



DELL MED'S SUPPORT FOR CENTRAL HEALTH'S MISSION

JUNE 2021



Central Health Mission: By caring for those who need it most, Central Health improves the health of our community. Examples below align with objectives outlined in [Central Health's Strategic Plan](#).

RESPONDING TO THE PANDEMIC

- UT Health Austin, the clinical practice of Dell Medical School, and CommUnityCare coordinated vaccination efforts for homeless shelter residents and staff with an 80% vaccine return rate. This ongoing collaborative effort, which also included COVID-19 testing and other support services, [utilizes philanthropic support to improve the health of the homeless population](#) (Objective 1 & 2)
- The University of Texas at Austin vaccine hub administered more than 140,000 doses of COVID-19 vaccine – including supporting vaccinations for 50+ local organizations – to support our community. The UT Austin vaccine hub is a collaboration that includes UT Health Austin and Dell Medical School, University Health Services, the College of Pharmacy, the Steve Hicks School of Social Work, the School of Nursing and the Office of Campus Safety. [From research to the administration of the vaccine](#) (Objective 1)
 - Two new mobile vaccine programs – [VaxNow and Vaccination Administration Mobile Operations \(VAMOS\)](#) – have vaccinated people from communities most affected by COVID-19 at more than 25 local churches and community sites, as well as in homes. The UT School of Nursing is leading the effort supported by the collaborative UT Austin Vaccine hub, including Dell Med and UT Health Austin teams. (Objective 1)
 - As part of Phase 1A of the state's vaccination effort, the UT Austin Vaccine hub vaccinated more than 2,500 health care workers, including those from Travis County EMS, Lone Star Circle of Care, SAFE and 30+ local organizations. [Leveraging our close working relationships](#) (Objective 1)
- A collaborative effort between Dell Seton Medical Center teams and Dell Med faculty and residents created a nationally recognized COVID-19 Center of Excellence at Dell Seton, resulting in hospital mortality rates 33% lower than the national average for COVID-19 patients with social and medical complexities. Mortality rates for patients hospitalized with severe COVID-19 were 4% lower than the national average (8% vs. 12%). At least 75 more people survived than would have been expected based on national averages. Dell Seton also had a lower COVID 30-day readmission rate of 4% compared to published data showing 15% readmission rates elsewhere. [Protecting our most vulnerable populations](#) (Objective 2)

RESPONDING TO THE PANDEMIC, CONTINUED

- COVID-focused care at Dell Seton also includes a bilingual hospitalist team comprised of Dell Med faculty and community health workers who provide specialized care, social needs assessments and other resources for Spanish-speaking patients. Dell Med faculty and their Dell Seton counterparts are now [sharing lessons learned from the COVID Center of Excellence with a national audience](#).
(Objective 1 & 2)
- A team from Dell Med worked with UT Austin engineers to rapidly design a low-cost bridge ventilator device to support rural communities and hospitals treating COVID-19 patients, using philanthropic funds raised by Dell Med. [Solving a medical shortage](#) (Objective 1)
- The Central Texas (CTX) Check-In team connected more than 550 families with 1,000+ referrals for local support services, resources and PPE. Dell Med's Department of Population Health leads this ongoing effort through a partnership with the City of Austin's Office of Sustainability, the UT School of Public Health and Austin Public Health. (Objective 1)
- Good Apple, founded by Dell Med students and funded through direct revenue and philanthropy, provided 27,000+ low-income seniors and others facing food insecurity with free or subsidized fresh produce and groceries during the pandemic. Its "[Stay Home, Stay Healthy](#)" initiative was a collaboration with Welcome Table and CapMetro (since March 2020). (Objective 1)
- Dell Med's Communications team works closely with Central Health, Integral Care, Ascension Seton, Austin Public Health and other partners to align communications in ways that promote healthy behaviors and health awareness/education. During the pandemic, teams worked collaboratively to provide timely public health messaging; inform and support the local physician community; customize messages and efforts targeting diverse groups, including those disproportionately affected by COVID-19; increase awareness of the science related to COVID; coordinate outreach and health education for the Spanish-speaking community, and more. (Objective 1)
- Dell Med's Development team continues to build relationships with community members to inspire philanthropic support for clinical care, research, physician training and community impact programs. During the pandemic, the team secured \$3.1 million in support for related research and efforts to test, treat and vaccinate Central Texans, especially those experiencing homelessness and other vulnerable communities. (Objective 1 & 2)

