

# Philadelphia Department of Public Health

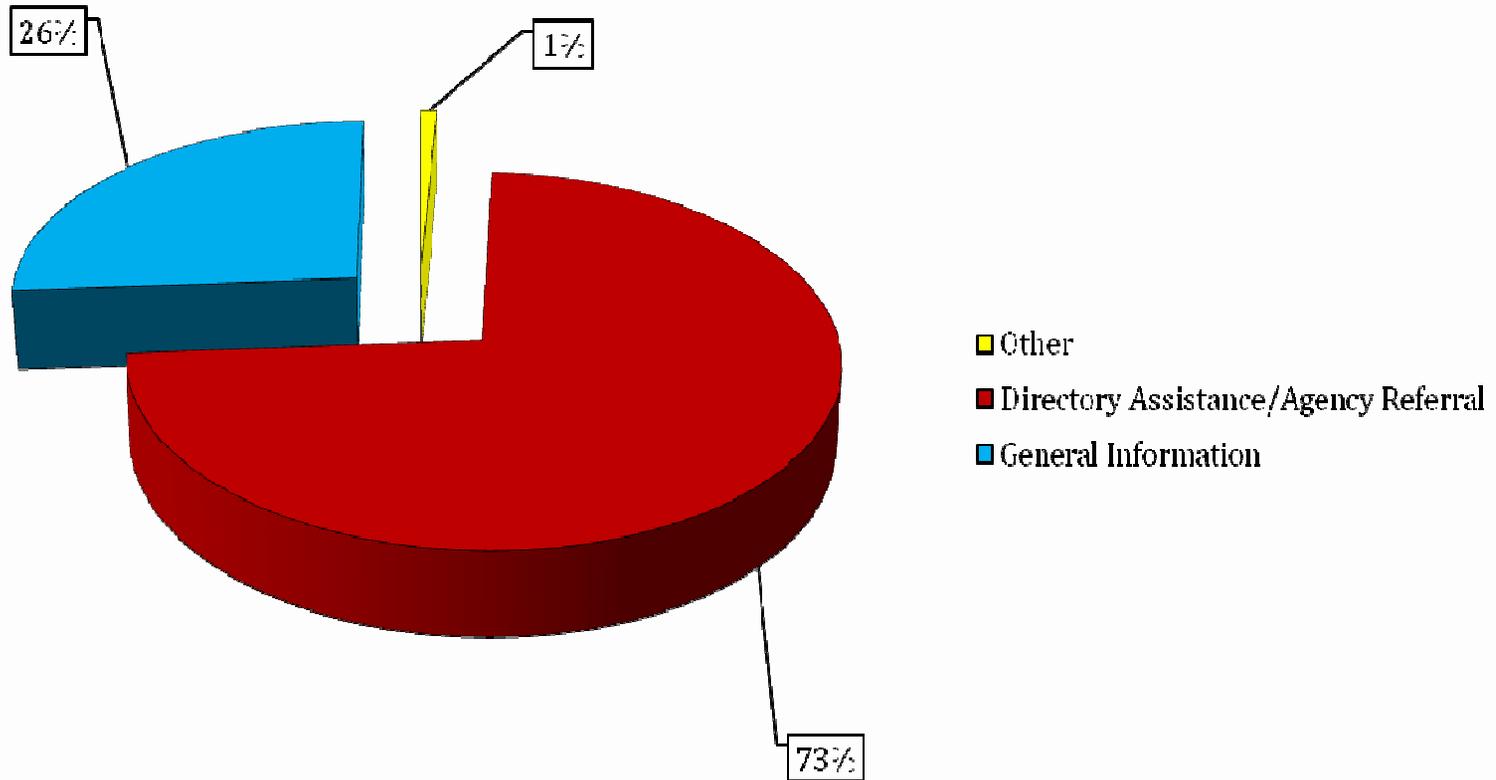
**Donald F. Schwarz, MD, MPH**

**Health Commissioner**

April 8, 2009

- Overview
  - Dept of Public Health 311 update
  - Health Centers
    - Visit volume
    - New patient wait times
    - Pharmacy turn around time
    - Staffing
  - Budgetary Strategies FY10
    - First party billing
    - Pharmacy restrictions
    - Laboratory utilization

