

Naureen Khan

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Submission Date **Feb 29, 2024 3:36 PM**

Tax Exempt Status **YES**

Service Area **Fallbrook**

Will no less than 80% of the program recipients live within the communities of Fallbrook, Rainbow, Bonsall or De Luz? **YES**


Collaborative/Joint Application **NO**

Organization Information	Legal Name	DBA (if Applicable)
	Community Health Systems, Inc.	Fallbrook Family Health Center

Contact Information	Contact Name	Title
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Organization Physical Address
1328 S. Mission Road
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Board of Directors



CHSI 2024 Board Roster. upd 01312024.pdf
113.56 KB

Financial Documents - Audit



CHSI BS 2022.pdf
39.74 KB



CHSI P&L 2022.pdf

42.77 KB

Financial Documents - P&L and Balance Sheet



CHSI - Balance Sheet 2023.pdf

22.54 KB



P&L - Consolidated YTD -2023.pdf

26.84 KB

Financial Documents - 990



CHS 990 2022- Combine (Fed_State).pdf

3.81 MB

Organization's Mission Statement

Community Health Systems, Inc. improves and strengthens the health of our diverse communities by providing compassionate and comprehensive health services.

Organization's Vision Statement

Community Health Systems, Inc. will be the provider of choice and trusted community partner in improving the health of the people we serve.

Organization History & Accomplishments

Community Health Systems, Inc. (CHSI) is a non-profit, 501(c)(3), Federally Qualified Health Center (FQHC), operating six stand-alone community health centers, one School Based Health Center, one pharmacy, and two mobile medical units in the tri-county areas of San Bernardino, Riverside, and North Inland San Diego. CHSI has provided uninterrupted primary and preventative health care services since 1984 and has grown from an average of 1,900 patients to more than 25,000 patients in 2023. In 2019, CHSI implemented the Health Homes Program, now known as Enhanced Care Management (ECM) Program to provide long-term services and support to members experiencing chronic health conditions, severe mental illness, substance use disorder, and homelessness. CHSI's health centers provide primary and preventative medical care, women's health services, behavioral health, dental care, vision care, chiropractic care, health education services, and community outreach programs to all community residents regardless of their ability to pay.

The Diabetes Empowerment Education Program has allowed CHSI to help patients better their health through reading, sharing, and subsequently implementing what they have learned relating to obesity & diabetes education into their lifestyle. CHSI has provided DEEP classes at Fallbrook Family Health Center (FFHC) since November of 2017, however, there have been breaks conducting the classes due to staffing shortages. Since the addition of the Community Health Educator, the demand of the program continues to expand, and providers and staff have expressed positive feedback on the impact of patients who decided to attend and/or complete DEEP. By addressing community members' needs, which includes expanding the availability of additional Spanish-led DEEP cohorts, CHSI's goal is to continue to provide these educational classes and

empower participants with confidence and the necessary tools required to maintain controlled A1C levels.

Program Name/Title	Diabetes Empowerment Education Program (DEEP)
Brief Program Description	The Diabetes Empowerment Education Program (DEEP), a diabetes self-management education curriculum developed by the University of Illinois, Chicago provides communities with tools to better manage diabetes through principles of empowerment and adult education. DEEP has been shown to help participants reduce their risk of complications associated with diabetes.
Is this a new initiative/service or established program within your organization?	Established Program
Did this program receive FRHD CHC - Grant funding last funding cycle (FY 23.24).	NO
Describe the impact of the program to date. Briefly explain how the service/intervention has worked - include cumulative metrics from the Q1 and Q2 Impact reports.	The DEEP program has demonstrated its efficacy in transforming the lives of individuals facing the complexities of diabetes and the ability to bridge knowledge gaps, foster cultural competence, and empower participants to take control of their health. Many participants, English and Spanish-speaking alike, start the program without a comprehensive understanding of the disease and struggle with self-management. Key issues include irregular blood sugar levels, limited knowledge of when and why to monitor levels post-meals, a lack of awareness regarding nutritional impacts relating to diabetes, inconsistent medication adherence, and struggles incorporating physical activity into lifestyles. These challenges leave patients feeling overwhelmed, restricted in their diet, and unmotivated. Patients' trajectory often takes a positive turn after joining DEEP. The culturally competent curriculum and visual aids play a pivotal role in building trust and breaking down the complexities of diabetes. The program focuses on empowering participants with knowledge about how diabetes affects the body, unraveling complexities of nutrition, and instilling effective self-management strategies. Patients discover realistic ways to incorporate physical activity into their daily routine and receive informed, balanced, and sustainable nutritional perspectives. Success of the DEEP program is best exemplified by participants' positive change in behavior and attitude and improvements in patients' A1C levels. This tangible reduction not only signifies an improvement in physiological markers but also reflects a newfound understanding and empowerment.
Funding Amount Being Requested	15000
Program Information - Type	Ongoing
Projected number of residents that will directly benefit (participant/client) from this program.	48