DELIVERING BETTER CARE WITH OUR PARTNERS

- In 2020, 346 residents and fellows provided 700,000+ hours of care to local patients at more than 75 clinics and hospitals. That includes 500,000+ hours of care provided at Dell Seton Medical Center, Dell Children's, Ascension Seton Shoal Creek and CommUnityCare; plus 50,000+ hours at other community-serving sites and VA outpatient clinics. (Objective 1 & 2)
- In partnership with CommUnityCare, Dell Med continues its work to expand primary and specialty care access for uninsured patients in a variety of ways, including e-consults and telehealth appointments — two significant innovations implemented during the pandemic. (Objective 2)
 - Recruited Gastrointestinal (GI) and Hepatology clinical faculty who also practice at CommUnityCare, adding needed expertise to serve the community. (Objective 2)
 - Developed new model of care that allows CommUnityCare primary care physicians to better serve patients by directly integrating GI specialty consultations into appointments, resulting in 70% of patients receiving the help they need without a second appointment. More than 2,630 CUC patients received these "e-consults" in the last year, and emergency department usage and hospitalization, when measured 30 days after the consults, have dropped significantly. (Objective 2)

DELIVERING BETTER CARE WITH OUR PARTNERS, CONTINUED

- A street care team made up of faculty and staff from Dell Med, CommUnityCare and Integral Care, known as the [M3 Team](#), is caring for chronically homeless patients with persistent medical conditions, substance use disorders and severe mental illnesses. Through persistent case management, including health care and social service engagement, the care team saw a 44% drop in ER and crisis visits and navigated 25 individuals into housing. *(Objective 1 & 2)*
- In 2020, UT Health Austin served 15,091 unique patients (not including COVID-related patients). Of the 50,636 total patient visits in 2020, 19,408 (38%) were funded by MAP, Medicaid or Medicare. Since the first UT Health Austin clinics opened in 2017, 60,160 patient visits (37% of total patient visits) were funded by MAP, Medicaid or Medicare. *(Objective 1 & 2)*
- A new [Specialty Pavilion at Dell Children's Hospital](#) – part of a joint effort between Dell Children's Medical Center and UT Health Austin – provides specialty care locally that now includes:
 - Center for Pediatric Congenital Heart Disease: A collaborative team performed the first children's heart transplant at Dell Children's in spring 2021. [Meet Zaria: The first baby in CTX to receive a mechanical heart pump](#) *(Objective 2)*
 - Comprehensive Fetal Care Center: Dell Med faculty clinicians working with a multidisciplinary team at Dell Children's care for Central Texas infants diagnosed with complications or disorders in utero. [Helping families stay in CTX for care](#) *(Objective 2)*
- To support patient care and delivery research, 93 Dell Med investigators have been awarded \$72 million in state and federal funding to advance discoveries in cancer, brain health and other pressing health issues. *(Objective 1 & 2)*