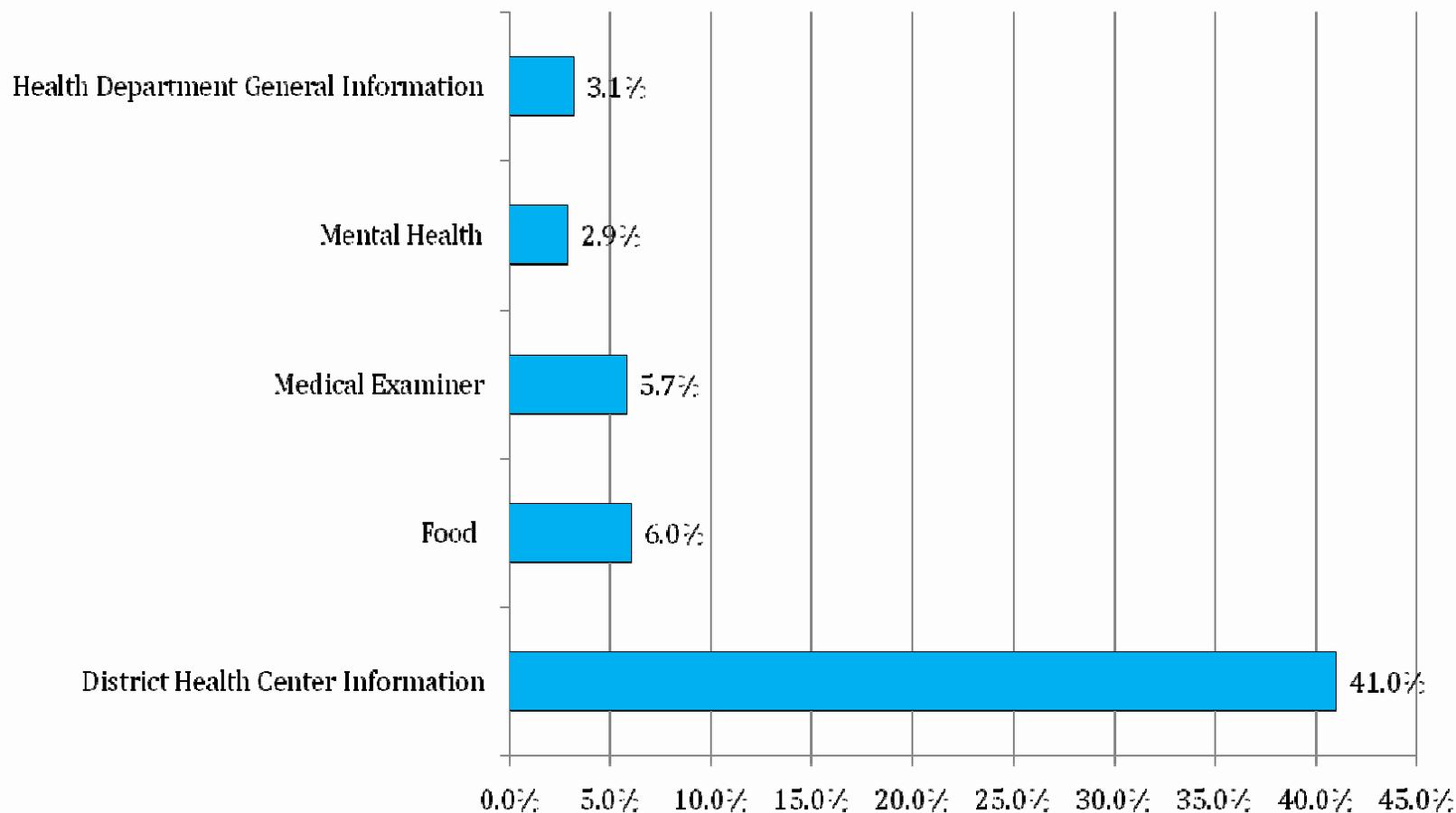
# Department of Public Health Calls to 3-1-1\* March 2009 - By Resolution to Contact



