**Sixteenth Street Community Health Centers**

**CHAVEZ HEALTH CENTER/CLÍNICA CHÁVEZ**
1032 S. Cesar E. Chavez Drive • Milwaukee, WI 53204

**PARKWAY HEALTH CENTER/CLÍNICA PARKWAY**
2906 S. 20th Street • Milwaukee, WI 53204

**GREENFIELD OFFICES & WIC PROGRAM/SERVICIOS DE WIC**
1537 S. Cesar E. Chavez Drive • Milwaukee, WI 53204

**UCC SENIOR CENTER/CLÍNICA UCC**
730 W. Washington Avenue • Milwaukee, WI 53204

**WAUBOSSA COMMUNITY HEALTH CENTER**
300 East North Street • Milwaukee, WI 53208

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**DEMOGRAPHICS**

36,249 patients served

- 71% of patients entered pre-natal care in their 1st trimester
- 88% of children under three were up-to-date with immunizations
- 71% of women were screened for cervical cancer
- 75% of patients with diabetes had HbA1c levels under 9
- 93% of babies delivered by Sixteenth Street were at or above normal birth weight

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**OUR MISSION**

To improve the health and well-being of Milwaukee and surrounding communities, by providing quality, patient-centered, family-based health care, health education and social services, free from linguistic, cultural and economic barriers.

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**QUALITY MEASURES IN 2014**

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- 71% of women were screened for cervical cancer
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**2014-15 ANNUAL REPORT**

**Our Services**

- Medical Services
- Behavioral Health Services
- Women’s Wellness
- Social Services
- WIC Women, Infants, & Children Nutrition Program
- Chronic Conditions Health Education
- Community HealthCorps (AmeriCorps)
- HIV Services
- Parenting Resource Center
- Healthy Choices
- Environmental Health
We would like to thank our board of directors for their strong leadership and continuous support.

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We would like to thank our board of directors for their strong leadership and continuous support.

What really makes this place special is the compassion, the care and the love that every person here shows in their work every day.

- RICK WALTERS, BOARD CHAIRMAN
As we put together this Annual Report, we worked hard to highlight the value of our services and to direct your attention to the impact we have had – in the lives of our patients, through the health care we provide and also through the additional work we do to support the broader health of our community. However, there is another story we want to share, and that is our continuing search to find better ways to do the work we do.

Our most recent effort is stepping up the collaboration and support for our patients who have both medical needs and behavioral health issues. Since 1997, we have offered fully bi-lingual mental health services – located in the same buildings as our medical clinics. Now, we have taken the extra step of locating a therapist in an exam room right on the clinical floor. We also have started holding open more behavioral health appointment slots so that medical patients who are identified as having a behavioral health need can get an immediate assessment and counseling. A seven year old injured in a car accident or a 15 year old hurt as part of a robbery when his cell phone was stolen can be seen to help prevent emotional scars from compounding any physical ones. More immediate referrals for women who experience depression after their baby is born have been made available. Our longstanding peri-natal program, which supports pregnant women from the time of their pregnancy test to six weeks post-partum, has been made stronger.

We’ve also expanded our use of group appointments for some of our patients. We learned through our popular Centering Pregnancy program that pregnant patients, new parents and the medical staff who care for them have a richer, more meaningful experience when they participate in structured group sessions that incorporate education and peer-to-peer interaction. A similar effort has been launched with our new Bebes Sociales, a group model for pediatric patient care (see pg. 6).

Finally, our Healthy Choices Program and our Environmental Health Department are empowering community residents to take on more personal responsibility and stewardship of their communities through Latinos Por La Salud and KK River Neighbors In Action (pg. 4). Leadership training not only supports the programming we provide, but also catalyzes community development and breeds more lasting solutions.

I thank you for taking the time to read our Annual Report and I am forever grateful to our board of directors, our staff and the many community partners, charitable donors and foundations who make our work possible.

Thanks again,

John Bartkowski, DrPH, President & CEO
To create real change in the community, not only do we engage our communities at Sixteenth Street, we strive to create leaders in the community who take control from within. Resident leaders are the source of inspiration for change and an indispensable cog in transforming mentalities and driving sustainable action.

