

# EMPOWERING THE PHYSICIAN-PATIENT RELATIONSHIP



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Chief Clinical Officer, El Rio Health

# El Rio Our History

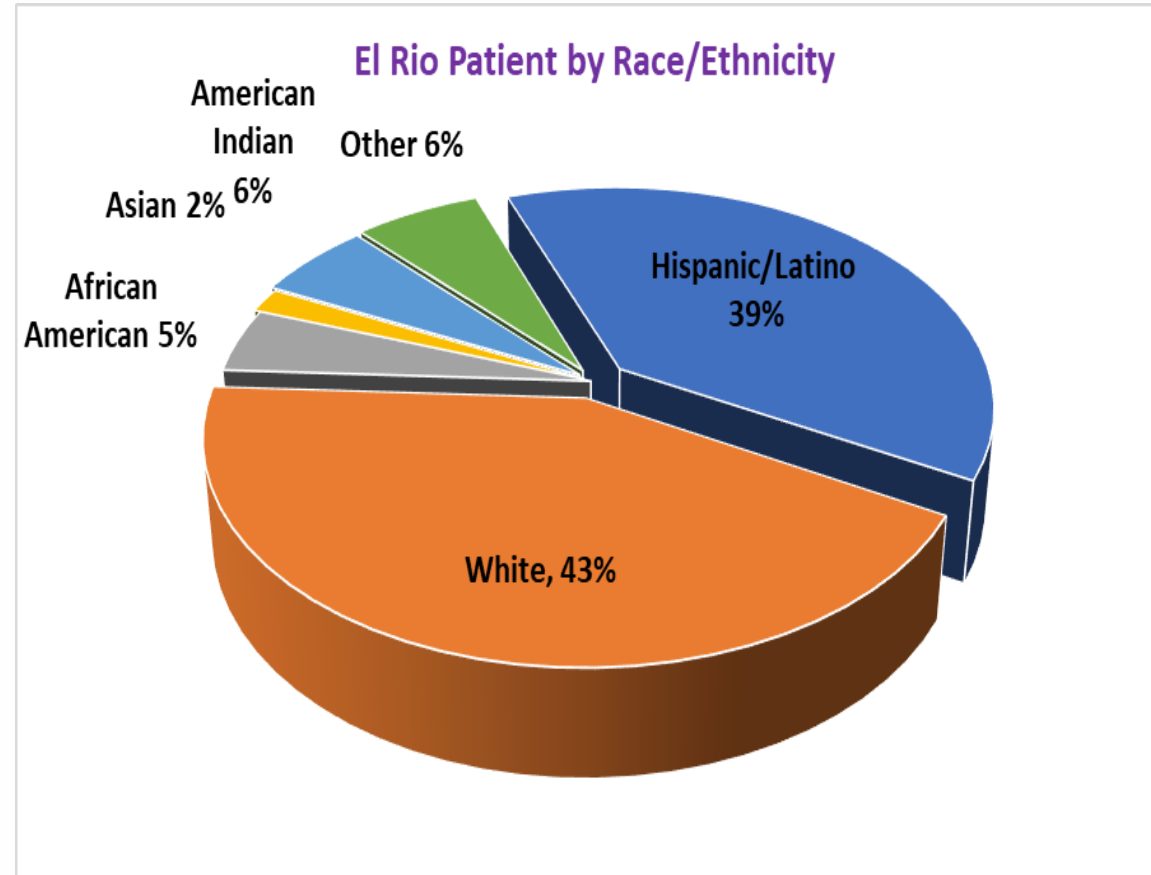
- 1965: Community Health Center Movement Begins in the U.S.
- 1970: El Rio Beginnings as a Federally Qualified Community Health Center
- The Legacy Continues: 14 Clinic Sites, 336 Providers, Serving ~ 130,000 patients



# The Community We Serve

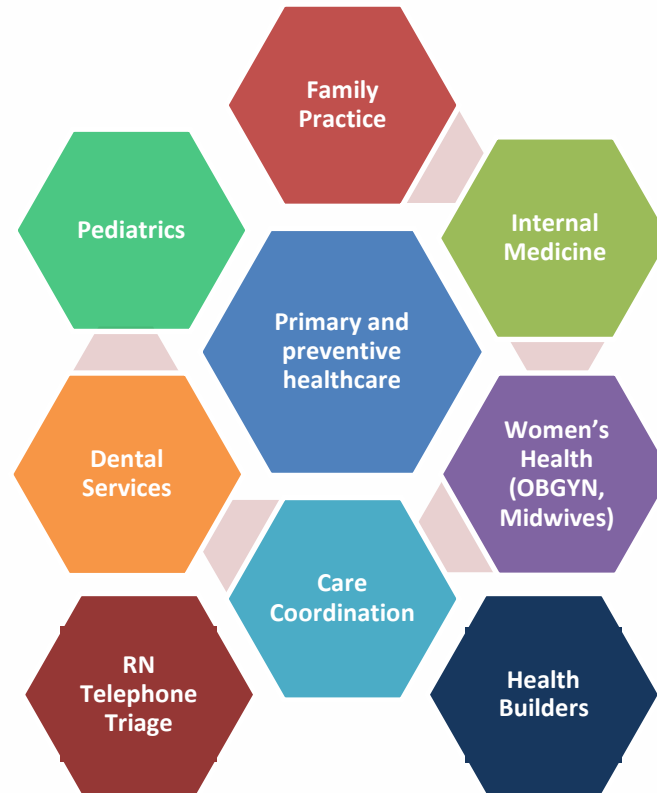
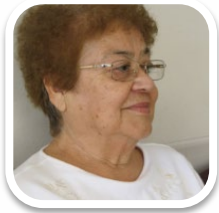
(2022 Data)