\* 383 total calls in the month of March



# Department of Public Health Calls to 3-1-1\* March 2009 – Top 5 Reasons for Calls

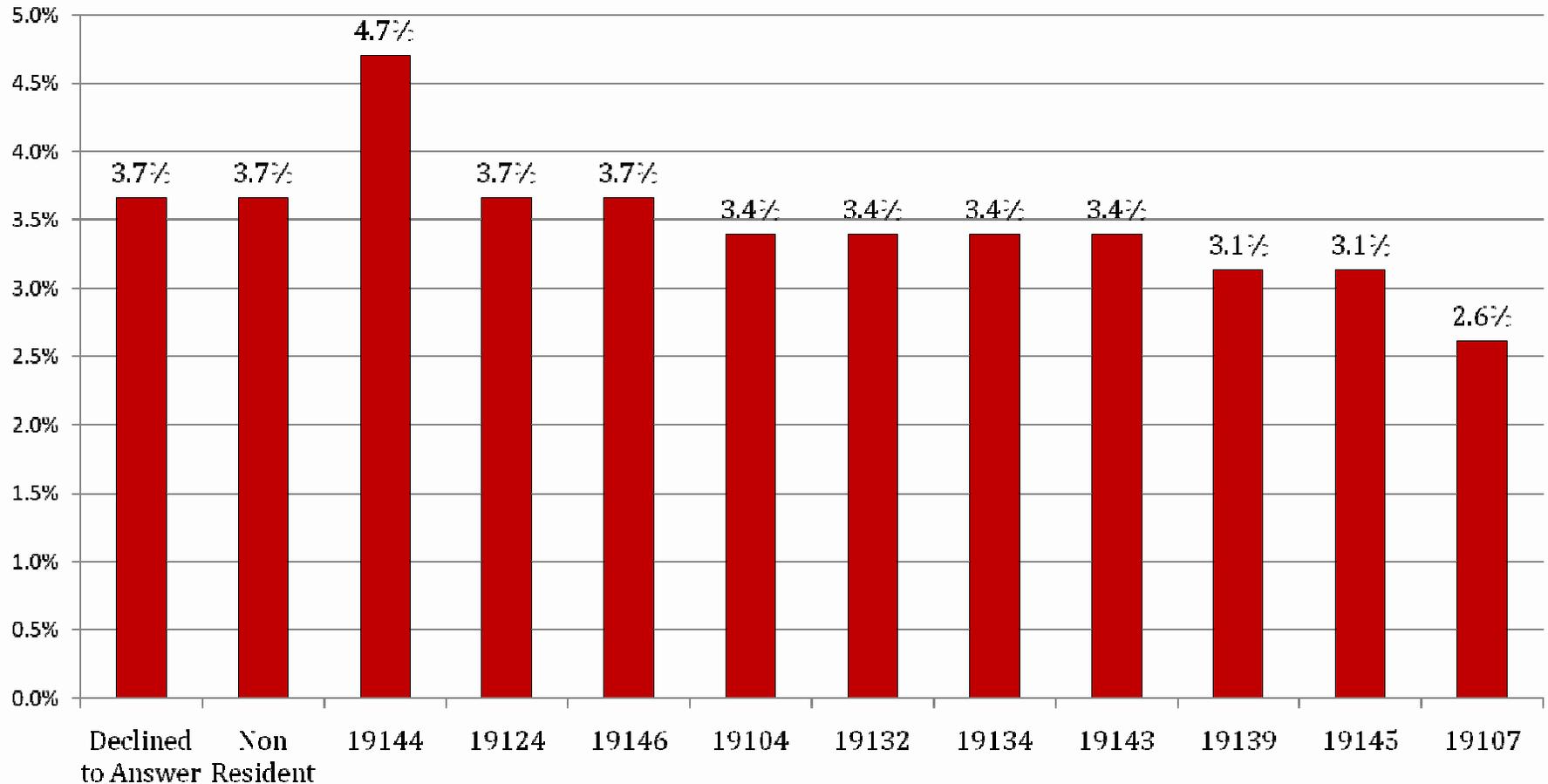


*\* 383 total calls in the month of March*



