



How Patient-Centered Outcomes Research Can Help the Nations Free Clinics

March 30, 2011



Agenda

- Welcome and Introductions
- Nicole Lamoureux, Executive Director of NAFC
- Dr. Carolyn Clancy, Director of AHRQ
- Dr. Karen Friday, Common Ground
- Panelists Discussion
- Questions



National Association of Free Clinics



Nicole Lamoureux
Executive Director



What is a Free Clinic?

“Free Clinics are volunteer-based, safety-net health care organizations that provide a range of medical, dental, pharmacy, and/or behavioral health services to economically disadvantaged individuals who are predominately uninsured. Free Clinics are 501(c)(3) tax-exempt organizations, or operate as a program component or affiliate of a 501(c)(3) organization. Entities that otherwise meet the above definition, but charge a nominal fee to patients, may still be considered Free Clinics provided essential services are delivered regardless of the patient’s ability to pay.”



History of Free Clinics

- Since the 1960s, free clinics have been serving America's working poor
- Free clinics are a community's response to a health care need in that area



What is the National Association of Free Clinics (NAFC)?

- The NAFC is the only nonprofit 501c(3) organization whose mission is solely focused on the issues and needs of the more than 1,200 free clinics and the people they serve in the United States
- **Mission:** To provide research, education and resources to promote, strengthen and advocate for member organizations and the communities they serve.
- Founded in 2001 and headquartered in Washington, D.C., the NAFC is an effective advocate for the issues and concerns of free clinics, their volunteer workforce of doctors, dentists, nurses, therapists, pharmacists, nurse practitioners, technicians and other health care professionals, and the patients served by free clinics in communities throughout the nation