- Medicaid: 57%
- Medicare: 10%
- Private: 22%
- Uninsured: 11%
- Income at 100% and Below Poverty Level: 61%
- Individuals Experiencing Homelessness: 12%



Total Patients Served: 125,472  
Total Encounters: 499,311  
Virtual Visits: 20%

# Our Programs



- Occupational Health
- Physical Therapy & Sports Medicine
- Buena Vida Chronic Pain Program
- Medication-Assisted Treatment
- Reproductive Health Access Project
- LGBTQ Services/Transgender Medicine
- SAAHEC

Laboratory

Radiology & Mammography

Advanced Practice Pharmacists

Integrated Behavioral Health

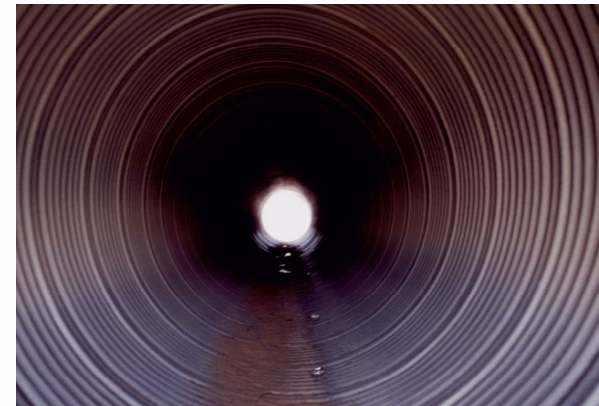
Pharmacy Services

HIV Homeless Hepatitis C



# Teaching Health Centers: Training the Workforce of Tomorrow

- ATSU-SOMA Medical School
- National Family Medicine Residency Program (Wright Center Consortium)
- University of Arizona Family Medicine Tucson South Campus Track
- AEGD General Dentistry Residency Program (NYU Langone Consortium)
- Pediatric Dental Residency Program (NYU Langone Consortium)
- Clinical Pharmacy Residency Program
- Pediatrics Residency Program
- Internal Medicine Residency Program
- Family Nurse Practitioner Residency Program
- Certified Nurse Midwife Residency Program
- General Psychiatry Residency (July 2025)



# Patient Advocacy in Challenging Times

## How Do We Care for Our Community in Crisis?

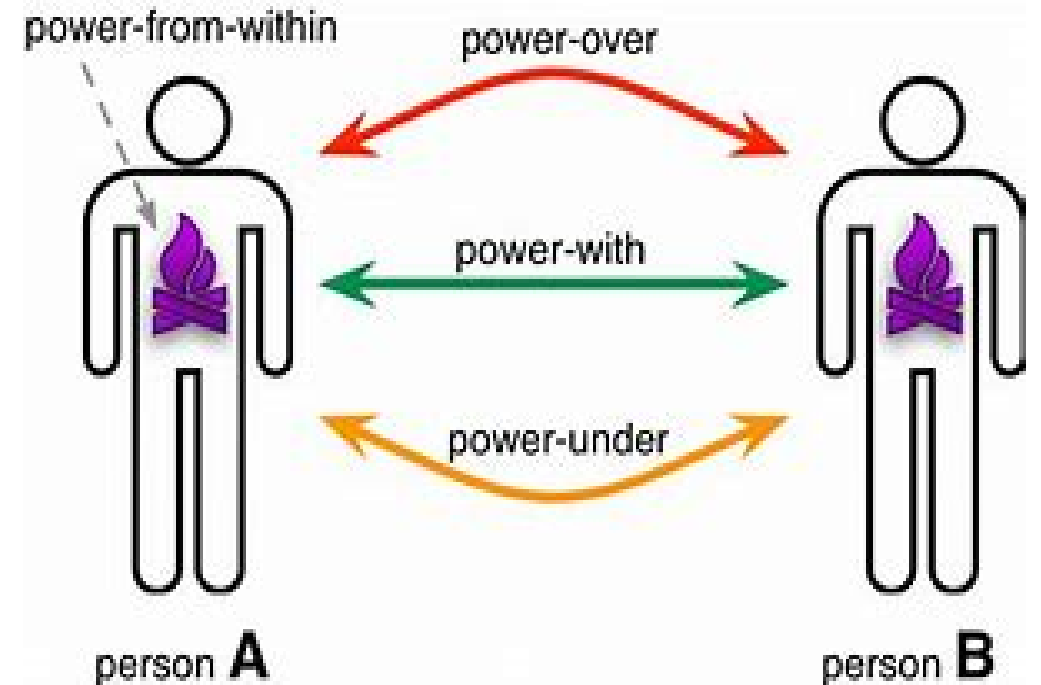
- Social Unrest
- Political Divisiveness
- Populations on the Move
- Emerging Epidemics/Pandemics
- Opioid Crisis
- Mental Health Crisis
- Marginalization of the Disenfranchised
- Reproductive Health Rights
- Rise in Gun Violence
- Institutional Racism



