Quality care for the whole person
Quality Care is...

Our Mission

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

› 163,419 clinical encounters

› 70% of patients best served in a language other than English

› 84% Hispanic/Latino

› 65% at 100% Federal Poverty Level or Under

› 19% uninsured
  • 55% Medicaid
  • 4% Medicare
  • 22% Private Insurance

39,441 patients served

51% Adults

2% Seniors

47% Children
For nearly 30 years, it has been my great pleasure and extreme pride to share the news from Sixteenth Street Community Health Centers with you. In 2017, I will be stepping down as President and CEO and our Executive Vice President, Julie Schuller, MD, MPH will be taking over the helm. She’s been with the agency for more than 20 years, as a practicing physician, then Medical Director, VP of Clinical Affairs and now Executive Vice President. Julie’s drive for clinical quality and her passion for the patients and community we serve has led to Sixteenth Street’s certification as a Primary Care Medical Home by The Joint Commission. That, and other quality achievements provide concrete support for the statement that we like to make – that the patient care at Sixteenth Street is of national model quality. We’re proud of that, and I can leave knowing that the agency will be in good hands.

Looking back over my years at Sixteenth Street, our story has been one of growth. Growth not only in terms of practice sites and numbers of patients served, but also growth in terms of creation of innovative programs that have made, and are making, a real difference in our community. I have always said that I didn’t want Sixteenth Street to simply provide a revolving door for sick people. The emphasis on the single words that make up our name should be on community health, not health center.

I am proud that, when we saw that childhood lead poisoning was severe in our young patients, we started a door-to-door outreach program to identify lead poisoned children and get them into care. Incorporated into that program was education and training for parents to teach them how they can prevent their child from becoming lead poisoned through low-cost/no-cost prevention techniques.

When we saw the lack of mental health services available in our neighborhood for Spanish speaking patients, we started the first bi-lingual mental health program in the city. The need for bilingual mental health services in low-income neighborhoods continues, and we are now aggressively working to implement telehealth services to expand the reach of counseling and therapy with technology.

When we saw blighted areas of our community, like the Menomonee Valley, that used to be a center of manufacturing and jobs, we sought grant funding and partners to build a new Menomonee Valley with new businesses, community access points and hiking and biking trails. Similarly, when we saw the Kinnickinnic River running through south side neighborhoods lined with concrete so that it didn’t even look like a river, we worked with the community to create a new vision, sought additional partners and funding to bring that vision into reality.

Now, our Environmental Health Department is working with the City of Milwaukee and the Harbor District to re-imagine Milwaukee’s Harbor, where salt and coal piles currently live next to storage tanks. Instead, in the future, we can work with new partners and the community so that our harbor can become an amenity for people in addition to a commercial hub.

When I started at Sixteenth Street, we had one clinic location, in a storefront building. We now have three full-service clinics sites (soon to be five with help from Froedtert Hospital and the Medical College of Wisconsin and Aurora Healthcare). Altogether in 2015 we cared for 39,000 patients.

I am proud of our story of growth, I feel that my time at Sixteenth Street has been well spent. But, I am also sure that the best is yet to come. Thanks to you all for your support of our efforts over the years.

Sincerely,

John Bartkowski, DrPH, President & CEO

“I believe that during my time at Sixteenth Street we not only made a difference to our patients and community, but we found new ways to make that difference.”
financials 2016

Sources of Funds:
- 72% Insurance and Patient Fees
- 17% Government Grants
- 10% Contributions
- 1% Rental, Interest and Other Income
- .5% United Way

Uses of Funds:
- 68.2% Provision of Primary Health Care
- 12% Community Outreach and Health Education
- 19% Management, Facilities, Billing and General
- .8% Fundraising

“Without Sixteenth Street, nearly 40,000 people would be without basic health care services.”
- John Bartkowski, DrPH President and CEO

