

## **The Eleventh Street Family Health Services, Drexel University: *Serving Medicaid Patients and the Uninsured in an Urban Community***

### **The Challenges:**

**Poor/minority populations suffer from disparities in healthcare vs. other populations. More than 46 million Americans lack health insurance, with 17 million more “underinsured.” Minority populations suffer from a greater incidence of diseases such as diabetes, and from related complications.**

### **The Goal:**

**Address disparities and manage disease in a low-income neighborhood.**

### **An Innovative Solution:**

**Provide comprehensive, community-based care and disease management *at a facility where no one is turned away.***

### **What It Is**

- A nurse-managed, trans-disciplinary health center founded in 1998. Serves residents of four public housing developments and the surrounding urban community – where 57 percent of patients are covered by the state Medicaid plan and 33 percent are uninsured. Controls costs by reducing expensive hospitalizations.

### **What It Does**

- Provides full range of primary care, dental services, behavioral health services and health promotion and disease prevention – no one is turned away. Assures “state of the art” care to a population tired of being assessed and screened, as universities started or eliminated services on the basis of grants. In 2009, more than 26,000 visits were recorded.
- Provides one-stop shopping for both health and life concerns – offering not only health services but a fitness center, a teaching kitchen serving diabetics and other clients, and weekly distribution of fresh fruits and vegetables.

### **How It Stands Out**

- Has led to significant improvements in basic care and health outcomes:
  - Improved access to care for the underserved and uninsured in the community. During 2009, there were 14,625 primary care visits, an 86 percent increase from 2006.
  - Improved diabetes management, with a 20 percent reduction in hemoglobin A1C.
  - Improved control of hypertension; 68 percent of program clients now have their hypertension under control, exceeding the nationwide 2010 goal for African-Americans of 50 percent (with a 2000 national baseline of 19 percent).
  - Increased immunization rates for adults by 14 percent, with considerable improvement in tetanus immunization rates.
  - Reduced number of low birth weight babies.
  - Decreased depression rates in vulnerable adults with chronic illness.
  - Increased rate of breast cancer screening.

### *Where To Learn More*

Patricia Gerrity, PhD, RN, FAAN  
Associate Dean for Community  
Programs and  
Executive Director of the 11<sup>th</sup>  
Street Family Health Services,  
Drexel University  
Drexel University College of  
Nursing and Health Professions  
1505 Race Street,  
The Bellet Building, 2nd Floor  
Philadelphia, PA 19102  
(215) 769-1105  
[patricia.gerrity@drexel.edu](mailto:patricia.gerrity@drexel.edu)