SUPPORTING BETTER CARE WITH OUR COMMUNITY

- A new Dell Med [Community Health Worker program](#) works in a variety of ways and with different partners to connect patients to primary care medical homes, follow-up appointments, care coordination between inpatient and outpatient teams, discharge planning, health promotion, health education, and much more. Partners include the medical school's Department of Health Social Work, Dell Seton Medical Center, Lone Star Circle of Care and CommUnityCare. The program was created to address the community's immediate COVID-19 needs but is now expanding to become a sustainable care delivery model for the community. *(Objective 1 & 2)*
- Through partnerships with CommUnityCare and Lone Star Circle of Care, Dell Med's Cancer Prevention and Control programs are expanding through support from the Cancer Prevention & Research Institute of Texas (CPRIT) that [awarded Dell Med researchers more than \\$7.3M since 2017](#):
 - [Lone Star Circle of Care's Big Pink Bus](#) will provide cancer prevention services for 2,700+ uninsured women in Central Texas each year – including 1,837+ women in Travis County. The mobile mammography clinic is a [collaborative effort with over 20 organizations](#), including catalyst funding from Dell Med's CPRIT awards. The effort includes cancer screening (mammograms, diagnostics and biopsies) and navigation services at no cost for over 600+ women through a Breast and Cervical Cancer Services grant from the Texas Health and Human Services Commission. *(Objective 1 & 2)*

SUPPORTING BETTER CARE WITH OUR COMMUNITY, *CONTINUED*

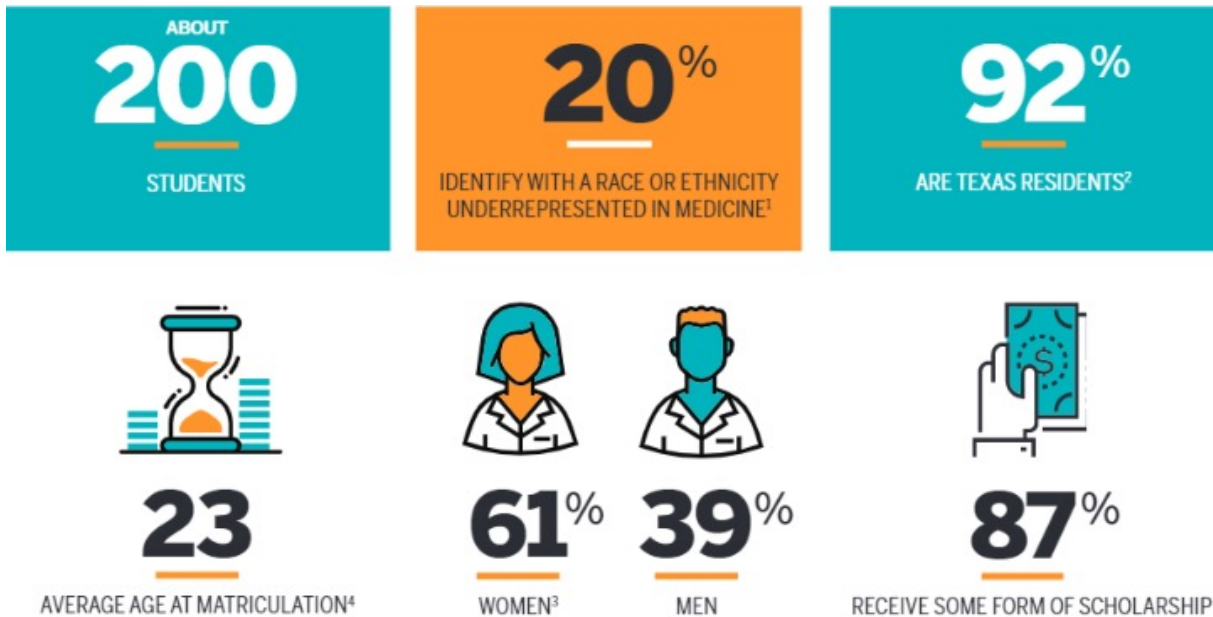
- CommUnityCare and Dell Med [worked collaboratively to screen 9,000 patients who are uninsured or have low income for colorectal cancer](#) through 39,000+ at-home, mailed screening kits over a 3-year period. *(Objective 1 & 2)*
- Dell Med's smoking cessation and lung cancer program provided intensive smoking cessation services for 120+ CommUnityCare patients resulting in a 24% quit rate and 41 patient referrals for additional diagnostic services. *(Objective 1 & 2)*
- A new CPRIT-funded program with CommUnityCare is providing high-risk patients with screening and interventions to reduce unhealthy alcohol use, one of the top five risk factors for cancer. *(Objective 1 & 2)*
- Through the "[Sunshine Calls](#)" program – a partnership between Dell Med's Factor Health and Meals on Wheels – 240 seniors with low income participated in a daily phone check-in program that significantly improved depression, anxiety and loneliness during the pandemic. The program is now expanding to support the larger Meals on Wheels community. *(Objective 1)*
- Dell Med raises significant additional support through philanthropy to advance our shared missions in the community, including \$2.26 million to UT Health Austin's Musculoskeletal Institute team to evaluate its innovative care model that improves care and lowers costs for patients with osteoarthritis; \$7.3 million to expand cancer and prevention programs, and more.

