

# STORIES OF IMPACT

## Great Mines Health Center

The Georgia Health Policy Center (GHPC) has provided technical assistance to more than 1,600 grantees of the Federal Office of Rural Health Policy since 2002. This assistance helps rural communities improve health and health care delivery through tailored assistance designed to build local capacity with a focus on long-term sustainability.

Since 2021, GHPC has provided thought partnership and guidance to Great Mines Health Center, a Federally Qualified Health Center (FQHC), and to the Washington County Mobile Integrated Healthcare Network, as part of the Rural Health Care Services Outreach Program, which provides community-based program funding to support innovative strategies to expand clinical service capacity.

The Washington County Mobile Integrated Healthcare Network, a partnership between an FQHC, an emergency medical services agency, and a nonprofit-focused, women-owned consulting firm, is a groundbreaking model that initiates primary care in the home. Community paramedics and community health workers serve as a bridge between the patient and the patient-centered medical home provider to ensure patients receive the right care at the right place and time. This model meets both medical and nonmedical needs outside of the traditional brick-and-mortar environment.



## WHO IS SERVED?

Rural residents of six Missouri counties needing follow-up care for hospitalizations, diabetes, and heart disease.

## WHAT DID GHPC DO?

The Washington County Mobile Integrated Healthcare Network was designed to address access to care, improve patient outcomes, and ensure care is provided in the most appropriate, least resource-intensive care setting. While the conception of the network occurred prior to GHPC's involvement, GHPC's technical assistance has focused on network development, outreach, and workforce development, as well as policy implications of mobile-delivered services on reimbursement to ensure the future financial sustainability.

## HOW DID THIS MAKE A DIFFERENCE?

"During the pandemic we were losing patients, not just from COVID-19, but they were not coming in for routine care, so they were ending up in the emergency department (ED). Our quality measures tanked, and patients were getting sick. We knew we needed to outreach to our patients. The idea of home visits is not a new concept, but we did not have a good method of doing them until the Mobile Integrated Healthcare Network."

—Greg Roebuck, CEO, Great Mines Health Center

The impacts of the Mobile Integrated Healthcare Network include:

- Financial: 50% reduction in costs captured through Medicaid and Medicare savings from lower ED visits.
- Clinical outcomes: Better management of chronic conditions and higher rates of preventive screenings.
- Care coordination: Community paramedics and community health workers are colocated at the FQHC.
- Well-being: Addressing patients' social needs too, including referrals to senior services, food pantries.
- Workforce development: Partnering with a local community college to expand the pipeline of workers.
- Access to care: Serving patients in their home for nonemergency needs and enabling telehealth connections.



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The technical assistance is so high-quality. Two of the most helpful things were the gap analysis and asset mapping. I am a visual guy, so showing all of the community partners going out in concentric circles that can help us to support our patients' comprehensive needs had been very helpful and was added to the strategic plan. It has become our road map to better, high-quality, and inclusive patient care and service.

—Greg Roebuck, CEO  
Great Mines Health Center

## IMPACT BY THE NUMBERS

8



in Missouri are replicating the Washington County model

Between May 2023 to July 2024



received their community paramedic certification

Between May 2021 to April 2024



unique heart disease patients were seen in 1,505 encounters