



Patient Programs and Support Services

In addition to providing direct primary care services, Erie's dedicated health care professionals promote wellness through health education, skill development and preventive care so that patients and their families can lead healthier, happier lives. Some programs include:

- **Care Coordination** is a health outreach program at Erie that assists patients with reminding them of needed preventive care, as well as contacting those patients who are overdue for needed chronic appointments with their providers. The primary areas of focus for preventive health care are to patients overdue for cervical cancer screening, colorectal cancer screening, flu vaccination, and pneumonia vaccination. Additionally, the team proactively calls patients with diabetes who have been out of care for three or six months.
- **Care Management** provides medical case management services and linkage to resources for medium and high risk patients. After an initial assessment, Care Managers meet with patient to discuss their health, medications, emotional well-being, social needs, and goals for the program. With this assistance, many patients eventually become low risk and are able to better manage their health.
- The **La Vida Sana, La Vida Feliz** (Healthy Life, Happy Life) program promotes positive lifestyle changes among Hispanic women who are at risk for developing diabetes by providing bi-weekly classes which cover diabetes risk factors, nutrition counseling, physical activity, wellness programs, motivational tools, access to healthy foods and healthy eating during pregnancy. The program is conducted by trained community health educators, known as promotoras de salud, who help ensure that the program is responsive to participants' language and cultural needs and that participants attend sessions regularly.
- The **Erie Running Club**, founded by Erie pediatricians, engages patients and their families, as well as Erie staff, in a group training program. The Club meets twice weekly throughout the summer, gradually increasing runners' pace, distance and duration as they work towards completing a 5K race. Utilizing Erie staff as "coaches," the Running Club not only provides a regular opportunity for physical activity, but also provides information and education about nutrition and proper stretching and physical activity. In addition, the Club fosters a supportive and encouraging environment that engages entire families in healthy lifestyles.
- The **Cooking Matters** program provides participants with practical tools and knowledge to maximize their resources, increase their consumption of healthy foods and improve their overall health and well-being. The program incorporates grocery store tours led by trained leaders, providing participants with hands-on education on food shopping skills such as shopping on a budget, reading food labels and identifying whole grain foods. The program takes place in a kitchen and provides hands-on instruction and practical skills for preparing quick, affordable, appealing and healthy meals.

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- Erie's comprehensive Diabetes Control program serves 5,000 diabetic patients through a number of programs:
 - 1:1 education visits are available to all diabetic, gestational diabetic and pre-diabetic patients. Education visits are conducted by trained promotoras de salud and are patient-centered, relationship-based and integrated. The program implements a multimedia tool which was created in collaboration with Northwestern Memorial Hospital and refined via focus groups with Erie patients. Health educators completed 3,100 visits in FY15.
 - The Month by Month educational groups provide diabetes education as well as focus on the overall wellness of clients. The group enhances diabetes knowledge and improves self-management skills while also incorporating the importance of mental health and self-care behavior.

Lending Hands for Life

Erie also provides high quality, compassionate, bilingual care to residents of Chicago living with HIV/AIDS. Lending Hands for Life is a nationally recognized HIV/AIDS program that offers extensive services providing holistic care with an individualized focus. Over 300 patients receive medical care, case management, behavioral health services and nutrition counseling and other wraparound services. As a result of high quality care, 91.8% of patients are retained in medical care, and 86.3% of patients on HIV/AIDS medication have no trace of the virus when tested.