- 2002: Patient care teams formed
- 2006: 20th Street location opens its doors
- 2010: Accredited by The Joint Commission
- 2011: Satellite clinic opened at United Community Center
- 2012: Waukesha location opens its doors
- 2015/16: Collaborations with Froedtert and the Medical College of Wisconsin, and separately with Aurora, to open two additional locations—Certified by the Joint Commission as a Primary Care Medical Home
Quality is... receiving early and regular prenatal care

Early and regular prenatal care is essential to helping women live a healthy pregnancy and consequently a healthy birth. The Sixteenth Street Midwifery Department works tirelessly to engage prenatal patients into care early for the important implications it has on birth outcomes. There are medical, social and behavioral benefits to engaging women into care early in their pregnancy.

Our midwives are able to identify and manage underlying issues or conditions our patients often face, such as diabetes or asthma. They are able to help with chronic stress, which can lead to pre-term birth, by connecting patients to other clinic services such as behavioral health or social services. When engaged in early care, the midwives can also educate patients and address certain behaviors in a trusted and safe environment. All of these efforts reduce the risk of pregnancy complications and the infant’s risk for complications as well as put our patients in the best position possible for a healthy pregnancy.

84% of patients enter into prenatal care in their 1st trimester

“We get the help here we wouldn’t normally get… it doesn’t happen at many other places. Here we actually get the help we need to be healthy.”

- Marta Valdivia, Sixteenth Street patient
When diabetic patients maintain an A1c level under 8 it means they are successfully managing their diabetes. This is the goal of the Chronic Conditions Health Education Department (CCHE) – self management. Yet getting this number under 8 is much more than blood sugar. It is a culmination of controlled blood pressure, correct eating habits, being physically active, managing stress and mental health and more. It’s a long and difficult list. But the CCHE Department walks hand in hand with every patient to make sure they get there. According to department manager Holly Nannis, RN, “There are a lot of seeds to plant – it’s really difficult to understand everything.”

At each step of the way, the CCHE team listens. The diabetes educator, the nutritionist, the Zumba leader, the support group facilitator – they all take the time to connect. The team listens as patients talk about their lives and their stressors. It is in these moments and interactions that they build relationships and trust. With trust, the CCHE team can truly understand the patient and influence behavior through education. Nannis says, “Trusted relationships, empathy and education is what converts to true behavioral change.”

The CCHE team supplements the high quality medical treatment given by Sixteenth Street providers in a full-circle collaboration to help patients control their home environment and make sustainable change. Because CCHE staff are cross trained for multiple chronic conditions, such as asthma, diabetes and hypertension, they are able to work across disciplines and care for the patient as a whole.

75% of diabetic patients have A1c levels under 8 which exceeds the national target of 70%.

“Often times when I go to the grocery store, I will see a patient and they will come up to me with food in their hand – showing me the labels and telling me about the carbohydrates or other things they’ve learned. That’s what our department is – a family within our community that is available and around for our patients. We help them and live through their learning and education together.”

- Gerardo Jimenez AE-C, Certified Asthma Educator at Sixteenth Street
Quality is... analyzing and adjusting process to improve results

Colorectal cancer (CRC) is the second leading cause of cancer death in the US. With Hispanics having the lowest screening rates among all US ethnic groups, it’s no surprise Sixteenth Street screening rates were low as well. At Sixteenth Street, we spend hours on reporting and tracking quality measures for this exact reason – to know where we are falling behind and where we need to do better. In response to this low measure, a work group was formed around CRC screening. TRIUMPH student Alex Herrera, and Sixteenth Street Internist Dr. Hilgeman, lead the way to analyze the existing situation, implement changes and set a path for better outcomes.*

By learning and understanding the barriers our patients face – language, lack of insurance, financial constraints, undocumented status, low literacy, fear, embarrassment and more – James Dahm, the second TRIUMPH member to take on the project, and Dr. Hilgeman were able to address those barriers and reform the process to fit our patients’ needs.