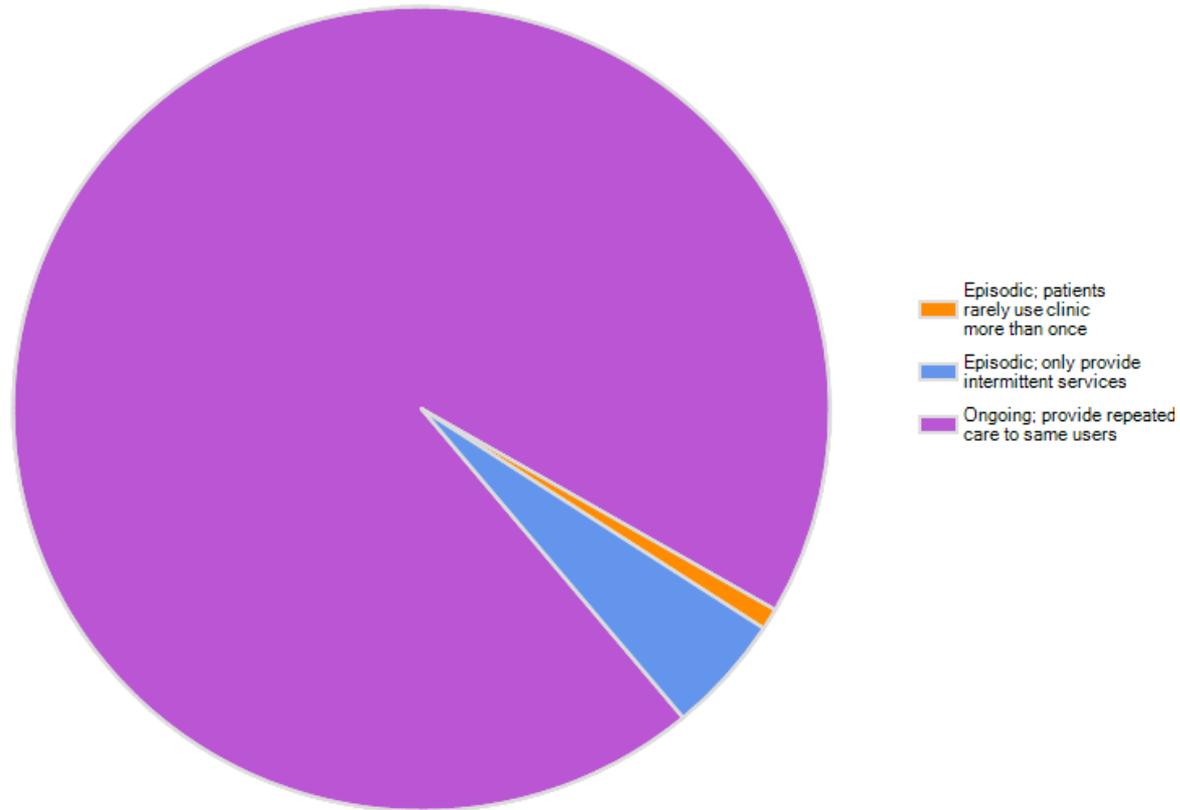
Free Clinics: Information

- Free clinics have seen a 40-50% increase in patient demand in the last two years
- Free clinics serve millions of patients each year
- Free clinics mobilize tens of thousands of volunteers
- For every \$1 donated to a free clinic, a minimum of \$5 in services is given
- 63% of free clinic patients come from a working household

Patients

- Free clinics serve their patient populations with little to no federal or state support
- Free clinics rely on donations of both funds and products to service their patients.
- Some free clinics may charge an administrative fee or sliding fee scale to their patients, but no patient is denied services if they can't pay

Frequency of Patient Visits



C.A.R.E. Clinics



C.A.R.E. Clinics (cont'd)



Working with AHRQ

- Partnership since 2010
- Supported C.A.R.E. Clinics
- Presented at the 2010 NAFC Annual Summit –
 - “Evidence Based Medicine in Our Free Clinics – Comparative Effectiveness Research and the AHRQ Effective Health Care Program””
- Currently exploring a health outcomes project with North Carolina NAFC clinics



Questions?

Contact:

Nicole Lamoureux

Kerry Thompson

NAFC Staff

1800 Diagonal Road Suite 600

Alexandria VA 22315

703-647-7427

NLamoureux@freeclinics.us

Kthompson@freeclinics.us



Delivering Patient-Centered Outcomes Research to the Nation's Free Clinics

Carolyn M. Clancy, MD
Director

Agency for Healthcare Research and Quality

March 30, 2011



Partnering with the National Association of Free Clinics (NAFC)

- New partnership began in 2010
- Supported NAFC C.A.R.E. Clinics
 - Washington, DC
 - New Orleans, LA
 - Charlotte, NC
- Participated in the NAFC Annual Summit (Cleveland, OH)
 - Session about the Effective Health Care program and application of patient-centered outcomes research in the free clinic