Target Population - Age

	Percent of program participants	Estimated number of participants
Children (infants to 12)	0	0
Young Adults (13-17)	0	0
Adults (18-60)	50	24
Seniors (60+)	50	24
We do not collect this data (indicate with 100%)*		

Target Population not collected - Age

N/A

Target Population - Gender

	Percent of program participants
Female	70
Male	30
Non-binary	
Unknown*	

*Target Population - Gender

N/A

Target Population - Income Level

	Percent of program participants
Extremely Low-Income Limits, ceiling of \$32,100	
Very Low (50%) Income Limits, ceiling of \$53,500	
Low (80%) Income Limits, ceiling of \$85,600	
Higher Than Listed Limits	
We do not collect this data (indicate with 100%)*	100

*Target Population - Income Level

Income level may be important for factors relating to referrals to resources in the community that address a certain need in which participants may need assistance with. However, DEEP educational classes are open to all adults from all levels of income. Therefore, CHSI does not collect and/or report on information relating to income for this program.

What language(s) can this program accommodate:

English

Spanish

What demographic group does this program predominately

Community - Health & Fitness

serve:

Program/Services Description -
Social Determinants of Health

Healthcare Access & Quality (Access to Health Care, Access to Primary Care, Health Literacy)

Social Determinants of Health -
Healthcare Access and Quality

DEEP addresses the SDOH of Healthcare Access and Quality by providing the classes in multiple languages, English and Spanish. Fallbrook Family Health Center is located in the unincorporated area of Fallbrook, in which over half of its population identifies as Hispanic/Latino, a figure greatly reflected in CHSI's FFHC patient population of approximately 73%. It is important to offer health education classes in the predominant languages spoken by members of the community to ensure that they have access to attain the tools they need to successfully maintain their health. Furthermore, DEEP classes are free of cost and available to all community members year-round, further confirming the availability of access to quality healthcare.

Statement of Need/Problem

Residents of Fallbrook, and the North Inland Region of San Diego County in general, face multiple social determinants of health that directly affect their access to health care, primary care, and health literacy. As of 2022, approximately 15% of persons in Fallbrook are living in poverty, and 14% of people under age 65 do not have health insurance, according to the U.S. Census Bureau. The Fallbrook community has a majority Latino population of approximately 54% according to the U.S. Census Bureau, which is reflected in CHSI's Fallbrook clinic patient population as a majority of patients identify as Hispanic/Latino (73%). Additionally, approximately 1 in 5 patients at the Fallbrook clinic live at or below 200% of the federal poverty line. All of these factors play a key role in determining the above mentioned social determinants of health. Individuals who live in poverty, do not have health insurance, and/or belong to historically disadvantaged racial and ethnic minorities often face challenges when seeking quality healthcare and comprehending their healthcare and making decisions for their health. Furthermore, there is a need for Spanish-led diabetes education classes in the community. It is important to curate this approach to educate individuals who need it most in the language they are most comfortable with and can easily digest the information that is being shared. This makes it all the more important to make available free educational health classes such as DEEP in Spanish, and connect community members to resources to address their needs.

