



CommunityHealth Chicago, Illinois

Program Overview

CommunityHealth is the largest volunteer-based medical facility in the nation and provides a wide range of services, including primary, specialty, and dental care. CommunityHealth tries to match individuals with the same in-house provider during each visit to ensure ongoing, quality care and the opportunity to build a relationship with the provider, just as individuals would in a private practice. The facility is committed to treating the “whole person” and meeting the complex health needs of the population.

Program History and Development



CommunityHealth was founded in 1993. Its main facility, in Chicago’s West Town, is dedicated to serving low-income adults who lack insurance. To be eligible for dental services through the oral health program, individuals must not have health insurance and verify that their income does not exceed 250 percent of the Federal Poverty Level. In 2010, CommunityHealth opened a satellite clinic in Chicago’s south side Englewood neighborhood, where both medical and dental services are also offered. In addition to offering basic dental care at the two clinic locations, CommunityHealth also refers patients who need more complex services to Advocate Dental Van, Kennedy King College Dental Hygiene Clinic, Northwestern Dental Center, and University of Illinois at Chicago Dental Clinic.

Program Sustainability

- CommunityHealth is supported by BlueCross and BlueShield of Illinois, The Chicago Community Trust, Crown Family Philanthropies, Reva & David Logan Foundation, The University of Chicago Medicine, the Patrick and Anna M. Cudahy Fund and the Chicago Dental Society Foundation. Any additional expenses not covered by these grants were supported by CommunityHealth’s general operating funds and private donations from foundations and individuals.
- The program’s initial funder was the Louis R. Lurie Foundation. Past funders include the Col. Stanley R. McNeil Foundation and Cook County Health and Hospitals System.
- Care is provided by more than 1,000 volunteers (including over 350 physicians, nurses, nurse practitioners, dentists, pharmacists, and other providers) who donate more than 55,000 hours of their time every year.
- The annual budget of the Oral Health Program is \$290,000.

Program Impact

- To date, CommunityHealth’s oral health program has provided dental services to over 2,500 individuals through approximately 7,500 appointments at either the West Town dental clinic, Englewood dental clinic, or partner clinics.
- This program began tracking value of its dental services in 2011, and since that time, it has provided \$1,483,075 worth of services.
- CommunityHealth reported that it kept 74 dental emergencies out of the Emergency Room in 2015.
- According to data provided by this program, more than \$8.00 in medical and dental care is provided for every \$1.00 donated to CommunityHealth.
- Client satisfaction surveys are distributed annually (to all CommunityHealth clients, not only those receiving dental care) and are self-reported. In 2015, the survey found that 96% of clients were satisfied with their care and 92% state that receiving care at CommunityHealth has improved their physical health.
- CommunityHealth was awarded the Mutual of America Community Partnership Award Honorable Mention in 2015, the Illinois Association Free and Charitable Clinics Innovation Award in 2014, and the Alford-Axelson Award for Nonprofit Managerial Excellence in 2009.

Program Contact Information

Program Website: <http://www.communityhealth.org/medical-dental-care/>



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Program Features

Note: A checked box below indicates an existing program feature.

Age

- 0-17 (Children and Youth)
- 18-60 (Adult)
- 60+ (Older Adult)

Specific Populations

- Homeless individuals
- Individuals with intellectual and/or developmental disabilities
- Individuals with physical disabilities
- Individuals with specific or complex medical conditions
- Individuals with low income
- Individuals with no dental insurance
- Individuals with Medicaid
- Veterans
- Refugees/immigrants

Geography

- Rural
- Urban

Service Delivery Setting

- Hospital
- Dental school
- Community/safety net clinic
- Private dental office
- Long-term care facility
- Senior center/community center
- Private residence
- Fairgrounds/stadium/parking lot
- Church
- School
- Homeless shelter
- Public housing

Service Delivery Model

- Dental clinic model (e.g. permanent setting)
- Mobile-portable model
- Eligibility and enrollment model (e.g. referrals, care coordination)
- Virtual model (e.g. telehealth)
- Event-based model
- Outreach and education model

Staffing

- Dentist
- Dental hygienist
- Dental therapist
- Dental assistant
- Dental/dental hygiene students
- Nursing staff
- Community health workers
- Non-dental clinical staff
- Non-clinical staff

Payment for Care

- Medicaid
- No charge to client
- Sliding fee scale
- Out of pocket
- Commercial dental insurance

Program Funding

- Foundation/organization grant
- Public funding (e.g. local, state, federal)
- Private donations (e.g. individuals, businesses)

Dental and Oral Health Services

- Emergency services
- Basic services
 - Screenings
 - Cleanings
 - Fluoride varnish
 - Sealants
 - X-rays
- Comprehensive services
 - Fillings
 - Scaling/root planing
 - Extractions
 - Oral surgery
 - Root canals
 - Dentures, partials, relines, repairs
 - Crowns
 - Bridges
 - Orthodontics

Other Program Services

- Referrals to dental and oral health services
- Care coordination/care management
- Patient education
- Caregiver education
- Provider education
- Advocacy/coalition

Integration with Services

- Medical services
- Behavioral health services
- Vision services
- Pharmacy services
- Transportation services
- Translation services
- Nutrition services

This profile was prepared using publicly available information. Date of last update: March 2016