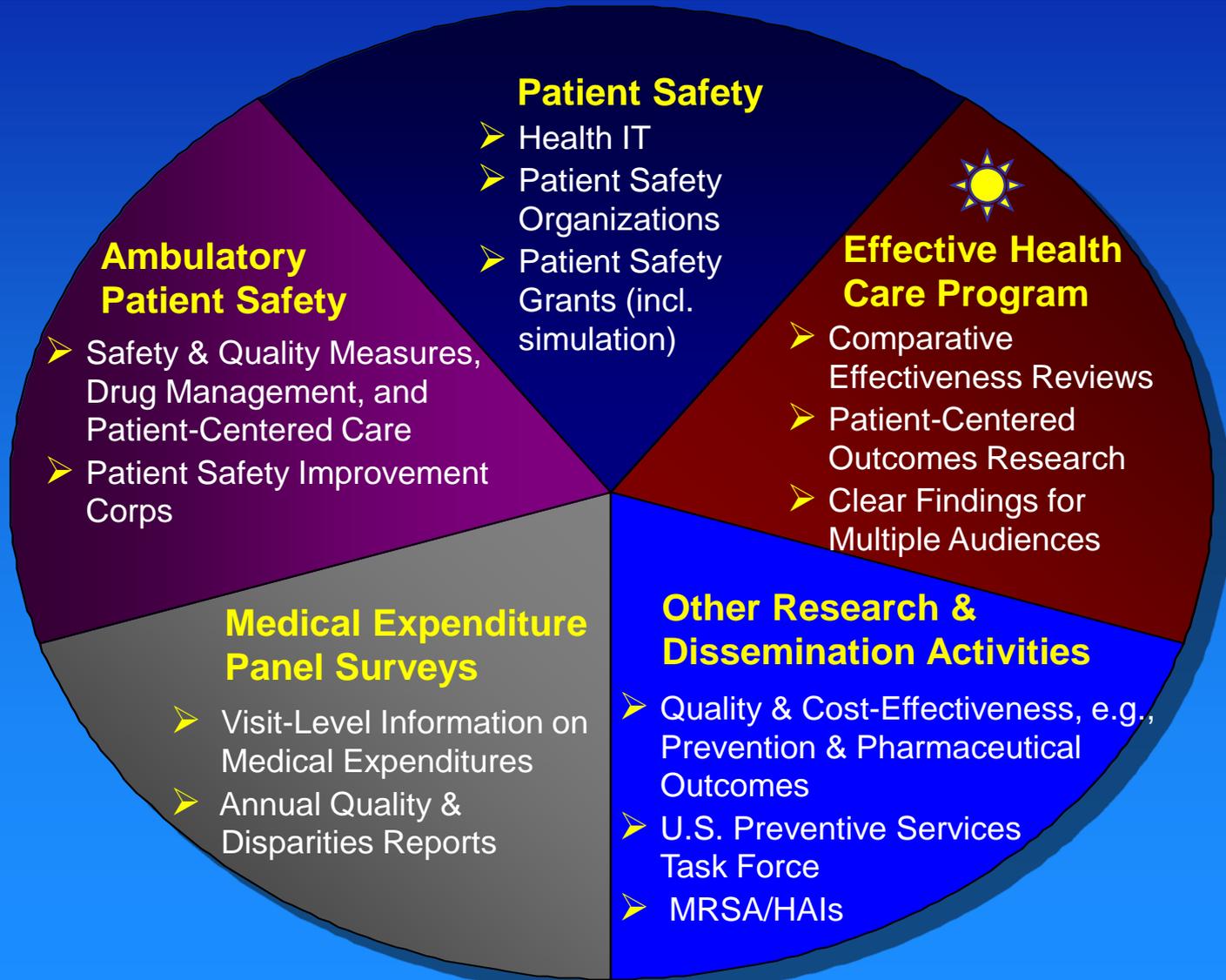
Agency for Healthcare Research and Quality (AHRQ)



AHRQ Director
Carolyn Clancy, MD

- **Mission:** To improve the quality, safety, efficiency, and effectiveness of health care for all Americans
- AHRQ supports research that helps people make more informed decisions and improves the quality of health care services
- **Research:** ~80 percent of AHRQ's budget is invested in grants and contracts focused on improving health care

AHRQ Priorities





The Effective Health Care Program

- Provides current, unbiased evidence on clinical effectiveness of health care interventions
- Focuses on patient-centered outcomes
- Helps consumers, providers, and policy-makers make informed choices
- Does not make treatment recommendations
- Long-term goal: Improve health care quality and patient health outcomes through informed decision making by patients, providers and policymakers

<http://www.effectivehealthcare.ahrq.gov>

What is PCOR?

- **Patient-Centered Outcomes Research (PCOR) compares different health care interventions for common conditions by rigorously evaluating existing scientific literature and generates new findings through scientific studies of different treatment and diagnostic interventions.**



Patient-Centered Outcomes Research Institute

- Created as part of the Affordable Care Act
 - Prohibits findings to be construed as mandates on practice guidelines or coverage decisions
 - Provides funding for AHRQ to disseminate research findings of the Institute and other Government-funded research
 - Training to build capacity for patient-centered outcomes research
 - Contains patient safeguards



Priority Conditions for the EHC Program

- Arthritis and non-traumatic joint disorders
- Cancer
- **Cardiovascular disease, including stroke and hypertension**
- Dementia, including Alzheimer Disease
- **Depression and other mental health disorders**
- Developmental delays, attention-deficit hyperactivity disorder, and autism
- **Diabetes Mellitus**
- Functional limitations and disability
- **Infectious diseases including HIV/AIDS**
- **Obesity**
- Peptic ulcer disease and dyspepsia
- Pregnancy including pre-term birth
- Pulmonary disease/Asthma
- **Substance abuse**