Healthy Choices, our obesity prevention program, is another perfect model that understands the importance of complementing effective family health education with grassroots community leadership. For the last five years, hundreds of Latino families have been successfully motivated to improve their health behaviors at home thanks to access to culturally and age appropriate education with Healthy Choices. Latinos por la Salud (LPS) was then created in 2011 with the goal of developing community leadership to increase neighborhood access to healthy food and safe physical activity. Since then thousands of adults and children have been impacted by the nutrition and cooking education, or physical activity clubs LPS provides in their neighborhood schools, churches, parks and trails. After a successful Healthy Grocery Store Campaign that brought healthier foods to the main stores in the neighborhood, this year Healthy Choices and LPS are launching the Healthy Latino School Initiative. This initiative will impact eight local schools.

The ultimate goal remains, to meet people where they are and help them reach the next level through education, access and inspiration.

To create real change in the community, not only do we engage our communities at Sixteenth Street, we strive to create leaders in the community who take control from within. Resident leaders are the source of inspiration for change and an indispensable cog in transforming mentalities and driving sustainable action.
Sixteenth Street Community Health Centers has always embraced innovation and unique business models. In that spirit of innovation six years ago we launched the Centering Pregnancy program, which at the time was a brand new group model of prenatal care concept. Instead of having the traditional 15 minute appointment slot with the provider, each woman has two hours with the provider in a group setting. Facilitated by our masters degree certified nurse midwives, the Centering Pregnancy program continues to be extremely well received by patients as well as the medical providers. Through Centering, the women experience a dynamic atmosphere for learning and sharing that is impossible to create in a one-to-one encounter, empowering them to choose healthy behaviors. The affect this group experience has on the participants is evident in the excellent outcomes it produces, such as lower rates of Cesarean, fewer low birth rates, and higher vaginal birth rates after having had a Cesarean.

Due to the success of the Centering Program and in an effort to continue the best care possible for our pregnant patients and their infants after birth as well, the Bebes Sociales (Social Babies) Program was born. Like Centering Pregnancy, Bebes Sociales is an innovative group model of care program, but for well child visits. The family starts the session with one-on-one time with their physician for the infant’s physical exam. They then participate in group time to discuss parental concerns, anticipatory guidance and growth and development. Dr. Enriquez, Sixteenth Street Pediatrician and facilitator of Bebes Sociales, commented, “We get to spend almost one hour talking, sharing ideas and suggestions as a group... it is humbling to witness them helping each other.” These parents from different backgrounds and levels of experience enrich the dialogue and create an environment of support, parent empowerment and sharing in which they can relate. The group sessions create strong links not only within the families themselves, but also between the families and their care providers.

94% of babies born at a healthy weight
83% of women receive early prenatal care
Focus on the Individual – Case Management

Every patient is an individual who needs something different to achieve the best outcome. Through case management, we are able to augment direct patient care with that mentality.

The Women’s Wellness program visits every new mom at her home the day after birth, whether it is her first baby or her tenth. By visiting the home, the case manager can see how the patients truly live, their true environment, family interactions, and real problems. By experiencing this reality they are able to then provide health education, breastfeeding education, the basics about caring for a baby, environment control education, and prevention — all based on the patient’s needs and specific situation.

Program manager Miriam Herrera comments, “It’s very special for them to open their house to us. It’s a privilege that we don’t take for granted.” This is essential to preventing ER visits, newborn problems, and dangers like SIDS, that may have not been considered a danger to the patient. The families are more relaxed at home, they open up, and the case managers are truly able to educate and to help.

Our HIV department also provides intense case management for HIV positive persons, but in the way that their specific patients need it. Program manager Jennifer Ward describes it as “walking with people hand in hand through managing their disease.” Case managers are with their patient every step of the way. They make the journey together, without judgment, so our patients can learn and understand about their disease and how to preserve their immune system. In addition, patients learn about coordination of care that supports their medical treatment, how best to manage their medication, and overcome barriers to engagement with the medical system. HIV community outreach workers, case managers, and medical staff work with their patients to make engagement in medical care possible and then wellness possible. There is a special level of trust that is unique to the case manager-patient relationship. The importance lies not just in the ability to survive, but in being able to thrive. Through the compassion and dedication of our HIV case managers many of our patients are able to do just that.
Clinical Excellence & Medical Assistants

At Sixteenth Street we pride ourselves on our clinical excellence and the quality care we provide to each and every patient, every day. Our board certified physicians, nurses, physician assistants, nurse practitioners, and certified nurse midwives are the backbone of our clinical experience and have well-deserved reputations for quality and compassion not found elsewhere. Yet there is another key care element integral to the patient experience and the providers’ needs—our unsung heroes, our invaluable Medical Assistants (MA).

