MAG Human Services Conference

Suzanne Pfister
President and CEO
Vitality $n.$
A merant physical strength
or mental vigor;
power to live or grow

Catalyst $n.$
A person or event that
causes change or action;
an element causing a reaction
to happen more quickly

Vitalyst $n.$
An entity dedicated to
improving well-being in
Arizona by addressing root
causes and broader issues
that affect health

Luke’s Health Initiatives is now Vitalyst Health Foundation.

Our new name reflects our quest to increase vitality and well-being for all Arizonans. We remain dedicated to being a powerful catalyst for improving community health.

Learn more at www.vitalysthealth.org
Priorities

Healthy Community Design
Health is created where we live, learn, work, and play.

Access to Care
People with health coverage achieve better well-being and health than those who do not.

Reframing Health

Capacity Building
Dynamic and healthy communities are best supported by healthy organizations and leaders.

Innovations & Collaborations
Insightful partners taking significant risks to achieve improved understanding of health in Arizona.
Short Distances to Large Gaps in Health

Life expectancy at birth (years)
- Shorter
- Longer
About 80% of our health outcomes are driven by non-medical factors. We focus too much on “sick care” and not prevention.
Elements of a Healthy Community

- Transportation Options
- Access to Care
- Affordable Quality Housing
- Community Safety
- Economic Opportunity
- Educational Opportunity
- Environmental Quality
- Food Access
- Community Design
- Parks and Recreation
- Social/Cultural Cohesion
- Social Justice
Addressing the Gaps

- Cities and counties are addressing health
  - Looking at land use policies to help people use alternative transportation
  - Health considerations in city general plans
- Incorporating wellness and prevention in the workplace and social institutions
- Understanding how poverty and inequities can impact health
  - Finding ways to increase access to healthy foods
  - Non-profit organizations helping to address
- Finding ways to add health into people’s daily lives
- Health being positioned as economic development
A New Area for Better Health, Job Retention and Local Government Income

Mobile Integrated Health - Community Paramedicine
Community Health Service Delivery Model

Matching Community Resources to Patient Needs

Prevention
- Public Health
- Education
- Local Partnerships

Response
- Resource Readiness
- Priority Dispatch
- Resource Matching

Patient Care Plan
- Increased Treatment Options
- Additional Transport Options
- Community Paramedics

Patient Follow-up
- Follow-up Line
- Hospital Readmission Prevention
- Behavioral Health Services
AZ’s Treat & Refer Program

Treat & Refer: “a healthcare event with an individual that has accessed 911 or a similar public emergency dispatch number, but whose illness or injury does not require an ambulance transport to an emergency department based on the clinical information available at the time.”

• 2008-2015: Rapid development of Community Paramedicine programs, including multiple federal grants awarded in AZ (Mesa & Rio Rico)
• Early 2016: AHCCCS working on a new reimbursement program
• July 2016: Treat & Refer Recognition Program application available
• October 2016: Launched
Creates an incentive, through Medicaid reimbursement, for EMS providers to provide the right care at the right time in the right place rather than transport by ambulance when not necessary to receive the only reimbursement they were eligible for … transport.
WV Community Paramedicine Consortium

• Vitalyst Health Foundation funded a 1 year, $125,000 Innovation Grant

• Regional pilot project composed of 5 municipal fire departments to address high frequency utilizers of 911 system
  – Goodyear, Avondale, Surprise, Peoria and Sun City
  – Develop and pilot a regional training curriculum aligned with AZ Treat & Refer Recognition Program
Early Results of the Consortium

• Curriculum has been developed
• 1st training class has been conducted
• Many more community resources for referrals have been located
• Regional coordination is expanding
• Has the potential to go statewide/national
The optimal version of customer-centered service

Transportation

Housing

Health

Human Services
But reality looks a lot more like this:
Imagine a Healthy Community
2017 Year of Healthy Communities

• Identify and celebrate efforts to help people be healthier and live well
• Facilitate connections between groups and sectors
• Shift the “health” paradigm – health is more than health care
• Influence policies/systems for change
2016 – Planning and Collaboration

- AZ Partnership for Healthy Communities
- The League of AZ Cities and Towns
- Economic groups, such as Valley Partnership and East Valley Partnership
- The Arizona Healthcare and Hospital Association
- Social service organizations such as United Ways
- Councils of government
- AZ Public Health Association
- Urban Land Institute – Arizona District Council
- Local First Arizona
- Arizona Forward
- AARP – Arizona Chapter
- Arizona Chapter of the American Planning Association
- Chambers of commerce
- Greater Phoenix Economic Council
- Arizona Hispanic Chamber of Commerce
- Arizona Town Hall
- Arizona We Want
- Nature Conservancy
- Sustainable Communities Collaborative
2017 Activities

• General media on Healthy Communities
• Launch website with information and resources
• Series of regional ½ day workshops around the state
  – What is a Healthy Community?
  – How does this region measure up?
  – What do we need/want to do to make it better?
Elements of a Healthy Community

- Health Equity
- Resiliency

- Transportation Options
- Access to Care
- Affordable Quality Housing
- Community Safety
- Economic Opportunity
- Educational Opportunity
- Environmental Quality
- Food Access
- Community Design
- Parks and Recreation
- Social Justice
- Social/Cultural Cohesion
My Charge to You

- Housing
- Transportation
- Senior services
- Library
- Parks & Rec
- Community & Econ Development
- Local non-profits
- Utility assistance
- Human services
- Fire
- Police
- Food access
- Planning
- Courts
Reimagine

The power of partnerships

To achieve further

Innovation
Final Thoughts

Connecting the dots in the healthy community portrait is not a quick or simple endeavor.

But take the opportunity to work together and make sure your own “customer” solutions are integrated.

Then reach beyond the “sick care” solutions to achieve real **HEALTH.**
For more information or to join the ongoing discussions, go to vitalysthealth.org.
Vitalyst Health Foundation

VitalystHealth.org