



## Joy-Southfield CDC *Revitalizer*

June 2009

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### ***Low-Tech Medicine: R-E-S-P-E-C-T!***

As medicine has become more specialized, the importance of the provider/patient relationship can sometimes be overlooked. ***At the Joy-Southfield free clinic, we develop long-term, respectful relationships with our patients so that they become empowered with the knowledge and skills to become active partners in improving their health.*** We receive hundreds of comments from our

patients attesting to the power of this 'low-tech' approach. A few examples follow:

Laura W. - "I don't know what I would have done without you."

Robert M. (pictured below) - "They saved my life. I had no medicine for my pressure and they gave me the pills and took care of me."

Anonymous - "When I come to this place, I never want to go home. I can sit and be happy."

Anonymous client survey response - Q: "Where would you have gone if the clinic were not available?" A: "Grave."

Johnny C. - "This clinic help me to get medicine for my health. They have been good helping me and others to stay well and get help that we need. Please let this place stay open so it can help with low or no income like me."

Linda C. - "God Bless you all. Thanks a million!"

G. Green - "Every person is treated special here, as if they had a million dollars' worth of insurance."

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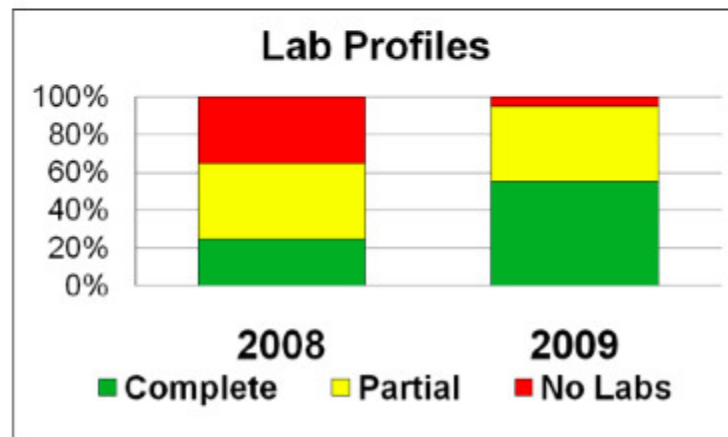
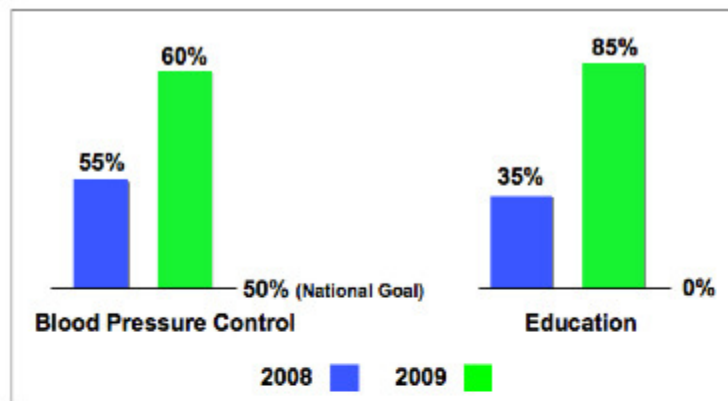
### ***High-Tech Medicine: Show me the data!***

Feedback from our patients is very important in making sure we deliver quality care. However, we also need objective measures to ensure that we meet or exceed national standards of care. We have adopted a health information technology program that provides that capacity and more. The computerized data tracking and quality assurance system provides the following functions:

- Rapid tracking of health outcomes for individual patients or groups of patients with a given diagnosis (minutes versus hours or days with manual chart reviews)
  - Performance measures that are calibrated to national standards of care
  - Prompting and reminding functions to make sure that appropriate diagnostic and treatment procedures occur and are tracked
  - Coordination of primary care, pharmacy support, specialty care referral, preventive health education, and chronic disease management
  - Clinical decision support

A recently completed pilot study (Bauer and Shawcross, 2009) compared ***blood pressure control, hypertension (high blood***

**pressure) management education, and diagnostic profiling** among African American women diagnosed with hypertension before (2008) and after (2009) implementation of the health information technology program. As shown below, the computerized tracking and quality assurance program is resulting in **improved blood pressure control, increased access to blood pressure management education and more complete diagnostic monitoring.** We expect that this low-cost, high tech tool will continue to improve health outcomes, increase efficiency and lower costs. **Although our health care is free, we strive to deliver the highest standards of care possible.**

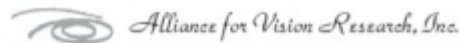


## ***Meet Our Partners***

In addition to loyal supporters like you, a team of dedicated volunteer health care providers, and other volunteers, our programs are supported by a wide array of **collaborators and partners.** This month, we introduce you to two of them.

**Alliance for Vision Research** - People with high blood pressure (hypertension) face an increased risk of vision loss due to possible damage to the circulation in the retina. Since the fall of 2008, The **Alliance for Vision Research**, in partnership with **A Night for Sight**, has helped Joy-Southfield provide eye exams for our patients with hypertension. The partnership also provides treatment for those found to have problems.

**Blue Cross Blue Shield of Michigan Free Clinic Grant Program** - 2009 is the fifth year that BCBSM has provided \$1 million in support of free clinics across the State of Michigan. Joy-Southfield has received valuable support to help provide health care to the uninsured in 2007-08 and 2008-09.



**A Night for Sight Charity Auction**



**Free Clinic Grant Program**

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## ***Mark Your Calendars!***

Please note the following upcoming activities at Joy-Southfield.

**Free Home Repairs for Low-Income Residents.** In collaboration with the Young Leaders Initiative [Motown Mission Experience](#), we are offering free home repairs during the weeks of July 13 and July 20 to residents of the Cody-Rouge neighborhood in West Detroit. Contact Rodney Gasaway at (313)-581-7773, extension 104, for more information.

**Bicycle Helmet & Booster Seat Sale.** In collaboration with Children's Hospital of Michigan, we will be offering low-cost bicycle helmets and booster seats at the Joy-Southfield Health and Education Center on Monday, July 20, 2009. See [attached](#)

[flier](#) for more information.

**8th Annual Community Health Fair.** Plan on participating in our [8th Annual Community Health Fair](#) set for Saturday, August 1, 2009.

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## ***Spread the Word.***

Please tell your friends, family and co-workers about our e-newsletter.

There is a "send this to a friend" link at the top of this letter or refer people to our [website](#) where they can sign up and also learn more about our many programs.

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18917 Joy Road | Detroit, MI 48228 US

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