

# JCAHO ACCREDITATION at BMS: A Blueprint for Excellence

**2005 HRSA Primary Health Care  
All Grantee Meeting  
June 24<sup>th</sup>, 2005**

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Brownsville Multi-Service Family Health Center

Brooklyn, NY



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## BCDC/BMS... Who are we?

- A Federally Qualified Health Center, licensed under Article 28 of the NYS Public Health law
- The first and only free-standing health center in Brooklyn accredited by the Joint Commission on the Accreditation of Health Organizations (JCAHO)
- The only U.S. Public Health Service Section 330 health center serving Brownsville, Ocean Hill and parts of East New York
- Total population of catchment area served: 273,660.

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## Brownsville: Brooklyn, NY

- ◆ Zip code 11212: approximately 85,000 people
- ◆ 85% Black, 14% Latino
- ◆ 32% are immigrants
- ◆ 70% of residents have incomes within 200% of the federal poverty level
- ◆ 20% are unemployed

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## BCDC/BMS... Who are we?, cont'd.

- **BMS** was founded in 1982 as a project of the **Brownsville Community Development Corporation (BCDC)**, a 501(c)(3) not-for-profit organization that has, for 30 years, spearheaded community initiatives in education, youth development, economic development, public advocacy, poverty reduction, and health care.

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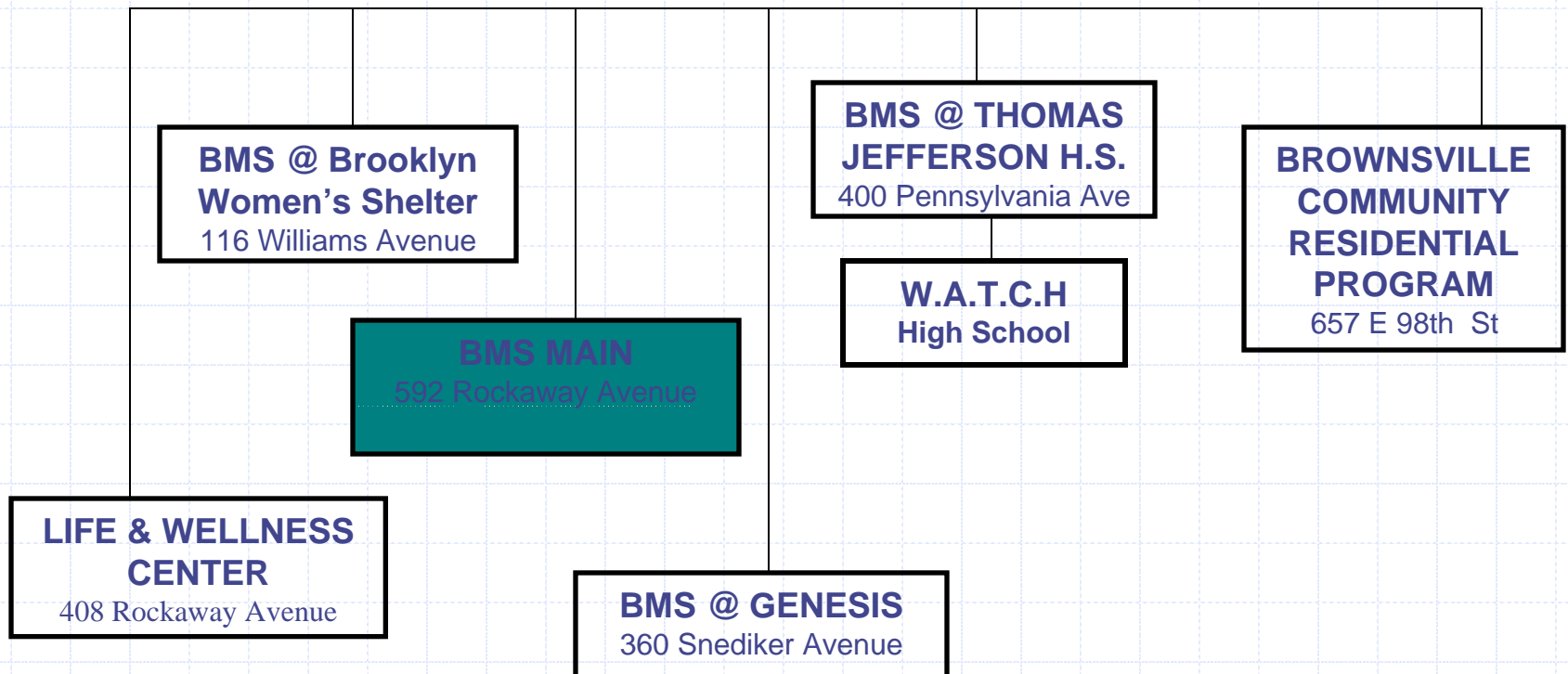
## BCDC/BMS... Who are we?, cont'd.

- Originally established as a diagnostic and primary care treatment center with just one National Health Services Corps physician
- Today, **BMS** has a culturally and linguistically diverse staff of 200 and serves 19,000 clients annually.
- Seven service sites, including our 27,000 sq. ft. main facility at 592 Rockaway Avenue.