# Doing What We Have Always Done



Passionately compassionate care  
Through a lens of wellness and resiliency  
Acknowledgement, acceptance, empowerment



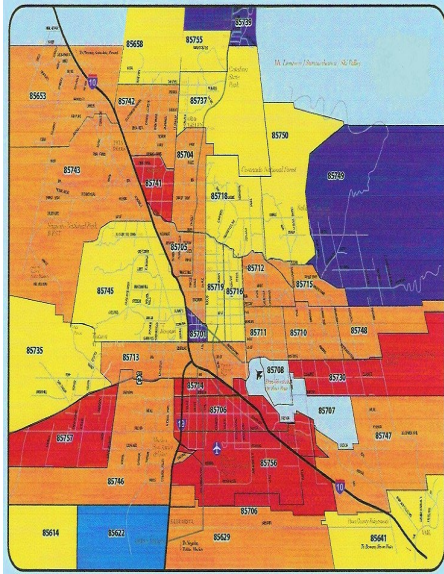


EL RIO  
HEALTH





# ZIP Code VS. GENETIC Code



"Your longevity and health are more determined by your ZIP code than they are by your genetic code."

*Tom Frieden, M.D., M.P.H.;  
CDC Director*



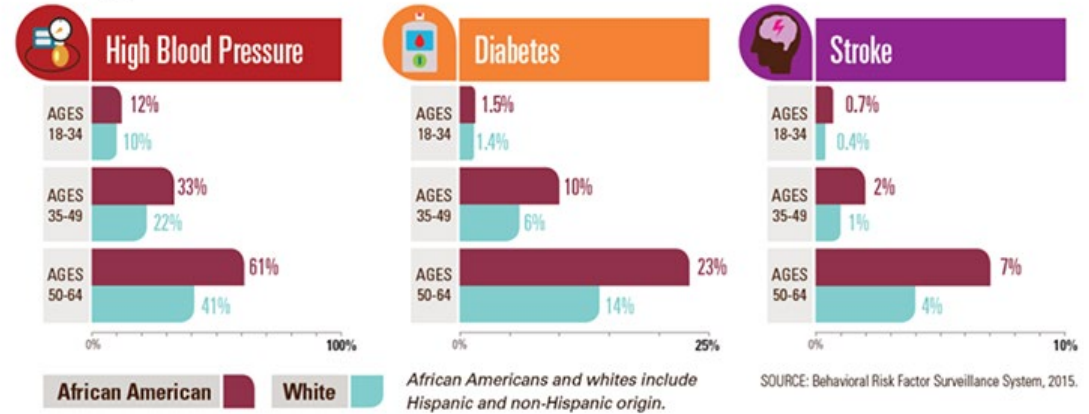
# And The Gap Is Widening



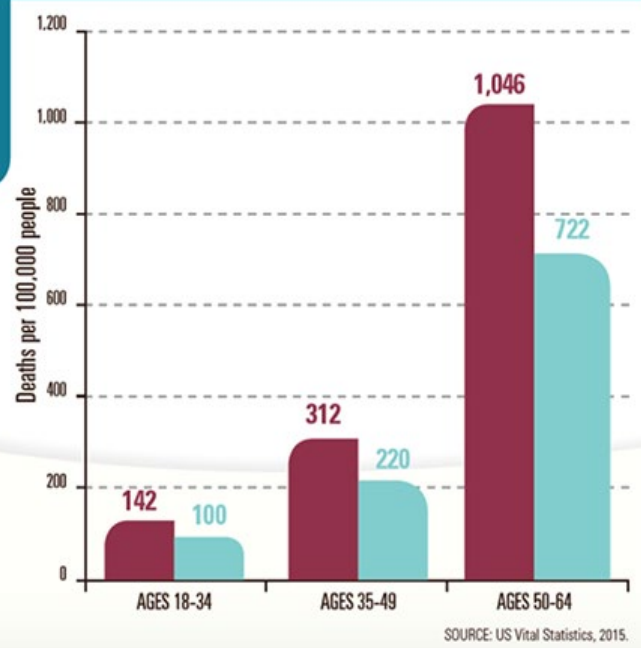
# Systemic Racism in Medicine



Young African Americans are living with diseases more common at older ages.