Knowing and Discussing Treatment Options

- AHRQ research shows that patients most want to receive information about their treatment options directly from their doctor
- Patient-centered outcomes research is valuable because it reviews alternative treatment options and presents them in an unbiased manner
- When both clinicians and consumers know and discuss the options, the result is better care



Common Ground
Health Clinic

Solidarity Not Charity



Common Ground Clinic

Dr. Karen Friday
Volunteer Clinician

History of Common Ground Health Clinic

- Started days after Katrina in unflooded section of New Orleans
- Early locations included tent in home yard, mosque; now operating in converted corner store
- Started with volunteers; now predominantly paid staff

Affiliation with NAFC

- Previously and currently member of NAFC
- Active participants in New Orleans NAFC clinics held at Convention Center

Effective Health Care Patient Guides

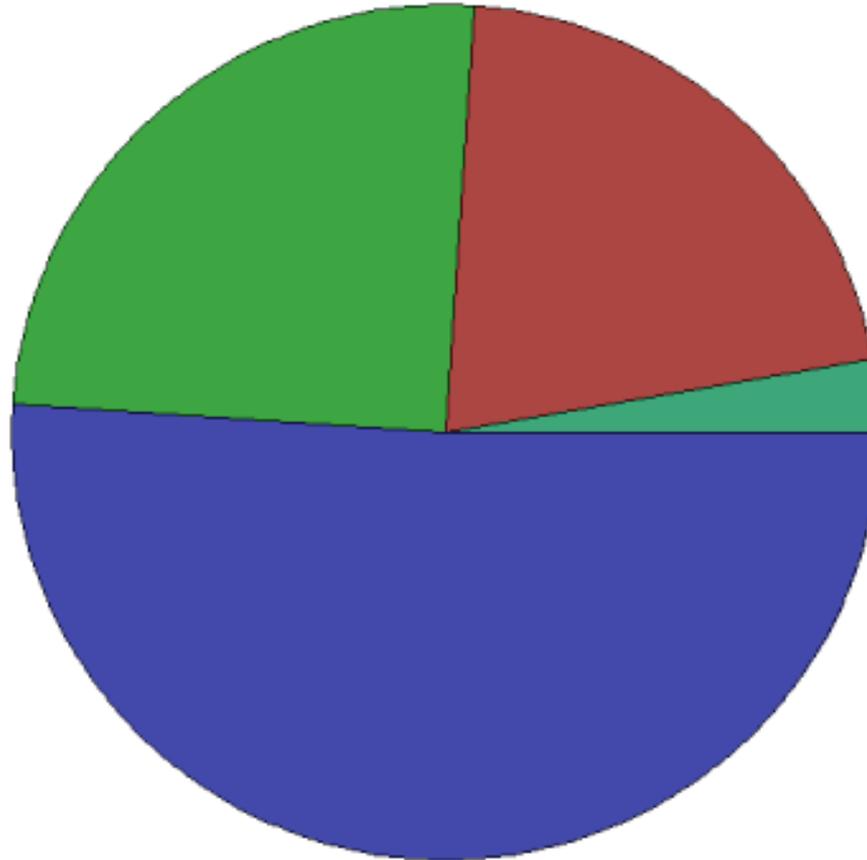
- Patient education provided by nurses at intake
- Education materials available in waiting area
- Community Resource Guide available in clinic, for community groups and online