According to the California Health Interview Survey, 10.4% of the residents in the North Inland Region of San Diego County, reported they were ever diagnosed with diabetes in 2022. In addition, 23.4% of North Inland Region residents reported they had ever been told they have pre- or borderline diabetes in 2022, higher than the state average of 21.4%. Furthermore in 2023, the Fallbrook clinic had 70 patients who were pre-diabetic and 464 patients who had a diabetic diagnosis. DEEP is best suited for the populations that CHSI serves in Fallbrook, as it was developed to assist populations who are low-income, and individuals who identify as belonging to historically disadvantaged racial and/or ethnic minorities. In a 2022 Statistics About Diabetes report by the American Diabetes Association, the rates of diagnosed diabetes in adults was 11.8% for Hispanic individuals, compared to 7.4%

of non-Hispanic white individuals. Latino populations have higher rates of diabetes often due to language barriers and lack of resources to gain control and self-manage their disease. CHSI's Diabetes Empowerment Education Program will increase the quality of outreach and provide patients with the education, tools, and supplies needed to help gain control of their disease. Patients will be confident in managing their disease and be able to apply learned knowledge from the classes into their everyday lives. Patients' A1C levels will improve as a result of adjusting to healthier eating habits, incorporating physical activity into their daily routines, as well as staying consistent with their medications and medical care.

How are other organizations addressing this need in the community?

The FRHD offers Diabetes classes at the Community Health & Wellness Center and the Fallbrook Food Pantry has a Diabetes course facilitated by CSU San Marcos Public Health Nursing students. Both programs educate & support individuals' lifestyle changes to prevent and/or reverse type 2 diabetes. CHSI's DEEP classes offer comprehensive educational curriculum to equip adults with a diabetes diagnosis and pre-/ borderline diabetics who need the education and tools to confidently control their A1C levels. Participants have the opportunity to connect with a provider during and after they complete DEEP classes in order to maintain and/or continue to reduce their blood sugar levels. Furthermore, the other programs are not available in Spanish. CHSI's DEEP classes accommodate English & Spanish speakers, with six cohorts alternating availability between Spanish & English. Access to education in Spanish is important, as Latinos are among those who are effected by diabetes at highly disproportionate rates.

Program/Services Description - Program Entry & Follow Up

The Diabetes Empowerment Education Program operates in cohorts with approximately eight participants per cohort. CHSI's Fallbrook Family Health Center typically holds six cohorts in a year's time. CHSI's Community Relations Team spreads awareness of the program by engaging with community members during community events, engaging with clinic patients, and through dispersement of flyers, social media postings, and other printed materials made to inform the public about one of the most prominent health concerns in the community. If individuals express interest in joining the program, the Community Relations Coordinator or Community Health Educator will assist the individual with enrolling into the next available cohort. Participants are also enrolled or connected to DEEP by referral of their provider. During the course of the program, participants are assisted with scheduling a follow-up appointment with a provider and an A1C test at the three-month mark post-program. This ensures that participants have the resources and accountability needed to help them continue to lower or maintain their blood sugar levels moving forward. This 3-month check in also allows for the patient to connect with the provider to assess their progress with self-managing their disease, address any concerns the patient may have, and re-evaluate other health-related concerns such as comorbidities that may be effecting the patient's progress. The impact of the patient's participation in DEEP may then be assessed based on the patient's progress and application of the habits and lifestyle changes they learned during the course of the program.

Program/Services Description -
Program Activities

CHSI will provide its Diabetes Empowerment Education Program (DEEP) to community members in need in the unincorporated area of Fallbrook. DEEP is a diabetes self-management education (DSME) curriculum developed by the University of Illinois, Chicago. The program was developed to provide communities with tools to better manage diabetes and is based on principles of empowerment and adult education. DEEP has been shown to help participants reduce their risk of complications associated with diabetes. The program operates in cohorts, alternating between English and Spanish. Each cohort lasts six weeks with a two week break in between. Each class is two hours. There are eight modules: Understanding the Human Body; Risk Factors; Blood Glucose Monitoring; Physical Activity; Management Through Meal Planning; Complications; Medications and Medical Care; and Mobilizing Your Family and Friends. Topics such as body anatomy, risk factors and complications of diabetes, nutrition, physical activity, medication adherence, comorbidities (obesity, high cholesterol, heart disease), and more are discussed within the modules. These discussions enable patients to understand how these topics affect their health. Patients also learn how to track their meals and are encouraged to discuss with their provider the best level of physical activity to engage in based on their health. Each module is accompanied by hands-on activities and visual aids including models that exemplify the effects of Type II Diabetes, vascular effects due to diabetes, and blood vessel effects relating to high cholesterol. Patients are also assisted with creating SMART goals in efforts to see improvements in their weight and A1C/blood sugar levels by the end of six weeks. In addition to education, CHSI's program provides patients with take-home tools to help them self-manage their disease. For example, pill organizers, light resistant bands to promote physical exercise, portable magnifying glasses to help patients assess their feet, medication folders for organization of medication instructions, and notebooks to document what they learn in the classes, their progress and/or changes that they may observe within themselves.