African Americans are more likely to die at early ages from all causes.

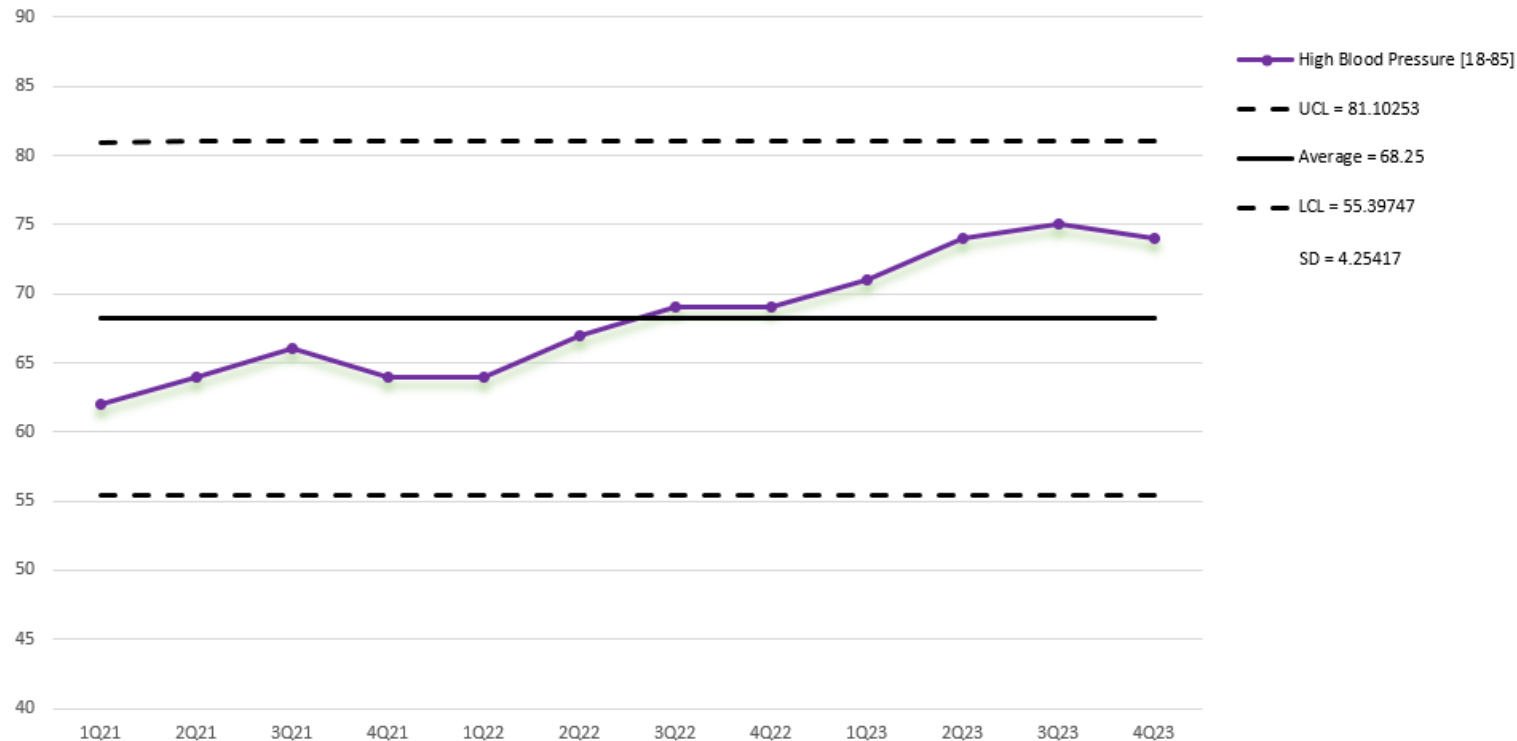


# Control Chart : High Blood Pressure Control [18-85]: 2Q2017 – 4Q2023

<b>Goal</b>	Increase the percentage of hypertensive patients aged 18-85 whose most recent blood pressure measurement was <140/90.
<b>Benchmark</b>	71% (Healthy People 2030 Target) 70% Internal El Rio Goal 75% Internal El Rio Stretch Goal 63.26% (UDS National Average 2020)
<b>Numerator</b>	19,665 hypertensive patients aged 18-85 whose most recent blood pressure measurement was <140/90
<b>Denominator</b>	26,638 hypertensive patients aged 18-85 who were seen for a medical visit at least twice during the measurement year

<b>Interpretation</b>	Data shows a steady increase after the pandemic largely driven by increased organizational focus on HBP control and best practice workflows.
<b>Action Plan</b>	<ul style="list-style-type: none"> <li>• Look for additional funding for distribution of home BP machines (especially for TH patients).</li> <li>• Continued spread if LPN BP champion workflow-targeted outreach to schedule nurse visits for uncontrolled patients.</li> <li>• Continued spread of MA workflow to address and follow up patients presenting with HTN.</li> <li>• Recognition by American Heart Association for performance to individual clinic sites.</li> </ul>
<b>Quarter</b>	End of 4 <sup>th</sup> Quarter 2023: 74%. Data from MPM in Epic

