





This year, the National Committee for Quality Assurance (NCQA) awarded El Buen Samaritano with Level 3 Patient-Centered Medical Home (PCMH) recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.

The NCQA Patient-Centered Medical Home is a model of primary care that combines teamwork and information technology to improve care, improve patients' experience of care and reduce costs. Medical homes foster ongoing partnerships between patients and their personal clinicians, instead of approaching care as the sum of episodic office visits. Each patient's care is overseen by clinician-led care teams that coordinate treatment across the health care system. Research shows that medical homes can lead to higher quality and lower costs, and can improve patient and provider reported experiences of care. Payors- both government and private- use NCQA Recognition to select providers for quality-based incentive or enhanced reimbursement.

To receive recognition, which is valid for three years, El Buen demonstrated the ability to meet NCQA's key elements embodying characteristics of the medical home. We began our transformative journey towards PCMH recognition more than two years ago. Level 3 is the most rigorous recognition an organization can receive - we are proud of the significant effort that went into achieving this important milestone.



## MISSION

El Buen Samaritano is an outreach ministry of the Episcopal Diocese of Texas committed to helping Latino and other families in Central Texas lead healthy, productive and secure lives through high-quality and affordable healthcare, education, and financial security services.

## WHO WE ARE

For 30 years, El Buen has been building healthy, resilient and vibrant communities by addressing the physical, social, and emotional wellbeing of families. We do this by offering coordinated medical, literacy, food stability, and spiritual support services to promote healthy behaviors for the family. Unlike other healthcare settings, El Buen provides all these services and in one location.

Our unique approach to healthcare supports a person's physical and mental health – a keystone for wellbeing and resilience. Uniquely, we offer comprehensive services that are family- focused and person-centered.

As responsible stewards of the funds donated by individuals, community groups, businesses, and foundations, we invest exclusively in programs and services for individuals, families and our community.

## OUR PROGRAMS AND SERVICES:

### Medical Services

El Buen provides comprehensive, integrated health and family services in a culturally appropriate environment. We offer a health home for individuals and families living in Travis County who are uninsured.

### Adult Education

Our adult education program strengthens a family's ability to improve their physical, emotional, and financial wellbeing by promoting educational attainment, job promotion, and family engagement.

### Youth Services

Our youth education programs are designed to improve academics, physical activity, nutrition, and social and emotional learning.

### Wellness

El Buen focuses on improving the overall wellness of our community by providing a community garden, support groups, health education, a food pantry, and access to spiritual health services.

### Health Equity and Outreach

We prioritize understanding and evaluating the root causes of socio-economic disadvantages for our clients, while promoting equal opportunity through advocacy and outreach.





## LETTER FROM OUR LEADERS

On behalf of El Buen Samaritano, we are pleased to share our 2018-2020 Strategic Plan. For more than 30 years, El Buen has been a trusted community resource. Our organization is ever evolving to allow us to continue to provide for the physical, social and emotional wellbeing of Latinos to build a healthy, resilient and vibrant community. Our core services include coordinated medical, literacy, food stability and spiritual services to promote healthy behaviours for the family.

As a mission of the Episcopal Diocese, we demonstrate our commitment to community members by being responsive and supportive to their changing needs and by serving a vital role in reducing health disparities.

In 2017, we achieved our most significant milestones in this work by being awarded recognition from the National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) Program. Our NCQA recognition means that El Buen has demonstrated a commitment to patient-centered care and clinical quality through practices such as:

- + streamlined referral processes and care coordination with referring clinicians,
- + timely patient and caregiver-focused care management, and
- + continuous clinical quality improvement

This sets us on our path to the future for coordinated care and allows us to ensure individual patient needs and values are at the center of care are central to our care delivery model.

Along with healthcare and social service providers in Austin and across the country, we are in a period of transformation as we operate in a climate of instability and uncertainty. Changes across the healthcare landscape are many, as are the challenges and opportunities that they bring. At El Buen, we are optimistic about our ability to take advantage of the opportunities, as we have worked diligently over the last several years to create a nimble and fluid organization that allows us to respond effectively to challenges.

Most recently, we have turned our attention to the effects of recent immigration policy enforcement. Although El Buen is trusted throughout the community, our clients are choosing to forgo critical health and basic needs services because they are afraid to leave their homes and risk being separated from their families. To them, the risk exceeds any support we can offer them. These choices – made in the context of legislative actions and executive decisions that appear to target them – are jeopardizing the health of our community.

This situation creates a unique opportunity for us to explore new ways of providing services in people’s natural environments (homes, schools, work), expand business practices (such as accepting patients who have Medicaid) and pursue partnerships with other health and human service organizations for preventive care to maintain our long-term viability for the people we serve.

El Buen specializes in the provision of services that touch on all aspects of the health and quality of life for Latinos. We look forward to furthering this work in the next two years, and to continue to advocate for and represent the needs of our community during an increasingly important time in our history.