The standard CRC screening procedure is a referral to receive a colonoscopy. Despite being the standard, very few patients followed through. With the existing barriers in mind, Dr. Hilgeman and team implemented a new way of testing, at-home Fecal Immunochemical Testing (FIT). Take home FIT kits are given to patients at their visit by Sixteenth Street population health specialists and medical assistants, along with in-clinic patient education. They do not have to travel, make another appointment, deal with insurance for a second procedure or discuss the embarrassing topic with outsiders. All is taken care of with the familiar, trusted Sixteenth Street provider and staff, or in the comfort of their own home. Patients also receive a postage-paid envelope to return the kit, the option to return in person, multi-lingual and picture based instructions and additional patient educational handouts regarding the screening.

Since implementing, the percentage of patients screened has increased by 16% in 7 months within the pilot group alone. The CRC screening team continues to collect patient surveys and monitor where they can tweak and adjust to further make it easier for patients. The team is confident that once implemented clinic wide, the positive results will grow rapidly.

“In order to truly improve the health of the community we have to address these hard-to-solve issues, even if our numbers aren’t the greatest at first. The key is understanding where we are going wrong and tailoring the solution to address the specific barriers our patients face – despite what standard practice may look like.”

- Dr. Brian Hilgeman, Sixteenth Street Internist

* A UW Maison program for 3-4 year residents, Training In Urban Education and Public Health – TRIUMPH
At Sixteenth Street we pride ourselves on our clinical excellence. We talk frequently about our great patient outcomes and national recognitions, such as Joint Commission and Patient Centered Medical Home. In order to reach these outcomes and achieve these accreditations, we depend on our Quality Improvement (QI) Manager, Denise Moffitt, and transparency in our practice.

QI is a high priority. We take seriously the level of quality care each and every patient receives. The QI manager creates and runs all of Sixteenth Street’s QI reports, making quality a tangible, measurable aspect of our agency. In an effort to maintain that quality and discover areas of improvement, we publicize both internally and externally these quality reports. When we find that numbers are lower than desired, QI projects and work groups are formed around that measure to step up the work and attention toward improving that service.

We are open with ourselves and our public because it is the only way to improve and react to the needs of our patients. All measures are published on our agency intranet and available to any staff member to view. They can be as specific as one provider’s performance, to a single department, to the performance of the agency as a whole.

Publicly, we are part of the Wisconsin Collaborative for Healthcare Quality (WCHQ), an organization that aggregates and publishes health care quality information. We proudly publish our quality information and are pleased to be a part of a forum that works to demonstrate and encourage quality care for all.

“When you put the patient first, quality improvement is a natural part of guaranteeing the care they receive is the best possible. It’s that simple.”

- Denise Moffitt, Sixteenth Street QI Manager
Quality is... focusing on a population one patient at a time

Sixteenth Street recently added a very special team, the Population Health Team, to assist on QI projects and help improve quality measures that directly relate to patient care. While our QI manager is behind the scenes running reports, the Population Health Team are the boots on the ground making sure we see the improvement we want in those reports.

With one member at each location, the Population Health Team is assigned to various QI initiatives, focusing on improving outcomes through better patient interaction and process. As previous medical assistants, the team understands clinical process and where to fill in the gaps. They perform a wide range of duties, such as targeting patients, follow-up calls, provider reminders, appointment and screening reminders, reengagement of patients missing care and analysis for error. The team is a constant reminder for providers and MAs, keeping them focused on the projects and what needs to be done.

Perhaps one of their most important roles is patient education and increased personal interaction with patients. The team is able to take the time in exam rooms to educate patients one on one, reinforcing the words of the provider. By spending this time with patients they better understand the bigger picture, and can adapt materials and strategies with the MAs to improve results. The team also offers additional help and time for questions in their follow-up calls after screenings. This helps assure patients stay engaged and on track.

“If we can have a few minutes with a patient, either in an exam room or over the phone, we know we can make a difference and get results. It’s just a matter of how many we can reach.”

