DuPage County Health Department

Jason Knorr – Project Lead

Wheaton, IL
Cohort V

GENERAL OVERVIEW

- DuPage County Health Department
  Wheaton (2), Addison, Lombard, Westmont, West Chicago

- Behavioral Health Services –
  - 218 Staff (psychiatric, C&A and Adult Outpatient, Residential, Crisis Unit)
  - 7000 clients served annually

- Public Health Services
  - WIC, Family Case Management, Healthy Families, HealthWorks, Dental, TB, Immunization, Vision and Hearing, STD Clinic, Refugee

- Environmental Health Services / Epidemiology
INTEGRATED MODEL

VNA Health Care – FQHC
2 days a week – 12 hours

Staffing:
• Advanced Practitioner Nurse
• Clinic Assistant
• Registration

Services on site:
• Primary Care
• Laboratory
• Genoa Pharmacy

ACCOMPLISHMENTS

List 1-2 achievements you are most proud of. Identify related challenges and how you overcame them.


✔ Culture Change – 4 locations and Residential programming are completing NOMs and H-Indicators this has birthed and Agency Initiative to put Health and Wellness Screening Process in place for all DCHD clients.
If I Knew Then What I Know Now…..

What is one piece of start-up advice you would give to cohort VIII or future grantees?

• Keep your foot on the gas! Keep all stakeholder in the loop with your work.
• Recruit staff from all levels and areas to get involved and participate in projects. (Therapists, Dietitians, Dentists, Front office) Promotes Culture change!
• Evaluator - Data entry
• Communicate with your Primary Care Partners (Administration and Direct Care Staff)
• Keep up with procedure changes and edit your policies.

What would you recommend grantees NOT do?

• Avoid doing the NOMs and H-indicators at separate times.

What is one recommendation to newer grantees regarding sustainability?

• Use your data to drive and develop programming/groups that are billable services. (NEW-R, DE, Getting Unstuck, Seeking Safety, Chronic Pain Self-Management)
Moving Forward

What will change about your model/services?
• VNA Health Care (FQHC) -> to AMITA Health
• Expand services to all DCHD clients. Vision of Executive Director.

Biggest challenge and effort to sustain services
• Making integrated care practices standardized across divisions. Culture Change is ongoing.
• Competing priorities within the agency.
• Billing Analyst

DCHD

Jason Knorr, MS, LCPC
Integrated Systems Manager
111 N County Farm Road
Wheaton, IL 60187
jknorr@dupagehealth.org
630-221-5341