INVESTING IN OUR FUTURE

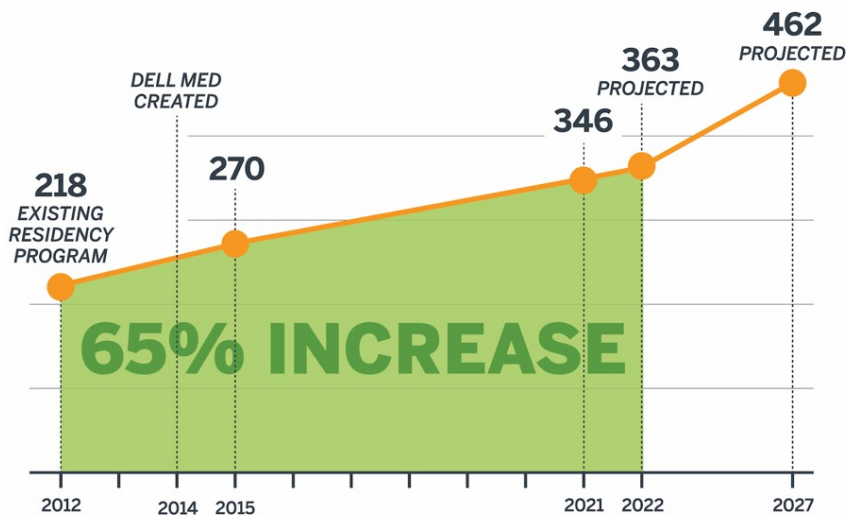
Creating a pipeline of doctors in Texas and pursuing excellence in medical education

- Thirty-two percent of Dell Med's 47 most recent graduates, who graduated in May of 2021, will practice in Texas for their residencies – more than half of those doctors in Travis County. About 40 percent of 2021 graduates will enter primary care fields. [All students matched to residencies across the country.](#)
- Dell Med continues to develop and refine its Leading EDGE (Essentials, Delivery, Growth, Exploration) curriculum, including adding two more dual-degree programs and [a new core competency in health equity](#), and more.
- The school's graduate medical education (GME) program, a joint effort between Dell Med and Ascension Seton, is now further differentiated by a [one-of-a-kind Distinction Program in Care Transformation](#).
- Twenty-one new GME programs were added in 2021 for a total of 44 GME programs.

DELL MED STUDENT DEMOGRAPHICS



INCREASING NUMBER OF RESIDENTS



346 RESIDENTS & FELLOWS

700K+ HOURS OF CARE*

75+ CLINICS & HOSPITALS

*Includes 500k+ hours of care at Dell Seton Medical Center, Dell Children's, Ascension Seton Shoal Creek and CommUnityCare.