A Conversation with Dr. Clancy and Nicole Lamoureux

Patients by Race/Ethnicity

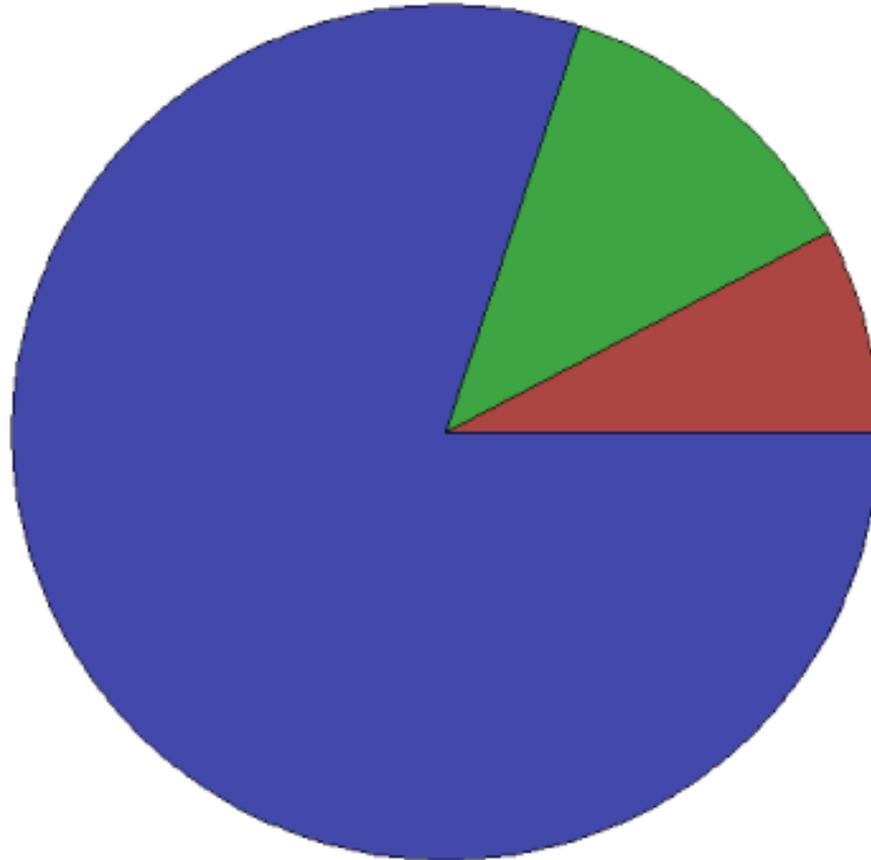
51 Caucasian = 51.0%
25 Latino = 25.0%
21 African American = 21.0%
3 Other = 3.0%