# Department of Public Health Calls to 3-1-1\*

## March 2009 - Top Ten Zip codes

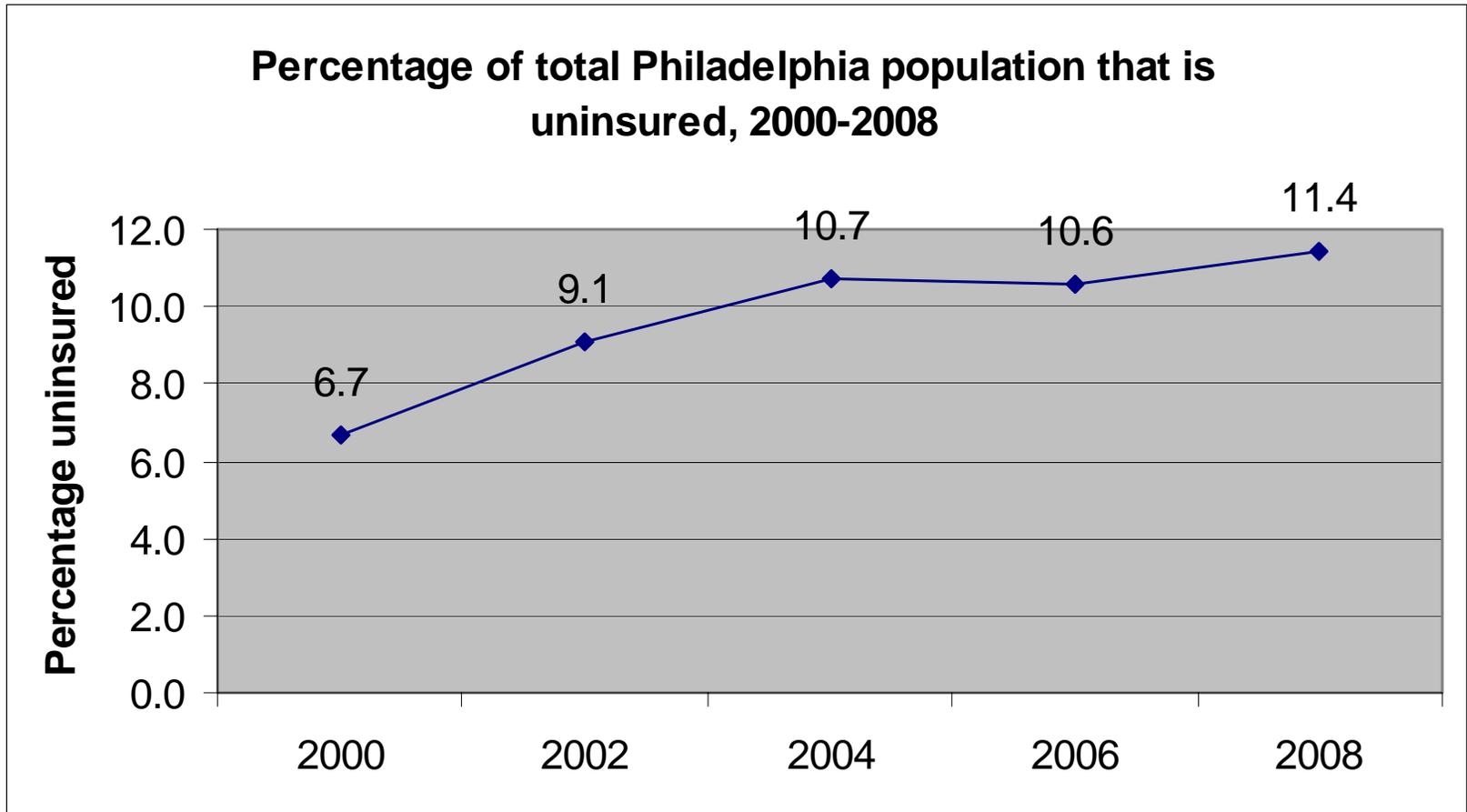


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# AMBULATORY HEALTH