PLANNED ALLOCATION OF CCC DOLLARS IN FISCAL YEAR 2022 BUDGET

Domain	FY22 Allocation			FY21
	Planned CCC Funding Allocation	Estimated Minimum Expenditure	% CCC Allocation towards Est. Minimum Expenditure	% CCC Allocation towards Est. Minimum Expenditure
Women's Health	\$2.40	\$16.42	15%	30%
Surgery	\$3.70	\$13.61	27%	37%
Internal Medicine	\$3.80	\$26.89	14%	17%
Livestrong Cancer Institutes	-	\$7.34	0%	0%
Neurology	-	\$19.66	0%	0%
Psychiatry	-	\$23.72	0%	0%
Population Health	\$1.10	\$9.17	12%	14%
Pediatrics	\$1.90	\$11.28	17%	41%
Diagnostic Medicine	-	\$2.11	0%	0%
Neurosurgery	-	\$9.89	0%	0%
Ophthalmology	-	\$1.76	0%	0%
Clinical Practice Operations	\$5.30	\$29.65	18%	28%
Medical Education	\$2.50	\$13.62	18%	23%
Health Ecosystem	\$0.50	\$3.62	14%	31%
Health Equity	\$0.50	\$1.98	25%	25%
Value Institute	\$0.20	\$4.68	4%	5%
Design Institute	\$0.20	\$4.86	4%	5%
Overhead Allocation*	\$12.90	\$60.85	21%	20%
Total	\$35.00	\$261.11		

Dell Medical School will allocate the majority of the community's investment to support existing and new Dell Med academic medicine departments and other initiatives, including faculty salary support; infrastructure for clinical, education and research programs; and community health initiatives.

As Dell Med continues to grow to accomplish its mission, it will seek resources from a wide variety of sources to support its growth and the long-term sustainability of its work. Dell Med is leveraging the community's investment to inspire philanthropic support for new clinical, research and educational programs, including Cancer, Neurology, Neurosurgery, Ophthalmology and Psychiatry, which the community will benefit from without any CCC allocation.

** The Overhead Allocation for FY22 will support salaries and operating costs in departments such as IT, business support and communications, and utilities.*

DELL MED'S WORK – FY21 AND ONGOING

Women's Health

- Through a partnership between UT Health Austin and Ascension Seton, women with low-income and without insurance can now receive highly specialized care at the recently opened [Fetal Care Center](#) and the [Special Delivery Unit at Dell Children's](#).
- Dell Children's and Dell Med faculty collaborated to expand gynecologic care through recruitment of a new Pediatric and Adolescent Gynecologist.
- A UT Health Austin care team continues to provide complex gynecological care previously unavailable to MAP patients.

Surgery & Perioperative Care

- UT Health Austin's Musculoskeletal Institute received [\\$2.26 million to for a three-year study to evaluate its innovative care model](#) that improves care and lowers costs for osteoarthritis patients.
- 250+ Dell Med faculty continue to provide the majority of surgical care at Dell Seton Medical Center. Surgeries include acute care, general and vascular care, oncology, orthopaedics, urology, and plastic and otolaryngology surgery, as well as anesthesia and emergency medical care.
- [UT Health Austin Surgical Oncologists](#) staff the Ascension Seton Specialty Care Center and treat patients with melanoma, sarcoma, liver, pancreas and gastrointestinal cancers.

Internal Medicine

- A collaborative effort between Dell Seton Medical Center and Dell Med teams created a nationally known [COVID Center of Excellence](#) at Dell Seton, resulting in hospital mortality rates 33% lower than the national average for COVID patients with social/medical complexities.
- In partnership with CommUnityCare, Dell Med continues to expand its primary and specialty care access for uninsured patients to receive e-consults and telehealth appointments.

Livestrong Cancer Institutes (Oncology)

- UT Health Austin's [Livestrong Cancer Institutes](#) continues to provide care for gynecologic, gastrointestinal, hematologic, and lung, head and neck cancer, and recently added breast services.
- Cancer patients continue to participate in the [CaLM \(Cancer Life reiMaged\) Model](#) that delivers compassionate, state-of-the-art cancer care for patients and families Travis County.

Neurology

- Children with neurological disorders can now get new diagnostic and treatment services in Central Texas at the [UT Health Austin Pediatric Neuroscience Center](#); to date, 17 child neurologists, 3 pediatric neurosurgeons, 7 pediatric neuropsychologists, and pediatric rehabilitation specialists have been recruited to support the center.
- As part of the UT Health Austin Pediatric Neurosciences at Dell Children's, patients with epilepsy can now visit a new Spanish-language pediatric epilepsy clinic, staffed entirely by bilingual physicians, nurses and psychologists.