**Control Chart: High Blood Pressure Control [18-85]**



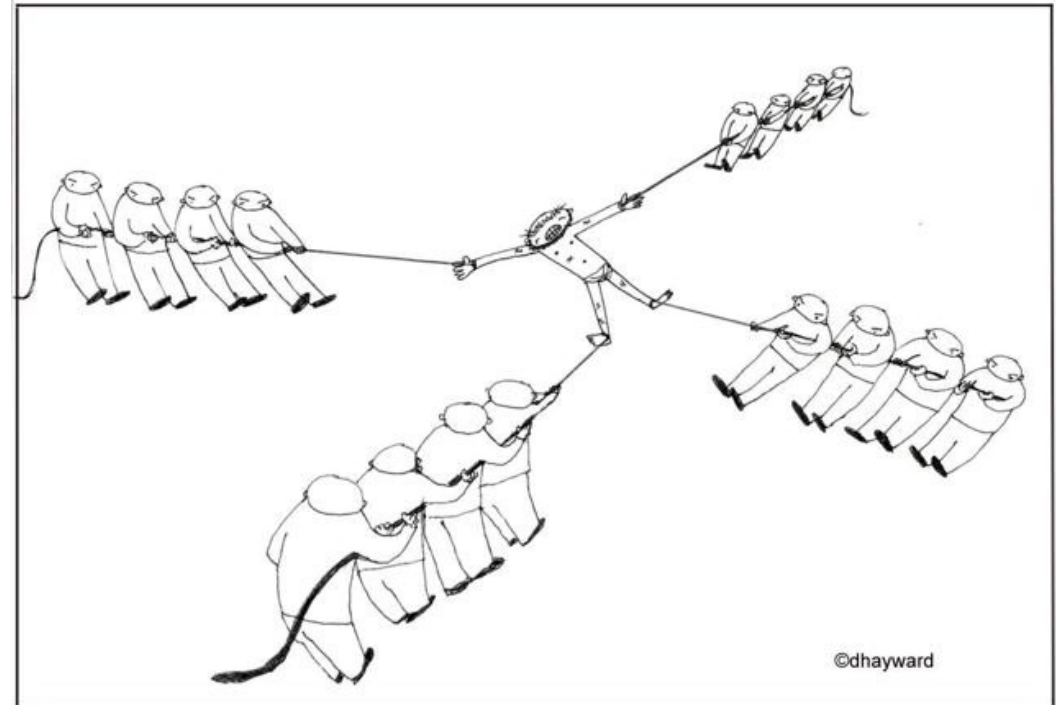


# Demographics by Race/Ethnicity – HTN Control

<i>Hispanic or Latino</i>	9289/13162	<b>71%</b>
<i>White</i>	4193/5991	<b>70%</b>
<i>Black</i>	723/1091	<b>66%</b>
<i>Asian</i>	294/384	<b>77%</b>
<i>Native American</i>	654/973	<b>67%</b>



# Healthcare Workforce in Distress



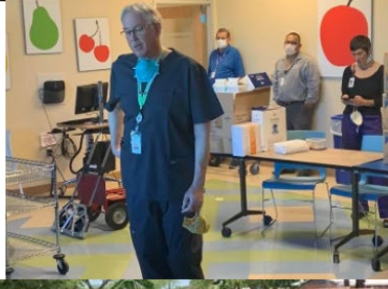
# Heroes to Villains

(The Covid 19 Saga)

El Rio's  
Healthcare



HEROES!



**DID YOU KNOW?**

**34%** of NURSES  
reported physical assault  
from a patient over the past  
year in their workplace.

(Statistics Canada Health Reports Volume 20)

**Violence in the  
workplace cannot be  
tolerated**

Safe workers mean better care.  
Let's work together to reduce  
violence in healthcare.

**workplace-violence.ca**

# Rise of Workplace Violence

Overall prevalence of  
workplace violence against  
healthcare professionals:  
47%