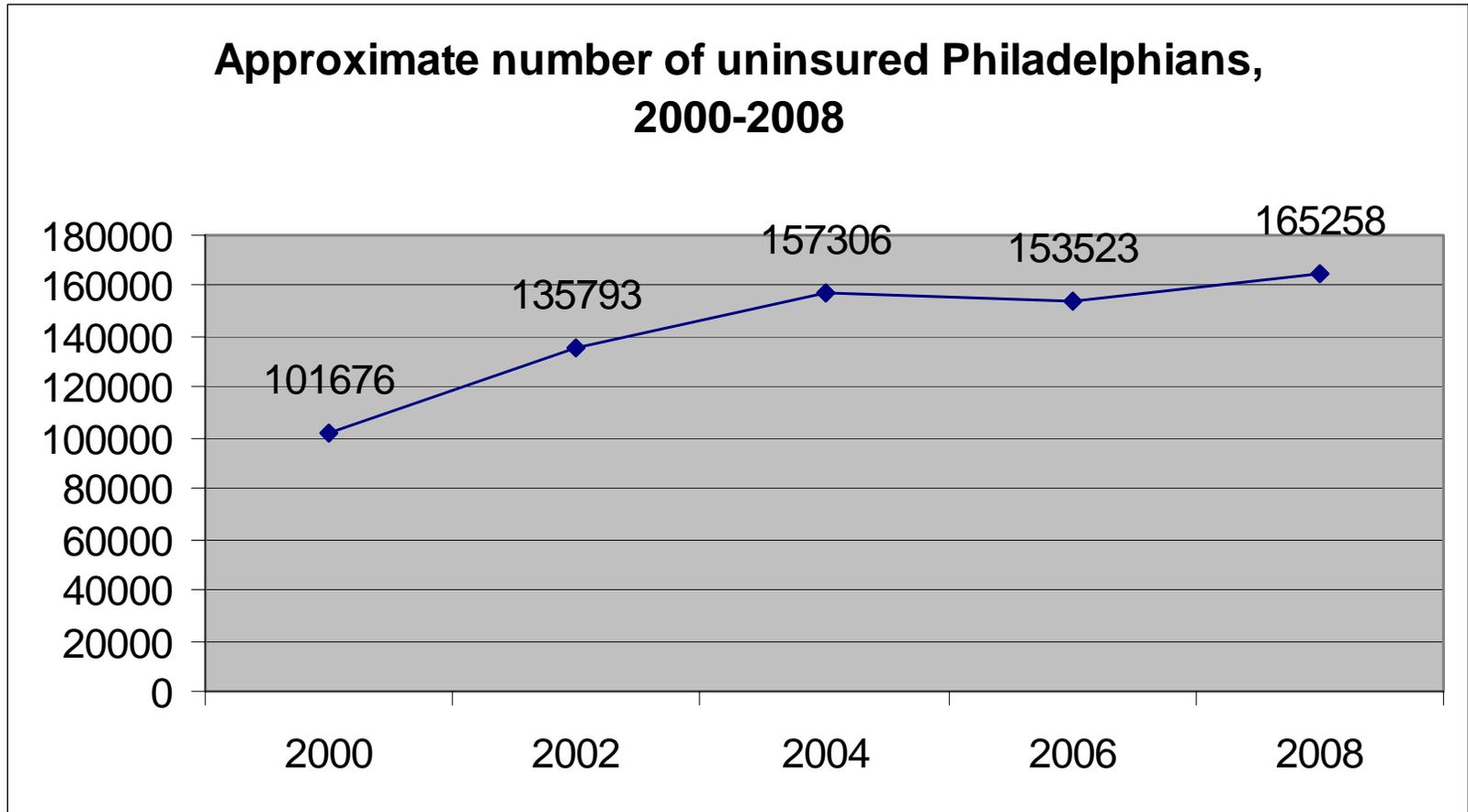
## City Health Centers

# Uninsurance over time in Philadelphia



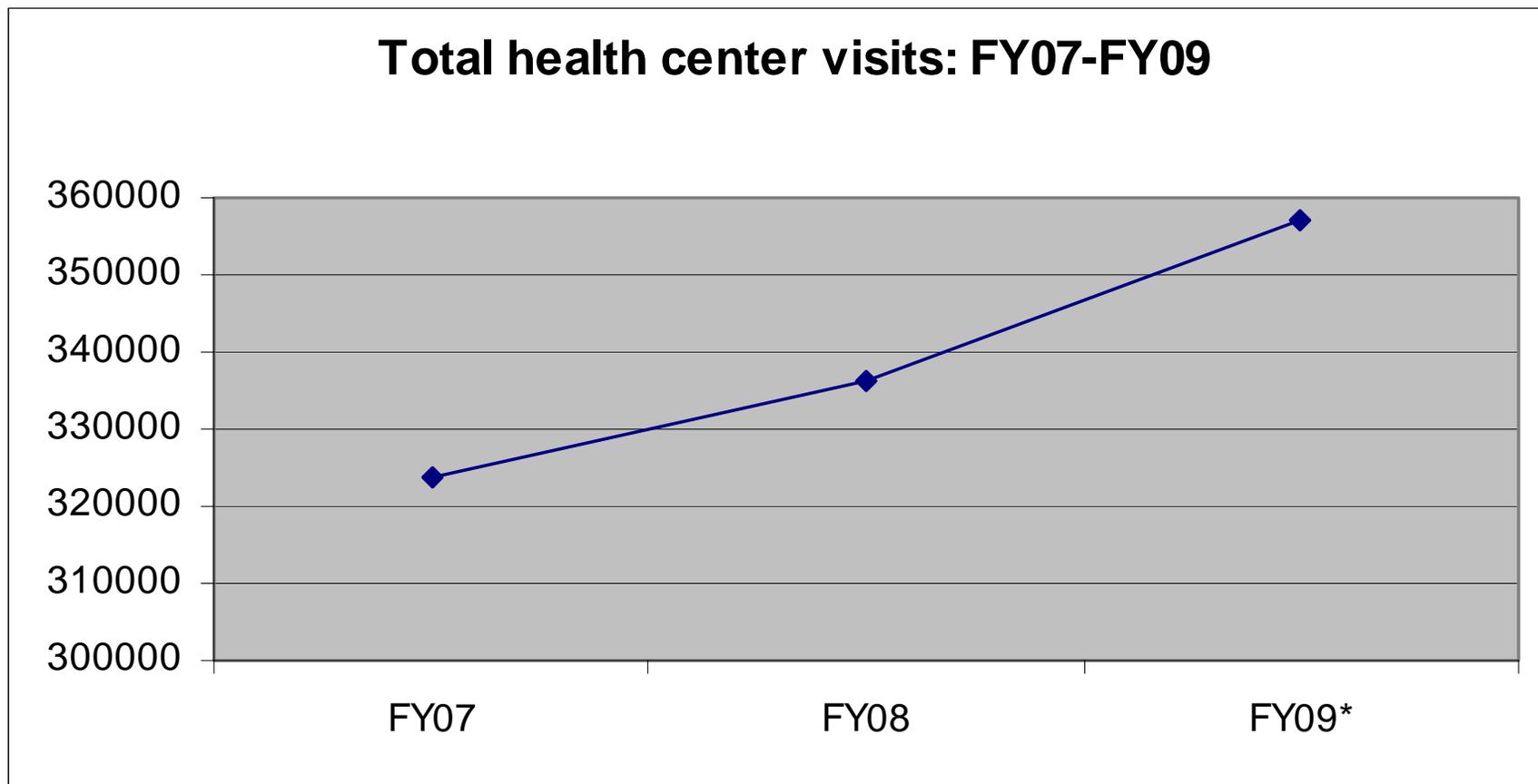
\*PHMC Household Health Survey

# Uninsurance over time in Philadelphia