At Sixteenth Street, we have over 65 MAs hired right from the community we serve. By investing in our neighborhood and hiring from the community we create a heightened sense of home and community within our doors. They are culturally competent, bilingual, and well-connected to the needs and barriers of our patients. They are able to make patients feel at home and at ease, often achieving a level of trust unattainable in other care settings. Our MAs are trained through our In-House MA Program so they come to us without any experience, to learn and train while immersed in the clinical experience. Not only can they build a career with us, but they also can grow into the future. Many go on to be promoted internally to leadership positions or even earn further certification. In the last year five of our in-house trained MAs earned certification and four are seeking or have achieved RN licensure. Day to day they do anything from giving medications, to higher level skills such as IV insertions, EKGs, and NST monitoring.

The quality work our MAs provide was externally recognized during our Joint Commission surprise visit. After passing with flying colors and as a clinic achieving our third consecutive Joint Commission Accreditation, the words of praise regarding our MAs were sung by the surveyors. They went as far as to say, “These are some of the best MAs I’ve seen in the country… the level of knowledge your MAs have regarding the clinical process and what they are doing is exceptional.” Their ability to anticipate and deliver exceptional care in partnership with the providers makes all the difference to our patients and to the success of our clinic as a whole.

“These are some of the best MAs I’ve seen in the country… what they are doing is exceptional.”

– 2015 JOINT COMMISSION SURVEYOR

Our MAs are indigenous to the community we serve, they are culturally competent, bilingual and well-connected to the needs and barriers of our patients.
“Sixteenth Street providers have a reputation for excellence because it is with passion and expertise that they treat every person who walks through our doors.”

– DR. PAM WILSON, MEDICAL DIRECTOR

**Mission Driven Providers**

To Sixteenth Street providers the mission is more than a set of words, it is a philosophy of clinical practice and a philosophy of life. Sixteenth Street providers are service driven and show their dedication to that service in how they treat our patients every day.

One of our behavioral health therapists, Gabriela Moersfelder, PC-IT, participates in any community event in Waukesha where she can help reach patients through depression screenings and bring them into care. Family practice physician Dr. Kate Hopper and Gabriela single-handedly created a curriculum and launched a Women’s Weight Management group because they saw a need, outside of what they could routinely provide, that needed to be met. There are no boundaries to their care and no barriers too strong. Another unique expansion of our reach into the community can be seen in our Diabetes Management Program.

On the second Thursday of every month, a group of Sixteenth Street providers serve food at a local meal program to members of our community. Dr. Margie Dunn describes it as, “a great opportunity to come together as a group and continue the mission of caring for and serving our community.” Their care is not limited to their exam rooms but extends far beyond to meet patients needs in any way possible. Our patients are people in our community who need care, and whether that is making a home visit to ensure they are correctly using their diabetes medicine or serving them a much needed meal, we are there.

Outside of traditional treatment hours, Melissa Waldo, LCSW, runs SEEDS, an emotional treatment group for teen girls. SEEDS stands for Self-Esteem, Empathy & Empowerment, and Discovery of Self.

Both Dr. Margie Dunn and Dr. Tom Bachhuber perform home visits on patients often, because it is difficult for their patients to come to the clinic.
Thought Leaders

To have impact, strong leadership within an organization is just as essential as strong leadership within a community. At Sixteenth Street we are extremely fortunate to have leaders who not only lead our agency to bigger and more impactful paths, but who are considered leaders by the healthcare community as a whole. Executive Vice President, Dr. Julie Schuller stated, “We were doing population health before it became a buzzword,” and it’s with this experience and forward thinking that she and CEO, John Bartkowski have become thought leaders in the healthcare community and instrumental players in some of the state’s biggest health issues.