Along with acquiring program supplies that are beneficial to participants' self-management success, awarded funds will be used to renew CHSI's organizational licensure as a DEEP Facilitator for the next five years and train staff to become certified facilitators. Upon completion of renewing the organization's licensure, CHSI will receive updated educational curriculum for DEEP that will allow for program facilitators to share the most updated medical practices for diabetes self-management with the program participants.

Program Goal

DEEP will empower participants to be effective at managing diabetes on their own, play a key role in early detection of comorbidities such as hypertension, high blood pressure, obesity, and therefore increase the overall health of the diabetic population in Fallbrook.

Program Objectives &
Measurable Outcomes

Objective 1: By June 30, 2025, 48 participants will have completed the Diabetes Empowerment Education Program.

Measurable Outcome: The Community Health Educator will ensure attendance count for each cohort by utilizing sign-in sheets collected during each class.

Success of the program’s intervention will be measured through this objective by the overall attendance and completion rate.

Objective 2: By the third month post-completion of each cohort, participants with A1C levels above 9 at the initial test will have a 1.5 point-drop in their A1C level.

Measurable Outcome #1: Participants will test their A1C levels at the start of the cohort.

Measurable Outcome #2: The participants will have their weight, blood pressure, and BMI assessed at the start and end of the cohort.

Measurable Outcome #3: The program facilitators will ensure each participant schedules a follow-up A1C test three months post DEEP participation.

Success of the program’s intervention will be measured through this objective by assessing how many participants were able to lower their A1C levels and make significant progress towards controlling their blood sugar levels.

Objective 3: By the end of each cohort, the participants’ knowledge and confidence in their diabetes self-management will increase.

Measurable Outcome: The participants will complete pre- and post-program questionnaires that assess their confidence in self-managing their condition.

Success of the program’s intervention will be measured through this objective by assessing how participants’ confidence and health literacy increased as result of participating in DEEP.

Organization Collaborations

To ensure that the patients and community members have the necessary tools needed to prevent and/or manage their diabetes and other co-existent health issues, CHSI actively collaborates with other local organizations in Fallbrook. CHSI works with organizations that provide services relevant to the social needs of DEEP participants, as well as the health need that extend beyond CHSI’s cope of practice. This includes referrals to and from Fallbrook Food Pantry, FRHD Community Health and Wellness Center, and Michelle’s Place to name a few. In addition, CHSI connects and refers DEEP participants to the Supplemental Nutrition Assistance Program (SNAP) as needed. An established relationship with these entities allows CHSI to ensure participants’ social determinants of health are addressed.

Anticipated Acknowledgment

- Social Media Postings
- Signage at Service Sites
- Print Materials to Service Recipients

Anticipated Acknowledgment

CHSI will include the Fallbrook Regional Health District’s name and/or logo on all collateral materials associated with the Diabetes Empowerment & Education Program (DEEP). All collateral materials will be provided and shared in English and Spanish. This includes social media postings (including Facebook, Instagram, and Constant Connect), signage at the service site, and printed materials related to the DEEP that are given to the participants.

Funding History

NO

Program Budget



24_25 FRHD CHC Program Budget Form_... .xlsx
54.19 KB

Terms and Conditions

Accepted

Authorized Signature

A handwritten signature in black ink, appearing to read 'J. K. ...' with a stylized flourish at the end.