- Daisy Leon, Population Health Specialist
At Sixteenth Street, on-site social services is an irreplaceable component of the care our patients receive. By having immediate access to a Masters Level Social Worker (MSW), providers can depend on patients’ receiving time and resources that otherwise couldn’t be provided. The Sixteenth Street MSWs are seasoned with extensive knowledge of the community and the resources available. They are able to care for the whole person and respond to the whole picture, whether that be a need for food, shelter, clothing, crisis intervention or any number of issues. The MSWs can connect the right resources to the right person.

Social Services Manager Ivy Zamora, MSW, said, “We know our community, the bus lines, the street names, the staff of the local organizations, and we know realistically what services people can, and most importantly, will access. We physically go to places to make sure our patients will have a good experience. By getting people to the right, quality resources, we are bridging the gap between medical and social factors. That is what gives our patients the best chance to actually be ok and healthy.”

“Social services is absolutely integral to what we do here. The amount of time that we would have to spend coordinating things that are outside our scope of practice, or the time we have to work with in a day would be astronomical. I can’t stress how invaluable it is to have the ability to say, ‘This issue is affecting your health in a very real and fundamental way, and we have access to people that can help you navigate these things that are a little more troubling.’

There was one patient who had terribly severe anxiety, but the real problem was he was living in a place that was unsafe. He had depression and PTSD because of a previous history of abuse. Natacha (Sixteenth Street MSW) was instrumental in getting this man new housing. Now he is perfectly happy with no symptoms whatsoever. That was the fix. I could have had him on all the medicines in the world but that wouldn’t have treated the problem. There would have been no way for me to get him new housing or figure out how much of that was even the problem. He wasn’t willing to open up to me about the history of abuse, but he sat down with Natacha for around two hours.

We talk a lot in medicine about the biopsychosocial model – so you’ve got us providers that are handling the bio, you have BH handing the psychological part and social work is handling the social part of it. That triad of care for patients can’t happen if the social workers are not physically here. None of the rest of us have the time or expertise.”

– Dr. Aisha David, Sixteenth Street Family Practice Physician
Thank you Community HealthCorps members for 15 years of dedicated service

“Dedicating a whole year to service has given me the opportunity to feel as though I am helping fulfill a real and important need. It’s given me just a glimpse into what it means to be part of the ongoing process of health care. I really don’t think I could have gotten this perspective without a full-time, ongoing commitment to my role. Community HealthCorps® gave me that opportunity.”

- Molly Malloy, past Community HealthCorps member

“Providing services in an underserved community gives a perspective that I personally feel every future healthcare provider should experience. It gives meaning to the future ahead of you. It also gives you a humanitarian perspective that you may never have working in specialties or working in higher income communities…it was a humbling experience. The experience will change your life whether you are ready for it or not.”

- Laura Nettekoven, past Community HealthCorps member

“I think the most important thing I will take away from my AmeriCorps year is a new and unexpected appreciation for teamwork, for patience and for responsibility and quiet leadership.”

- Carrie Gaebler, past Community HealthCorps member

“As a member of Community HealthCorps® (CHC), I have been required to think outside my own access to care, and have been exposed to the kinds of barriers that underserved populations face. Going forward, this new perspective will inform the decisions I make not only as a CHC member, but as a professional and a citizen.”

- Maggie Moore, past Community HealthCorps member
Below is a testimonial from James Reed about how Sixteenth Street Community Health Centers supported him through his behavioral health struggles:

I have lived through many obstacles and challenges. I have struggled with drug and alcohol addiction. I have been homeless. I have lost jobs, friends and relationships because of my addictions. I have gone through deaths in my family, a divorce and have spent time in jail, the hospital and halfway houses. I was told that I overdosed ten times and still wanted more cocaine. Isn’t that crazy? That is what alcohol and drugs do. I was running from my real feelings for a long time. There were many times when I wanted to give up and felt I couldn’t go on. But I kept on fighting. I guess God had other plans for me.

