

Sustainability of CHW Programs:

The LBU Community Clinic experience

**Leonor Marquez, CEO
LBU Community Clinic**



May 2022

LBU Community Clinic

- Incorporated in 1971 as a 501(c)3 nonprofit organization
- Governed by a patient-majority Board of Directors
- By the end of 2022, LBU will have **6 clinics**
- 280 employees, including 40 physicians and clinicians, and **10 Community Health Workers**
- Accredited by The Joint Commission



LBU Community Clinic

Today: 5 facilities in Dallas, all located in underserved communities



809 Singleton Blvd., Dallas, Texas 75212



5787 S. Hampton Rd,
Dallas, Texas 75232



1283 Record Crossing, Dallas, Texas 75235 (WIC)



3111 Sylvan Ave. Dallas, Texas 75212



4732 W. Illinois Ave., Dallas, Texas 75211

LBU Community Clinic

- Primary care for all ages
- Sick care, wellness care, immunizations
- Chronic Disease Management
- Prenatal care
- Dental
- Behavioral health
- Optometry
- Podiatry
- Diet and nutrition counseling
- Laboratory, Pharmacy
- WIC program



LBU Community Clinic

Medical, Dental, WIC service lines

Calendar Year 2021

86,000 Visits

344 doctor/patient visits per day

29,000 Customers

48% Pediatric Patients

52% Adult Patients



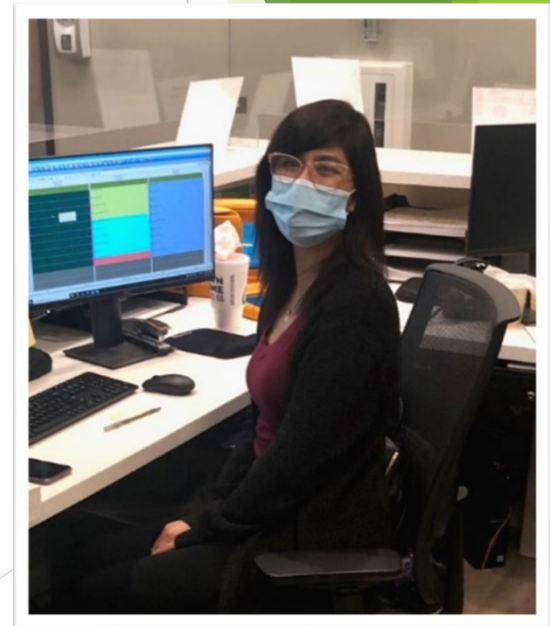
LBU Community Clinic

- 92% Latino patient population (est.)
- 1,300 infant deliveries each year (est.)
- 58% of our patients do not have health insurance
- 90% of our patients are low income (est.)



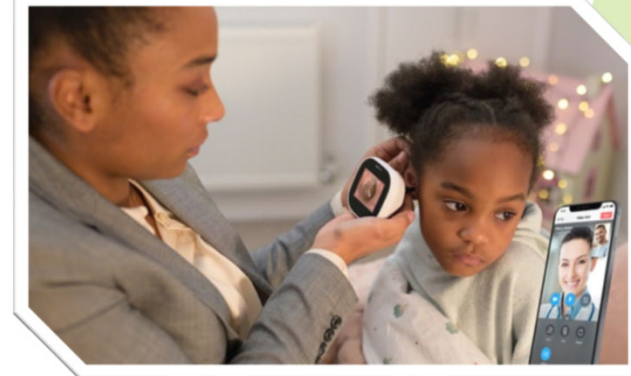
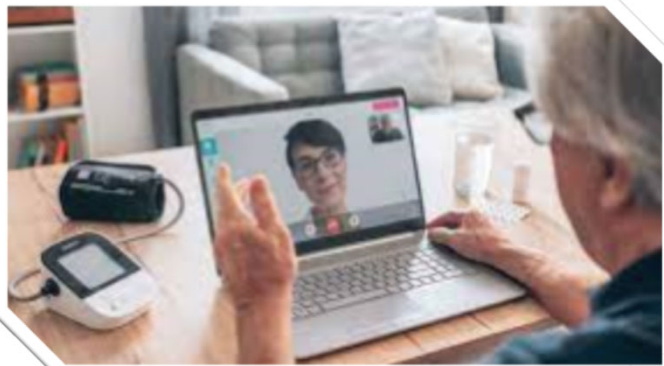
CHWs at LBU Community Clinic

- Essential part of the medical team: collaborative relationship with the physician, medical assistants, RN, and business staff
- Develop a relationship with the patient and family, often serve as a liaison between the care team and patient
- Provide curriculum-based training to patients:
 - **Pediatric**: newborn care, asthma management
 - **Adults**: diabetes support, hypertension
 - **Prenatal care**: Centering Pregnancy® virtual groups



CHWs at LBU Community Clinic

- Deploy medical and tech equipment and apps to patients:
 - TytoCare™ handheld devices which allow for remote medical exams
 - Nebulizers, peak flow meters, pulse oximeters, iPads
 - Blood pressure devices allowing for remote patient management



Sustainability: Funding CHWs and their work

- Private grants: usually for program startups, but always with an eye for sustainability
- Government grants: federal and state
- Quality: Pay for Performance
- Workflows and volume: strengthen the family's relationship with the health care team



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Supporting CHWs: Nurturing a Career at LBU

- 10 Community Health Workers led by a CHW
- CHW Team meetings, huddles, one on one support
- Training and development
- Tuition reimbursement

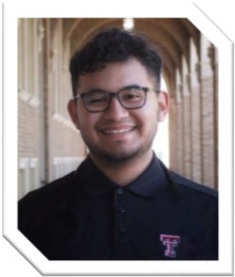


Supporting CHWs: Nurturing a Career at LBU

- Encourage work-life balance, celebrate successes, fun days (Cowboys, Mavs jersey days)
- Recognition for a job well done
-and of course, engage with *The DFW-CHW Association!*



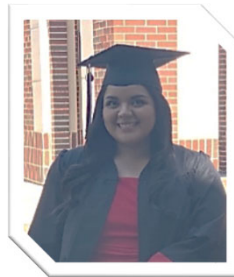
Thank you, Community Health Workers!



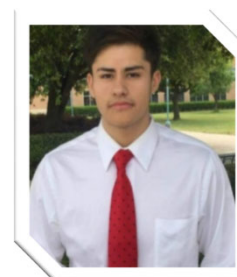
Angel Barron, B.S., CCHW



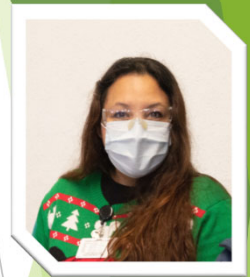
Roxana Macias, B.S., CCHW



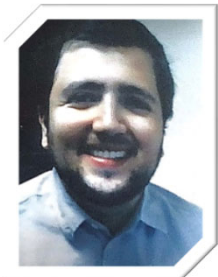
Karla Zambrano-Garcia, B.S., CCHW



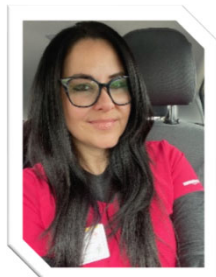
David Hernandez-Martinez, B.S., CCHW



Pamela Rodriguez, CCHW



Randy Roper, B.S., CHW



Marilyn Rodriguez, B.S., CHW



Cecilia Esquivel, CHW



Ana Gurrola, M.B.E, CCHW

You are making a difference in our community.