Pie chart created by www.mathwarehouse.com

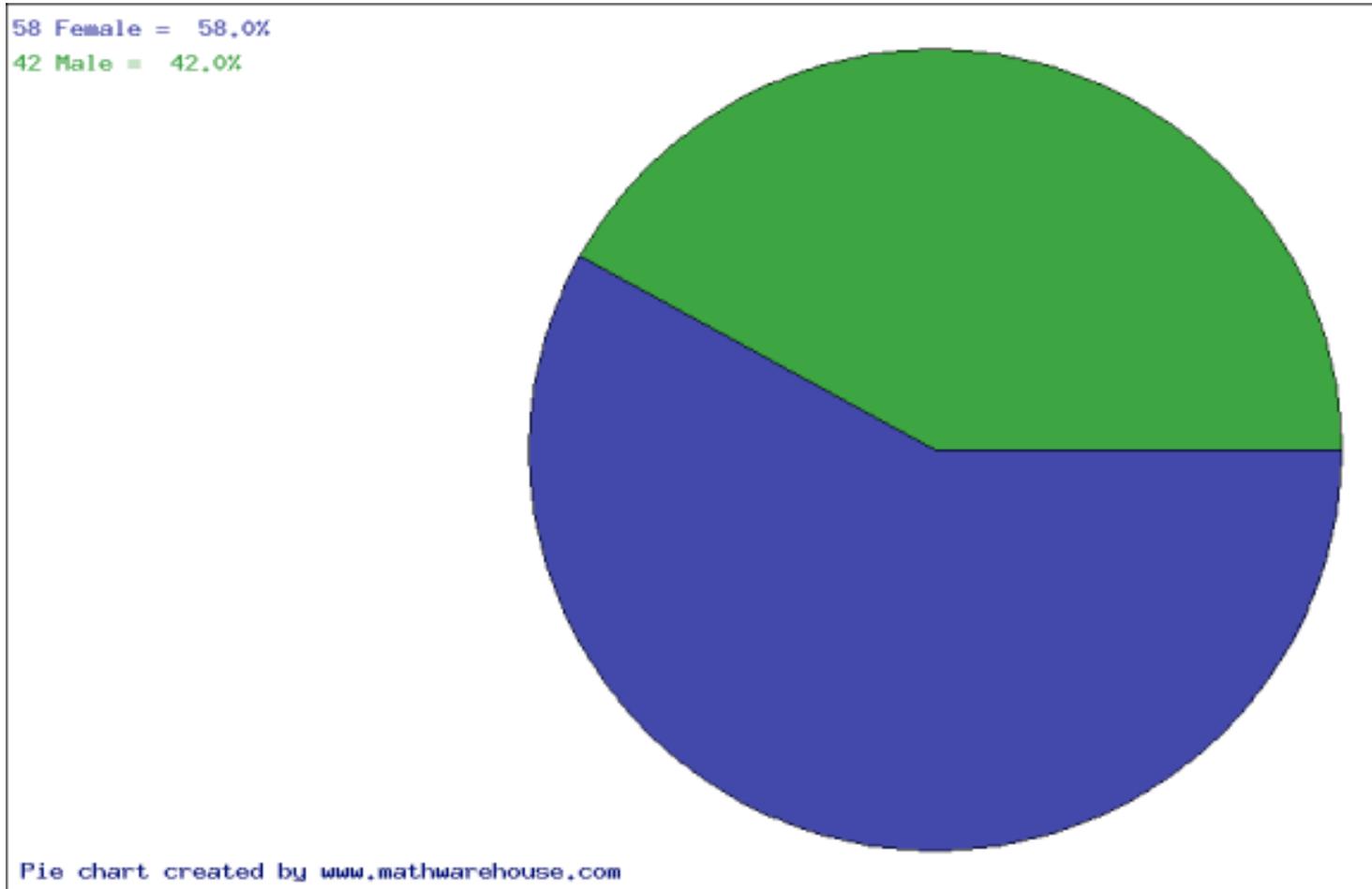
Patients by Age

80 18-65 years = 80.0%
12 0-17 years = 12.0%
8 65 years of age = 8.0%

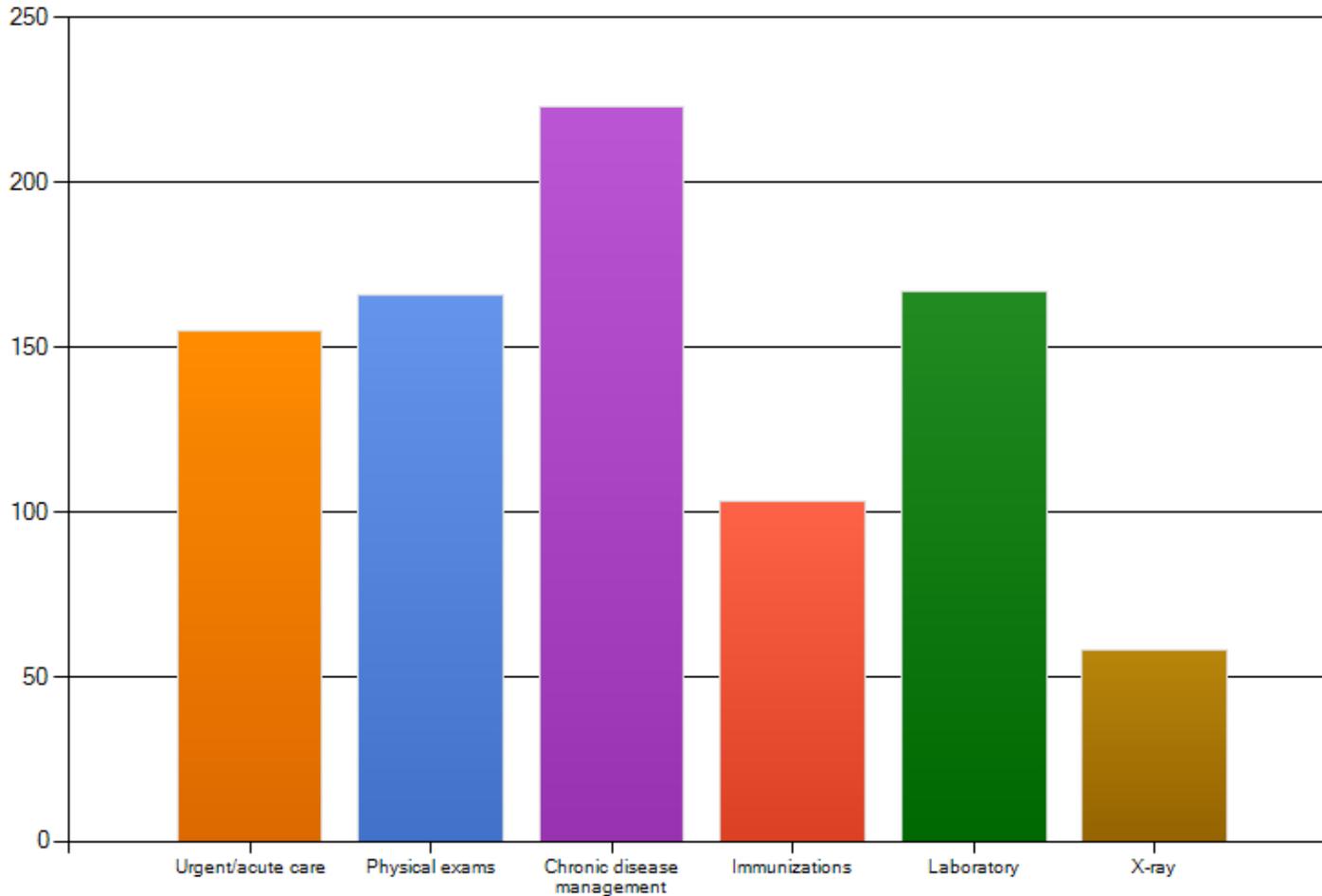


Pie chart created by www.mathwarehouse.com

Patients By Sex



Types of Services Free Clinics Provide





Impact of the Recession

- The Congressional Budget Office estimates that there will still be 24+ MILLION uninsured in 2019



Application in a Clinical Setting: Shared-Decision Making

- Knowledge and Encounter Research Unit, the Mayo Clinic
 - *Comparative Effectiveness and Safety of Oral Diabetes Medications for Adults With Type 2 Diabetes*
 - Comparative effectiveness review was used to develop a patient decision aid tool to help patients choose the appropriate medication
 - The tool was used to study increased patient involvement in medication management
 - The study has since been expanded to include 20 additional clinics

Tools

- These tools provide clinicians and patients support in making more informed and shared medical decisions about some of the conditions seen most frequently at free clinics, such as such as type 2 diabetes, hypertension, depression, and cancers

Effective Health Care Products



AHRQ Products That Benefit Free Clinics

- Summary guides for clinicians
- Summary guides for consumers
- CME/CE activities
- Webcasts