I am bipolar and have depression, so for a while things just weren’t right. But I pulled myself up and made it through. I quit drugs and alcohol cold turkey by staying away from the people I got high with.

I surrounded myself with positive people and good things started to happen. A social worker at St. Ben’s Clinic found housing for me. I still live in that same apartment eight years later. My caseworker, Patti, suggested I see a psychiatrist because I had trouble sleeping due to my PTSD. I went to a few places first and they didn’t fit right. Then I found Sixteenth Street and Nikki Kroner, my Nurse Practitioner. He is a really nice guy. Nikki gives me lots of positive input. I need that. I get along well with him and most importantly, I feel comfortable with him. That is why Sixteenth Street is so good – you don’t have to feel nervous. When you feel comfortable, it’s easy to talk about things you normally wouldn’t talk about to anyone. You can be honest with the people at Sixteenth Street, and that helps you be honest with yourself.

Being honest with yourself is a huge step and really hard, but very important. Having support like I have helps you succeed. When you are around good, positive people you can be better. You have to get rid of all the bad people around you and surround yourself with good people.

I started exercising and eating healthier. I take much better care of myself now. I still have my struggles, I’m not going to lie. I live with the devil on one shoulder and an angel on the other. And the angel doesn’t always win. But with Dr. Nikki, and other great people around me, like my caseworker Patti, I know I can always pick myself up and come out on top. Their support and positivity keep me going. With them I know I am not going to waste my life away. I’m going to have the happy, long life I deserve.

I hope to one day be a mentor to people who have the same struggles I do.

I want to give a special thanks to Dr. Nikki and Patti for helping and supporting me.

“That is why Sixteenth Street is so good, the people there are so caring, like Nikki. They make you feel comfortable, you don’t have to feel nervous.”

– James Reed, behavioral health patient
Quality is... filling in the gaps

Currently there are very few local options for ADHD testing in Waukesha, forcing families to take off work, take their children out of school and travel distances to receive these services. With the help of a generous contribution by the Waukesha County Community Foundation, we will not only provide treatment for children with ADHD, we can now provide this diagnostic service right here in the Waukesha community.

Through this funding, we have trained two mental health clinicians to provide these diagnostic services in Waukesha, within our four clinic walls. At Sixteenth Street-Waukesha alone, we have had to refer out more than 120 clients to be tested for ADHD in the past two years. By being able to test and diagnose at Sixteenth Street-Waukesha, the patients stay within our continuum of care, which further strengthens the integration of their medical and behavioral health care. In addition, clients will no longer have to travel to receive ADHD testing, which will eliminate delays in testing and treatment and keep children in school, learning and thriving.

In Waukesha alone we have had to refer out more than 120 clients to be tested for ADHD in the past two years. Now we don’t have to.

“It is our job to take care of this community and we do that by listening and responding to their needs. We have to find the gaps in care and lack of access to services and do our best to find a way to get those services to our community.”

- Kerri Ackerman, Behavioral Health and Waukesha Clinic Manager
We would like to thank our board of directors for their **strong leadership and continuous support**

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“*We are fortunate to have such an engaged board that is always willing to participate whether that means making a tough decision, or speaking at an event. Our success is a direct reflection of their strong leadership and involvement.*”

- Dr. Julie Schuller, MD, MPH, MBA, FACP, incoming President and CEO

Dave Schultz, Interim President and CEO of the Waukesha County Community Foundation (pictured on left), and Rick Walters, Sixteenth Street’s Board Chairman (pictured on right), at our Waukesha location’s Healthy Start for a Healthier Waukesha Event.
FULL RANGE OF SERVICES

Medical Services
• Pediatrics
• Internal Medicine
• Family Practice
• Midwifery
• Women’s Wellness
• Chronic Conditions Health Education

Support Services
• Social Services
• WIC Nutrition Program
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• Parenting Resource Center
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Behavioral Health
• Psychology
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Thank You!

$50,000 - $100,000
Aurora Health Care
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