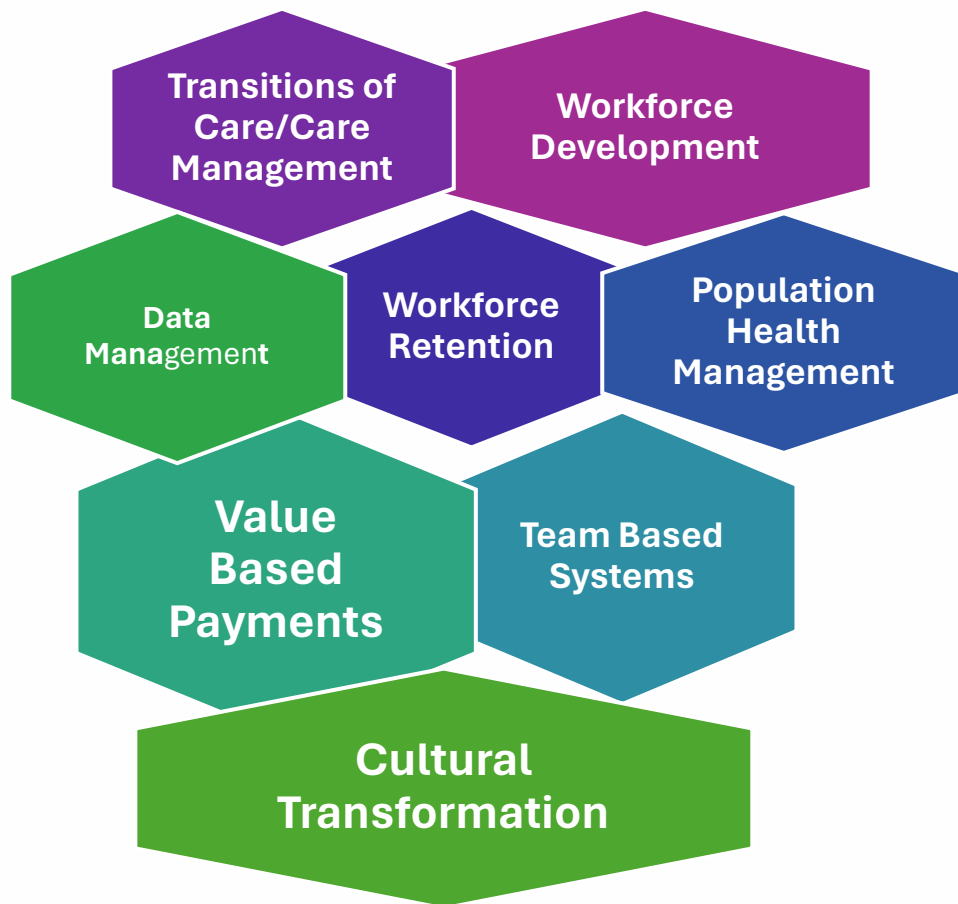
## Category Breakdown:

- Psychological Violence 44%
- Physical Violence 17%

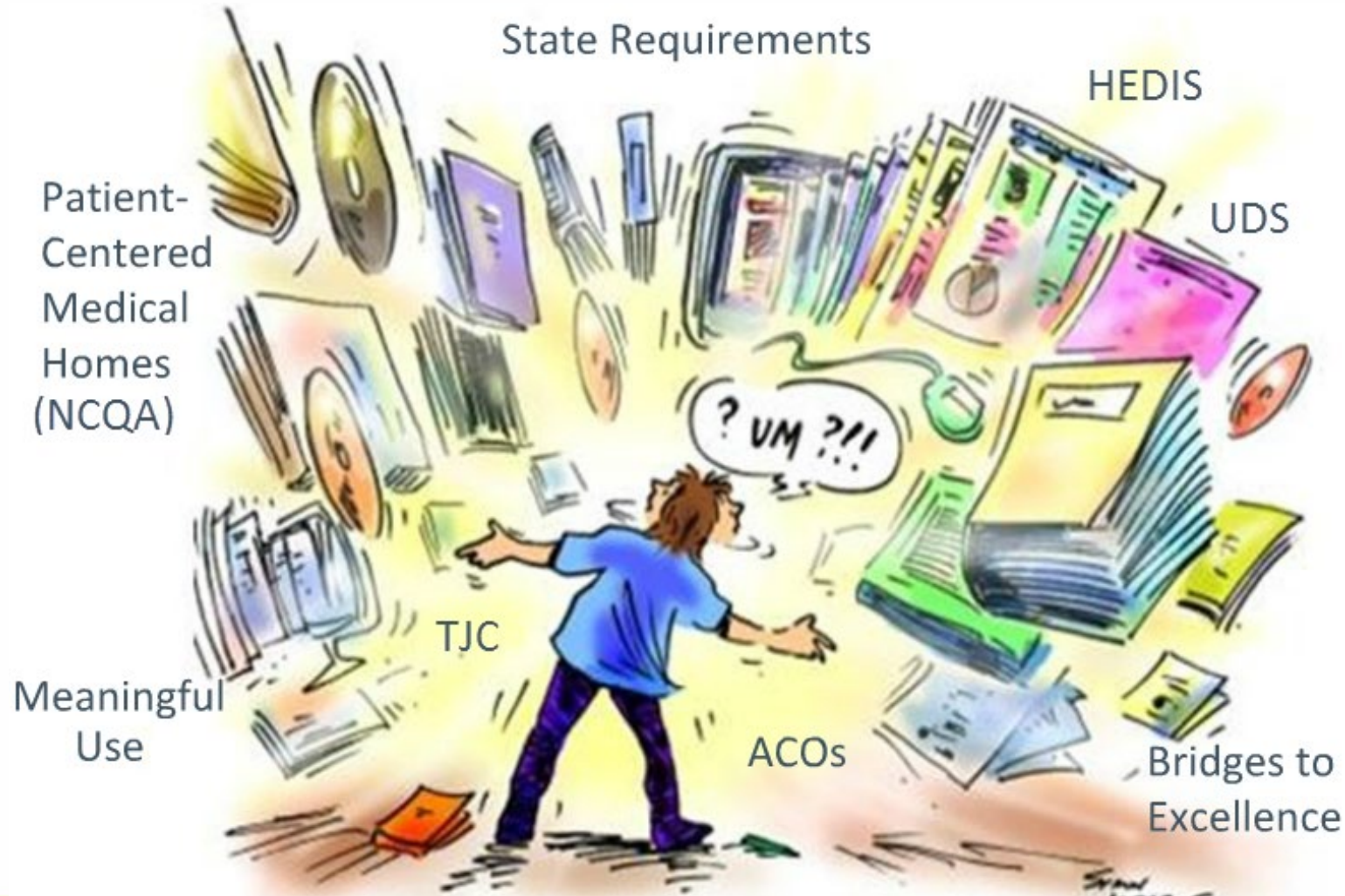
Ramzi ZS, Fatah PW, Dalvandi A. Prevalence of Workplace Violence Against Healthcare Workers During the COVID-19 Pandemic: A Systematic Review and Meta-Analysis. *Front Psychol.* 2022;13:896156. 10.3389/fpsyg.2022.896156 - [DOI](#) - [PMC](#) - [PubMed](#)