*Dena A. Harrison*  
Bishop Dena A. Harrison  
Bishop, The Episcopal Diocese of Texas



*Ilijana Gilman*  
Ilijana Gilman  
Chief Executive Officer  
El Buen Samaritano



Social Determinants of Health are social, economic, and physical conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide-range of health, functioning, and quality-of-life outcomes and risks. Examples are safe and affordable housing, access to education, public safety, availability of healthy foods, and local emergency/health services.

# 1

## GOAL

### Program Integration and Expansion

Throughout our 30-year history, we have remained committed to strengthening families and communities by focusing on multiple factors that impact the health and well-being of our clients. Building on the backbone of what we know about the critical impact of social factors like access to food, education, spiritual services, and health behaviors have on our clients' health, our goal is to further develop comprehensive integration and expansion of key services that allow us to create an environment for a true home health model.

This will allow us to serve our community across the full spectrum of their needs. Integrating programs and services using the model of the social determinants of health (SDH) we can maximize existing resources and organizational strengths to ensure the provision of effective services and improved health outcomes.

#### Strategy 1a. Formalize Social Determinants of Health Programming and Establish metrics

Connect, integrate, and build on current programs to support the comprehensive needs of our clients. Ensure that changes lead to meaningful outcomes by developing appropriate metrics.

#### Strategy 1b. Evaluate and Plan for Outreach and Advocacy Activities

Protect the right of people to have healthy, productive, and secure lives by deliberately interacting with the community, understanding their needs, and advocating on their behalf.

#### Strategy 1c. Implement Trauma Informed Care

Recognize that the needs and experiences of our clients are many, but nearly all experience poverty. Trauma is especially prevalent for clients who are immigrants. Becoming a trauma informed organization means we can meet people where they are and most effectively serve them in any service area they touch.

#### A TRAUMA-INFORMED APPROACH:

- + Realizes the widespread impact of trauma and understands the potential paths for recovery
- + Recognizes the signs and symptoms of trauma in clients, families, staff, and others involved in the system
- + Responds by fully integrating knowledge about trauma into policies, procedures, and practices
- + Seeks to actively resist re-traumatization

#### Strategy 1d. Expand Spiritual Services

Take advantage of the tremendous opportunity for a formal partnership with Iglesia Episcopal San Francisco de Asis that is at the heart of our identity and mission. Partnership will allow clients access to current and new spiritual resources on our campus.

#### Strategy 1e. Establish Obstetric and Pediatric Practices

Expand our ability to serve the healthcare needs of all family members by establishing obstetric and pediatric practices. El Buen became a Medicaid provider in 2017 to specifically serve the needs of pregnant women and children.

# 2

## GOAL

### **Value Based Reimbursement Preparation**

In Texas and across the country, the healthcare paradigm is shifting so that rather than government and private payors of healthcare services reimbursing providers for each individual medical visit, medical providers like El Buen, will be required to demonstrate that they deliver value by providing high-quality and effective healthcare services that are economically efficient. Critical to El Buen's long-term viability is to demonstrate this ability to multiple stakeholders - from the people who rely on our services to funders. This shift is closely aligned with our service delivery model and is one for which we have been preparing.

#### **Strategy 2a. Build on Patient Centered Medical Home Achievements**

Build on accomplishment of achieving PCMH recognition and solidify our commitment to an organizational culture focused on the patient and quality care.

#### **Strategy 2b. Formalize Population Health Strategies**

Ensure we are gathering meaningful and actionable information to develop population health strategies.

#### **Strategy 2c. Develop Prevention and Wellness Programs**

Build on our current prevention and wellness efforts that target the approximately 70 percent of El Buen's clients who have an opportunity to prevent a chronic condition. Strategically add new programs focusing on important health opportunities such as early childhood development and wellness.





# 3

## GOAL

### Evaluate Infrastructure Needs to Support Organizational Goals

As we implement Goals 1 and 2, we will continually assess our priorities and limitations and factor the results of these assessments into infrastructure decision-making. This includes our responsibility to explore all viable options for long-term sustainability while remaining true to our Mission.

#### Strategy 3a. Assess and Develop IT and Data Infrastructure

Refine our ability to understand who we serve by building on our work during the last three years and developing a high functioning data infrastructure to inform various aspects of care.

#### Strategy 3b. Review and Add to Revenue Portfolio Mix

Continue to evaluate our opportunities and make sound strategic decisions about the types of healthcare coverage we will accept; the reality of today is that our clients have a mix of coverage across family members in their homes, which can change over short periods of time.

#### Strategy 3c. Conduct Federally Qualified Health Center (FQHC), Look-alike, and Affiliate Analysis

Conduct an assessment of pursuing FQHC, Look-alike, and Affiliate status as part of our ongoing due diligence to evaluate the most effective healthcare setting options and resources available to us in today's ever-changing healthcare environment.