\*PHMC Household Health Survey

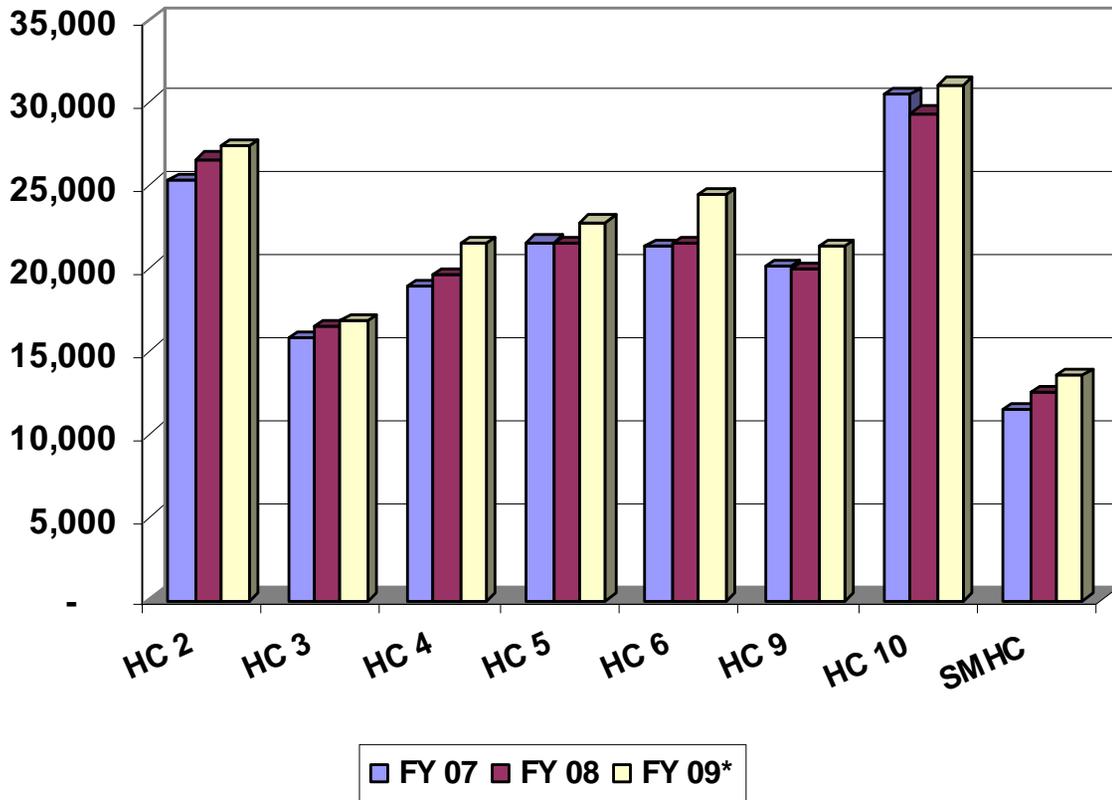
# Total visits per fiscal year



\*FY09 data are extrapolated from first 6 months and are adjusted for active renovations at HC3