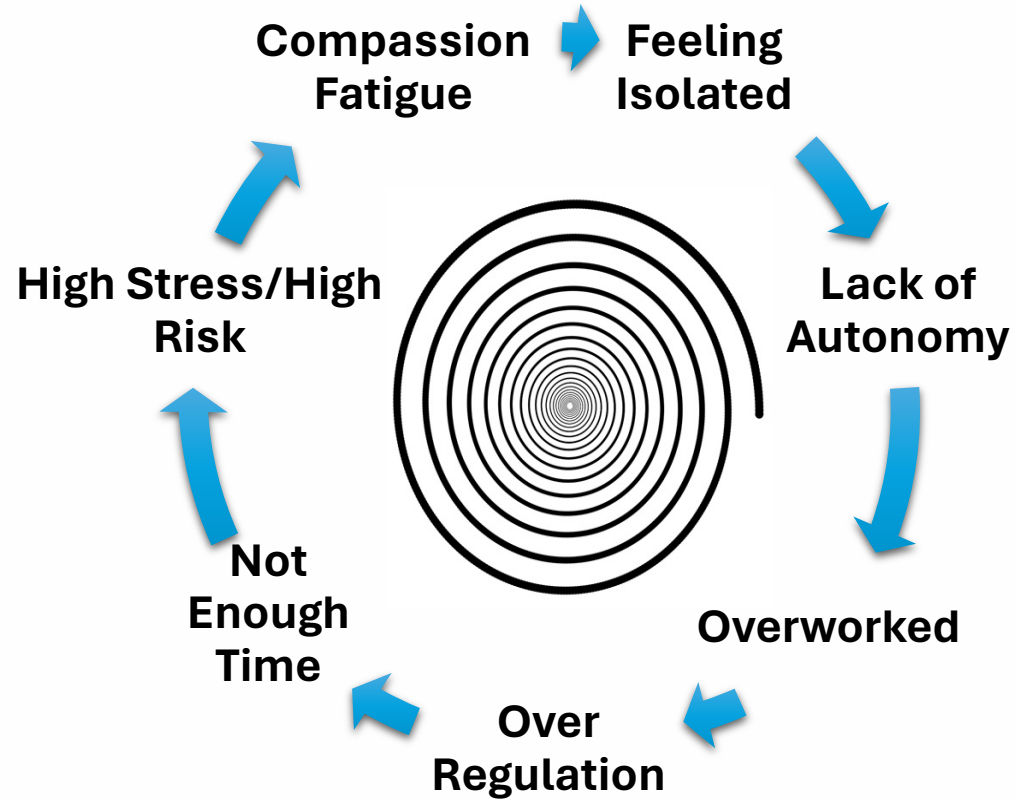
# Changing Paradigm of Healthcare Delivery



# DID YOU SIGN UP FOR THIS?



# Moral Isolation Spiral/ Clinician Burnout





**Is Anyone  
Listening?**



# El Rio Clinician Well-Being Program

## Efficiency of Practice

- Team-based care
  - Refill protocol\*
  - Med PA team\*
  - In Basket support
  - Pop health technician
  - MAVEN project
- EHR
  - In Basket Taskforce
  - Superuser/@ elbow support program
  - Epic Thrive program
  - Voice recognition/scribe
- Clinical Decision Support/Clinical Informatics