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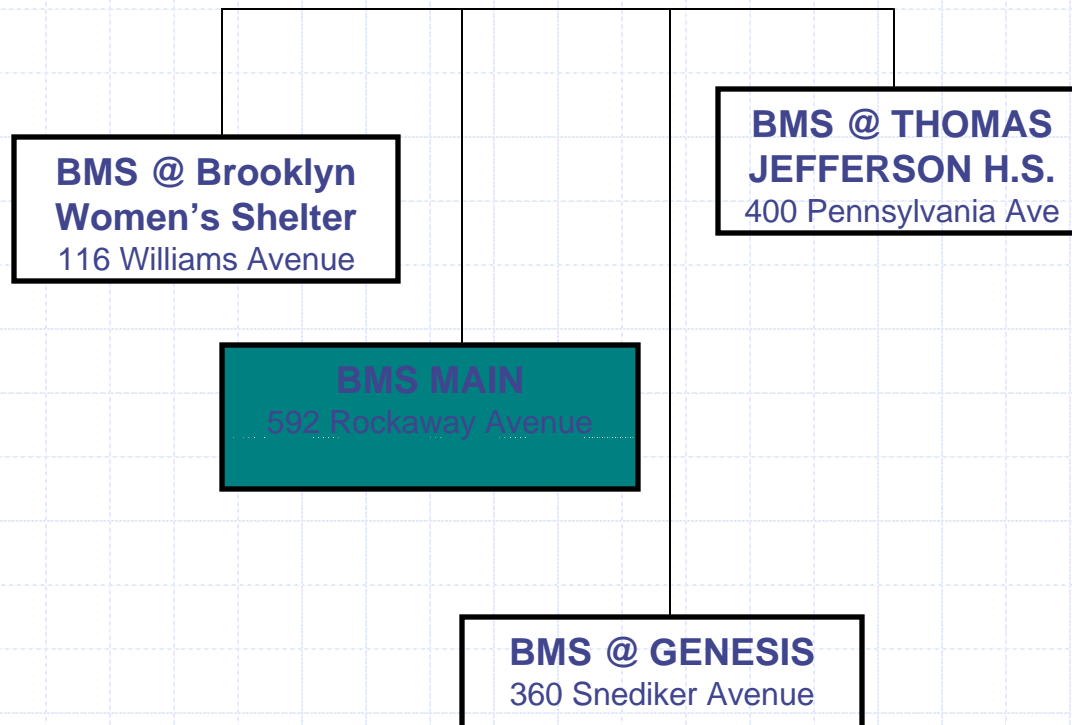
# BCDC/BMS Service Sites 2005



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# BCDC/BMS Clinical Sites 2005



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## BCDC/BMS... Clinical Services

- Primary care: Adult medicine, Pediatrics, Ob/Gyn, Dental, Mental health/Social Services (CLiMB)
- Specialty services: acupuncture, dermatology, HIV and infectious disease, optometry, podiatry, physical therapy, surgical consultations, nephrology, asthma treatment & education, obesity reduction & education

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## Health Disparities: Central Brooklyn

- ◆ Higher rates – diabetes, substance abuse, hypertension, mental illness, many other conditions
- ◆ In a comparison of 41 NYC neighborhoods, Central Brooklyn rates **below average for: general health, maternal and child health, access to medical care.**

## Six Leading Causes of Death

Cause of Death	% Central Brooklyn compared w/all NYC
1. Heart Disease	30%
2. Cancer	25%
<b>3. AIDS</b>	<b>200%</b>
<b>4. Diabetes</b>	<b>200%</b>
5. Pneumonia & Influenza	15%
6. Stroke	50%

Source: NYC Dept of Health & Mental Hygiene "The Health of Central Brooklyn, 2003"

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## **BCDC/BMS... Our Mission Statement**

The Brownsville Community Development Corporation (BCDC) provides for and seeks to inspire the cultural, economic, medical and educational well-being of every individual and family in its communities.

The Brownsville Multi-Service Family Health Center (BMS) provides and promotes holistic and high quality medical, dental and social services to enable every individual and family in the communities it serves to achieve total health.

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# BCDC/BMS... Celebrating 30 Years of Commitment to Total Health!



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## BCDC/BMS and the Joint Commission

- First accredited through BPHC initiative in 1998
- Re-accredited in 2001
- Re-accredited in December 2004
  - ◆ Shared Visions/New Pathways – greater focus on self-assessment
  - ◆ Tracer Methodology -- guided visits to care areas and other departments tracking individual patients and processes

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## Benefits...

- A ready-made curriculum for Performance Improvement
- Standards across all disciplines with reference manual, website and telephone support
- Coaching approach to survey
- Ongoing staff education
- Public perception
- Boost in morale/team spirit/organizational pride

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## Challenges...

- Getting the buy-in
- Multiple standards, elements of performance, measures of success
- Maintenance: continuous compliance
- Stress of multiple competing demands
- Availability of resources: time, money, staff, technology
- Dual/inconsistent guidelines between Joint Commission and NYS DOH

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## Keys to success – what works

- Preparation
- Partnering
- Participation
- Presentation
- Performance Improvement Philosophy

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*We must be the change we wish  
to see in the world.*

◆ Mohandas K. Gandhi

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