# Visits, FY07-FY09 (Jul-Dec)

AHS - First Six Months Visits by Health Center



•FY07- 164,791



1.5% increase

•FY08- 167,209



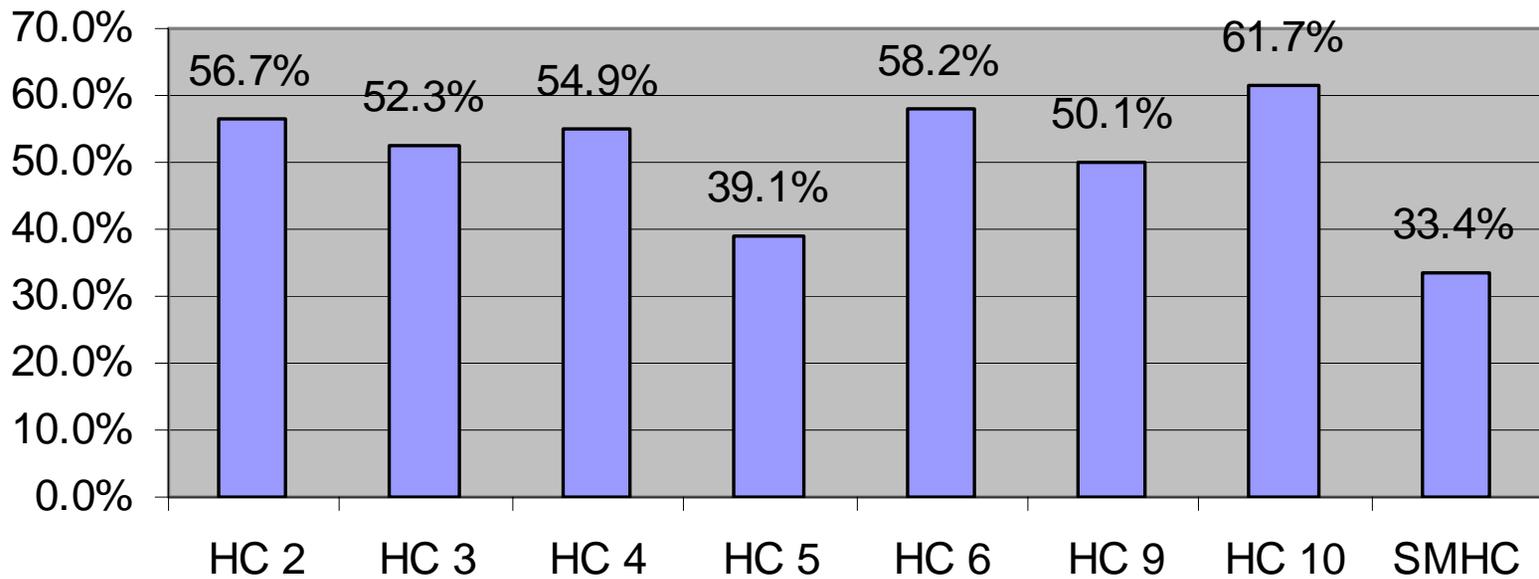
6.8% increase

•FY09- 178,619\*

\*FY09 data are adjusted for active renovations at HC3

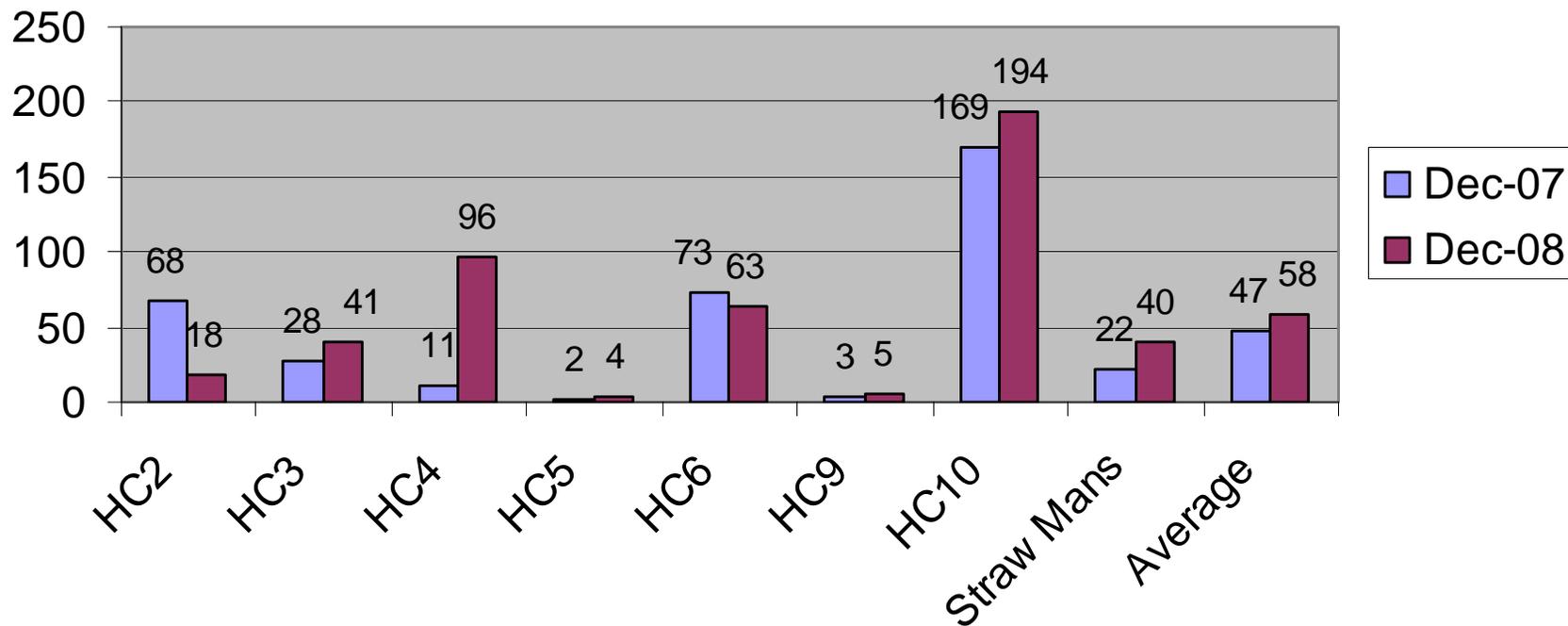
# Uninsurance, FY09 (Jul-Dec)