## Culture of Well-being

- Professional well-being as organizational priority
- Promote work-life integration
  - Float coverage system
  - Monitor PTO usage
- Meaning in work
  - Value-oriented messaging/incentives/actions
- Flexibility/"Aligned autonomy"
- Train/equip wellness-centered leaders
- Measure well-being longitudinally (MINI-Z survey)
- "Micro-breaks?"
- Designated area at each site for wellness breaks

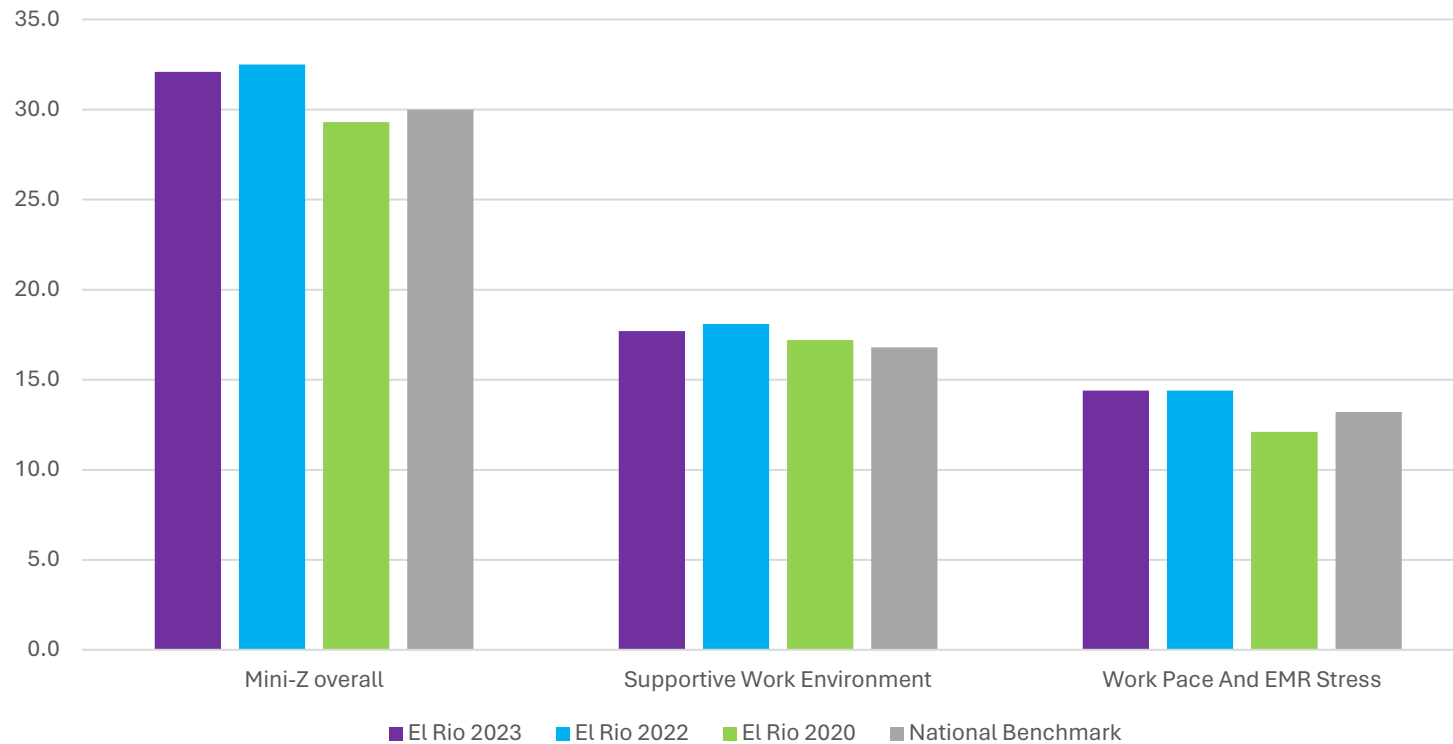
## Wellness/Resilience

- Peer support program/Mindfulness training practices
  - Compassion Institute
  - Facilitated Groups
  - Calm app\*
- Pxy Health\*
- EAP\*/other MH support

# Clinician Wellbeing Survey: AMA Mini-Z

Exceeding national benchmark in key metrics for 2 successive years

## Mini-Z and Subscale Scores



# Healing The Healers

## Building Workforce Resiliency

### Empowering the Workforce of Tomorrow



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# The Health Center Movement of Today

- The Largest Primary Care Network in the US (Over 1,400 organizations serving 31.5 million patients)
- Integrated multidisciplinary care: Medical, Dental, Behavioral Health, Pharmacy, Radiology, Lab services, Care Coordination and Management, Population Health, Patient-Centered Medical Homes
- Front lines in care for migrant/refugee populations and emerging infectious diseases



# FQHC's as Teaching Health Centers and Community Based Research Partners

- Training of the US primary care workforce
- Diversity of patient populations
- UDS database
- Equity, Diversity, Inclusion
- Social Determinants of Care

