to meet the needs of people from various backgrounds and cultures. An example is our nurse midwives who provide prenatal care to women from cultures where only females are acceptable as providers.
- **Commitment to a Diverse Workforce**: CUHCC hires staff and health care providers from the cultural communities we serve. Today 54% of our 160 faculty and staff reflect the communities we serve: 22% are Southeast Asian, 17% are Black/African, 11% are Latino, and 1% is American Indian. Fifty four percent of our staff is proficient in the languages spoken by our patients.

**Care Coordination**
CUHCC provides extensive, multi-layered care coordination to a large number of patients with complex health needs or conditions as well as for all children and families. Care coordination is radically improving patient outcomes as it addresses the underlying needs and barriers to health.

**Social and Enabling Services**
CUHCC recognizes that health and well-being are inextricably linked to a person’s social and economic conditions. We are working to change the equation that being poor means being in poor health. That is why we offer many social services to help and empower patients who struggle with a barrier to health or health care. Services include social work, chemical dependency assessment and brief therapy, legal services, advocacy for sexual/domestic violence, pharmacy medication management, case management, and community stabilization, and skill-based recovery services.

**Quality Improvement and Data Driven Innovation**
As the founding member of the Federal Urban HealthCare Network (FUHN), CUHCC uses sophisticated data analytics to help manage care, improve quality, and reduce costs. This high-touch, high-tech approach is improving our patients’ health and is helping CUHCC to achieve the “Triple Aim” of reducing the cost of care, improving patient health, and satisfaction.