Consumer Guides Also Available in Spanish



Clinician Guide
Heart and Blood Vessel Conditions
Atrial Fibrillation

Radiofrequency Ablation for Atrial Fibrillation

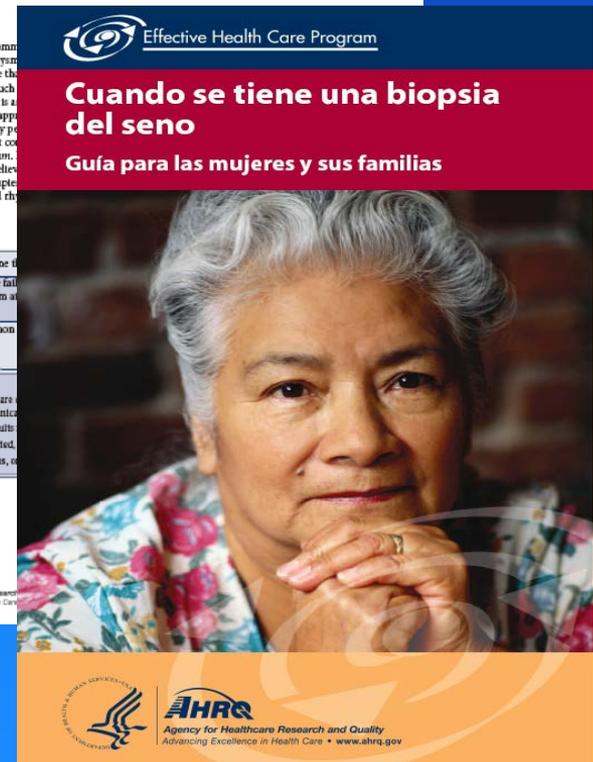
This guide summarizes the clinical evidence on the effectiveness and safety of catheter-based radiofrequency ablation (RFA) compared with anti-arrhythmic drugs (AADs) for the treatment of atrial fibrillation (AF). This guide does not address other aspects of AF treatment, including anticoagulation, rate control medications, or treatments other than RFA and AADs used to restore sinus rhythm.

Clinical Issue
Atrial fibrillation (AF) is the most common cardiac arrhythmia. AF can be paroxysmal (more than 7 days), or chronic (more than 7 days), and often causes significant symptoms, such as shortness of breath, and fatigue, and is a fivefold increased risk of stroke and approximately twofold increased risk of death. Many people are adequately treated with drugs that control the heart rate without restoring normal heart rhythm. For some people, rate control alone does not relieve symptoms. Some people may benefit from therapeutic ablation to restore a normal heart rhythm.

Clinical Bottom Line
Evidence is insufficient to determine the relative benefits and harms of RFA compared with AADs for maintaining sinus rhythm at Level of Confidence: ●●●

Serious complications are uncommon cases.
Level of Confidence: ●●●

Confidence Scale
The confidence ratings in this guide are based on the overall quantity and quality of clinical evidence.
High ●●● There are consistent results.
Medium ●●● Findings are supported.
Low ●●● There are very few studies, or the studies are of low quality.



Effective Health Care Program

Quando se tiene una biopsia del seno
Guía para las mujeres y sus familias



Shared Decision-Making Benefits Clinicians

- EHC products for clinicians and patients efficiently and clearly summarize evidence and assist in shared decision-making between clinicians and individual patients
- PCOR supports informed decision-making for individual patients by reviewing the benefits and risks of treatment options
 - Benefit to both clinicians and patients
- Findings highlight current evidence about effectiveness, risks, and side effects. Confidence scales on evidence are included



EHC Products in Use

- Consumer Reports Best Buy Drugs uses finding from program to help clinicians and patients determine which drugs and other medical treatments work best for certain health conditions
- American College of Physicians uses research in creating clinical practice guidelines for its members
- Medicaid Medical Directors use products to develop physician education programs, to influence policy, and share with P&T Committees
- Members of the American Association of Colleges of Pharmacy, the American College of Clinical Pharmacy, and the Academy of Managed Care Pharmacy have direct access to products to improve pharmacy practice
- Medscape and American Academy of Family Physicians offers continuing medical education (CME) based on research reviews
- AARP co-brands consumer guides for members, promotes guides in monthly emails, distributes on AARP-Walgreens Wellness Bus tour

More impact case studies available at:
<http://www.ahrq.gov/about/casestudies/compeff>

QUESTIONS

**AHRQ Director
Carolyn Clancy, MD**



**NAFC Executive Director
Nicole Lamoureux**





How To Get Publications

- To access products online, go to <http://effectivehealthcare.ahrq.gov>
- To order FREE printed copies (including bulk quantities) of the reports and guides, call the AHRQ Publications Clearinghouse at **1-800-358-9295** or send an E-mail to ahrqpubs@ahrq.hhs.gov

Over 50 summary guides for patients, consumers and clinicians available!