Percentage of visits that are by uninsured patients:  
FY09

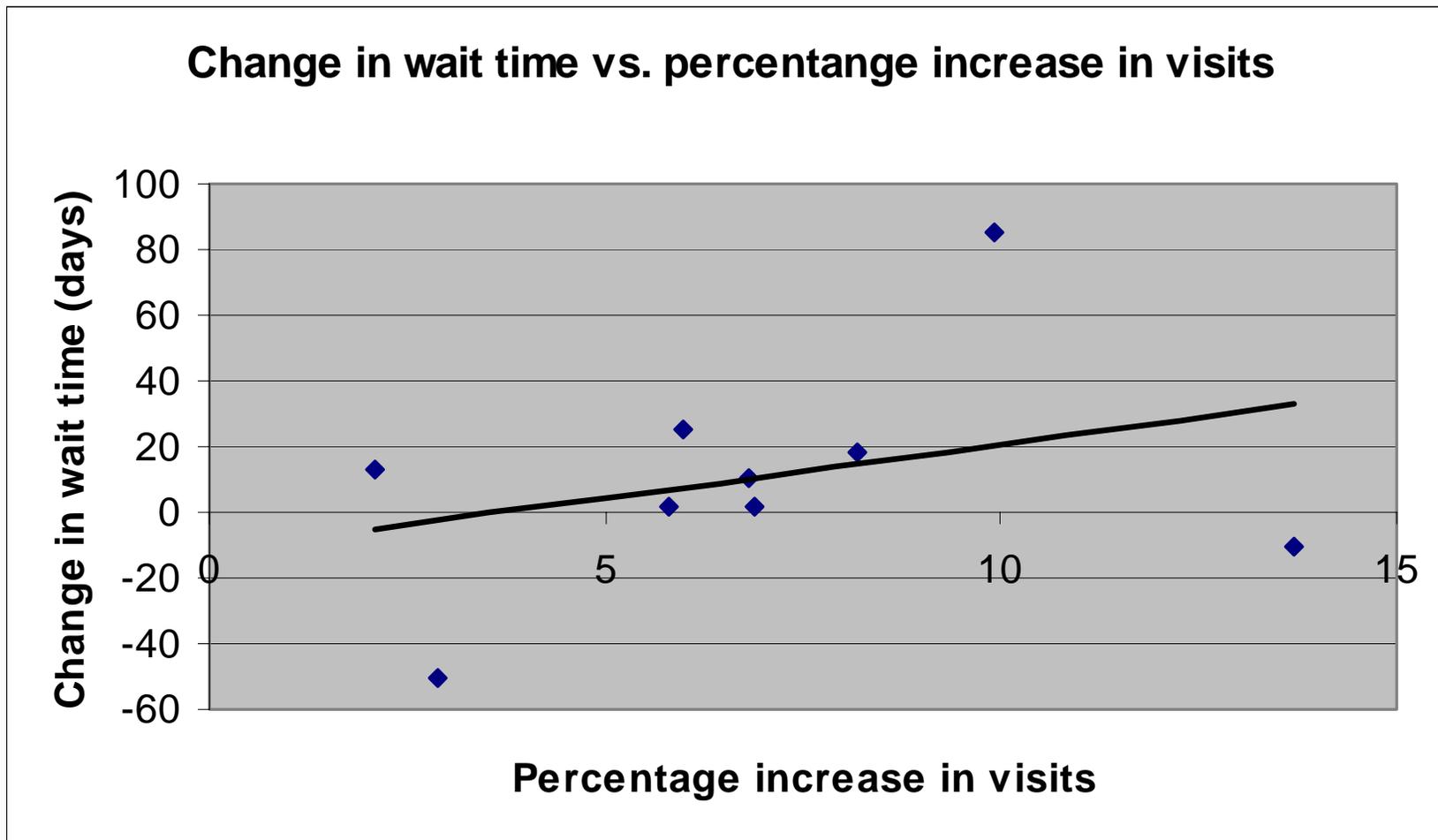


# Wait times: 12/07 vs. 12/08

## Average wait time for new adult patient appointment (days)



# Are increased wait times due to increased demand?



# Pharmacy Pick-up Time

	April 2008	April 2009
Health Center 2	2 days	2 days
Health Center 3	2 days	1 day
Health Center 4	1 day	2 days
Health Center 5	1 day	2 days
Health Center 6	3 days	2 days
Health Center 9	2 days	2 days
Health Center 10	2 days	1 days
SMHC	1 day	1 day

# Vacancies

	As of 5/08	As of 4/09 and projected thru FY09
Clerk-Typist I	9	9 (6,3)
Secretary	1	0
Com. Health Registered Nurse	12	2 (1,1)
Clerical Supervisor I	1	1
Dental Tech. Therapist	4	0
Pharmacist	2	0
Total	29	23*

\*FY09: 1 CRNP, 1 Health Care Coordinator, 1 radiographers, 2 Pharmacy Managers, 2 Science Technicians, 2 Medical Technologists, 1 Medical Care Clinical Director, 1 pediatrician

# Human Resources changes

- 2 additional recruitment staff
- Dedicated email address: [cityhealthjobs@phila.gov](mailto:cityhealthjobs@phila.gov) to receive resumes and streamline tracking
- Creation of “hard-to-fill” position electronic database
- Hiring bonuses on 8/15/08 for: Medical Technologist, Com, Health Registered Nurse, and Dentist I
- Advertising program
- Use of College Central Network System
- Establishment of Job/Career Fair Schedule

# Human Resources challenges

- Continued efforts to increase coordination with Office of Human Resources
- Improvements in certification of applicants
- Approvals of dual incumbency appointments with adequate justification
- Increased automation of application process
- Residency waivers recently approved for Pathologist, Assistant Medical Examiner, and Certified Registered Nurse Practitioner

- **First-party billing at Health Centers**
- **Pharmacy formulary restrictions at Health Centers**
- **Laboratory Utilization Committee**

- Sliding scale fee for uninsured patients
  - \$5-\$20 per visit based on income
  - Fee includes visit and any necessary labs, xrays
- Develop clear exception policy for those unable to pay
- Explore non-cash systems
- Implement by 10/1/09
- Evaluate effects on utilization and health outcomes
- FY10 revenue= \$766,500

# Pharmacy formulary restrictions

- No charge for prescription medications
- Eliminate over-the-counter medications
  - Except children's Tylenol
  
- Implement by 7/1/09
- FY10 revenue= \$1.5 million

# Laboratory Utilization Committee

- Purpose is to review clinical tests to ensure most efficient and economical option used by eliminating unneeded tests, reducing number of tests and substituting lower cost alternatives.
- Members including members of Ambulatory Health Services and the Department of Public Health Laboratory
- Goal: \$250,000 annual savings