John not only served on the 2015 Leadership Healthcare Forum, (sponsored by the University of Wisconsin-Milwaukee College of Health Sciences) but also was recently awarded an honorary doctoral degree from the Medical College of Wisconsin for his passion and success in improving Wisconsin’s public health. Dr. Schuller commented publicly on John’s award saying, “John’s impact on Wisconsin’s public health is something worth honoring...through SSCHC and his community involvement, he has impacted the state’s progress toward providing affordable, accessible healthcare for all Wisconsin residents.”

Dr. Schuller herself also plays a leadership role in several local and national organizations devoted to excellence in providing services to medically underserved and vulnerable populations. She was recently asked by Wisconsin Health News to serve on an expert panel discussion regarding population health to lead the discussion from a community health center perspective. She also is an active member of the Population Health Work Group of the SHIP (Wisconsin State Health Innovation Plan) initiative. Their goal is to develop and implement private-public solutions to improve the quality of care and lower costs to deliver higher value healthcare for everyone.
Increasing Access to AODA in Waukesha

Access to drug and alcohol treatment related services can be very limited if you struggle with insurance, immigration, language, or a number of other barriers. At our Waukesha Community Health Center (WCHC), our Alcohol and Other Drug Abuse (AODA) program has helped to increase that access and has found a successful way to provide treatment and therapy to more people. In our AODA program alone, we provide therapy services for over 230 uninsured clients, people who wouldn’t have been able to get services anywhere else. In an effort to better serve our clients, and more of them, WCHC has increased the number of group therapy sessions to four session per week and and has seen an overwhelmingly positive response. Participants are able to share valuable time and experience with peers in all stages of treatment, and get a sense of support and camaraderie unobtainable through one on one sessions. Because of these group sessions we were able to see over 525 people in the last year. We will continue adjusting to what our patients need in order to help as many people as possible, in the best way.

Co-locating Services: Medical and Behavioral Health Integration

Sixteenth Street’s behavioral health integration model, co-locating behavioral health providers on the same floor as our primary care physicians, plays a crucial role in bridging the gap between mental health and physical health to better address the needs of the patients. Behavioral health providers are able to immediately address mental health concerns during a primary care visit and, most importantly, align treatment for patients with mental and physical health issues.

With short sessions that focus on intervention and relief, clients are able to be more detailed about their concerns and the Sixteenth Street team is able to better motivate lifestyle changes, stress management, and emotional stability. With emotional stability and the ability to manage stress, people are more able to manage their diseases and physical health issues. In addition, by reaching patients early, we can give them hope, let them know help is available, and immediately address their issue. This collaboration and immediate care is key for preventing behavioral health issues and giving our patients the coordinated care needed to put them in control of their health.
The first time Dr. Enriquez (Sixteenth Street Pediatrician) told me I was obese with cholesterol problems and had to make some changes, I didn’t listen – I knew I was obese but didn’t do anything about it. The second time he told me, I listened.

He told me to try playing sports, and that’s where I found my motivation. I started playing soccer and I loved it. Not only did I love it but I started losing a lot of weight. I started to see changes and that really motivated me. People use to ask me to go outside to play and I would say no, I only wanted to be inside. Now I am outside all the time. I run a lot, play soccer, and I really work hard. I love being active. Thanks to Dr. Enriquez and his advice I have more confidence, am happier and have more energy. When I really listened to him, it worked. He still supports me, and I feel really good about myself because I can tell how proud he is of me.

I didn’t think I could... not only lose weight, but be like this. If you try hard and go into it with passion anything can happen, like it happened to me. It doesn’t have to be sports, just anything that that you like that motivates you. The clinic is a great place. It really, really helped me.

“Thanks to Dr. Enriquez and his advice, I have more confidence, am happier and have more energy. When I really listened to him, it worked. He still supports me, and I feel really good about myself because I can tell how proud he is of me.”

– Toni
Thank you to all of our generous donors who support the Milwaukee Public Museum. Your contributions make a difference in our mission to inspire and engage the people of Wisconsin and beyond.

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