Psychiatry

- In collaboration with ten school districts and Dell Children's Medical Center, Dell Med is providing Texas schools with immediate access to child psychiatry and psychology services, mental health resources, staff training, and patient referral coordination through the new Texas [Child Health Access Through Telemedicine \(TCHATT\)](#) program.
- Dell Med continues to serve child and teen patients with on-demand mental health consultations from the recently expanded [Child Psychiatry Access Network \(CPAN\)](#) program.
- The Texas Health and Human Services Commission is partnering with Dell Med to [redesign the Austin State Hospital \(ASH\)](#). The new hospital is scheduled to open in June 2023.

Population Health

- A new [Dell Med Community Health Worker](#) program works in a variety of ways with different partners to connect patients to primary care medical homes, follow-up appointments, care coordination between inpatient and outpatient teams, discharge planning, health promotion, health education, and much more. Partners include the school's Department of Health Social Work, Dell Seton, Lone Star Circle of Care, and CommUnityCare. The program was created to address the community's immediate COVID-19 needs but is now expanding to become a sustainable care delivery model for the community.
- Dell Med's [Community-Driven Initiatives](#) continue to field ideas from diverse local communities. This year, the team is focused on addressing key pandemic-related needs: mental health, food access and housing.

Pediatrics

- For the first time, [a child in Central Texas received a heart transplant](#) at Dell Children's as part of the Texas Center for Pediatric Congenital Heart Disease, a collaboration between UT Health Austin and Dell Children's. This type of new specialty care ensures that local children and families do not have to travel for the care they need.
- With support from Dell Med faculty, Dell Children's created a tailored COVID-19 response for children with complex care needs and their families; the team also designed a COVID-19 vaccination program designed to overcome access barriers for children in Austin.
- The continued collaboration between Dell Med and Dell Children's provides Travis County pediatric patients coordinated care for heart and kidney transplant programs, expanded cancer care services and increased high-risk delivery services.

Diagnostic Medicine

- Patients are benefitting from improved [diagnostic testing](#) through Dell Med's integration of pathology, radiology and laboratory medicine.

Neurosurgery

- UT Health Austin's Pediatric Neurosciences at Dell Children's is working collaboratively to expand local specialty neurological care for pediatric patients.
- In collaboration with Ascension Seton, Dell Med is [one of only 20 sites worldwide studying whether deep brain stimulation through electrical wires inserted into the brain can help people with Alzheimer's disease](#).

Ophthalmology

- In 2020, UT Health Austin opened the [Mitchel and Shannon Wong Eye Institute](#), which diagnoses, treats and manages a wide range of eye conditions, from cataracts and diabetic retinopathy screenings to some of the most specialized ophthalmic care, in patients 13 years and older. Services are provided by eye care specialists and include state-of-the-art diagnostic imaging and treatment modalities.

Clinical Practice Operations

- Supports the clinical operations of UT Health Austin, Dell Med's clinical practice

Medical Education

- Dell Med graduated its second class in May of 2020 and will add 21 new Graduate Medical Education program in 2021 (for a new total of 44 programs) in collaboration with Ascension Seton. More than 700 faculty support the school's educational programs, which include two new dual degree programs and a core competency in health equity.

Health Ecosystem

- The [Factor Health](#) program brings together community-based organizations, health care payers and investors to rethink the health pathways for vulnerable populations. The Factor Health team helped develop six programs through collaborations with community-based organizations such as Meals on Wheels Central Texas and Boys and Girls Clubs of Austin, as well as Medicaid managed care organizations.
- As part of efforts to improve health, not just health care, the Health Ecosystem serves as convener for interdependent and interconnected community efforts and drives related programmatic work. This includes convening the [Central Texas Addressing Cancer Together Coalition \(CTX-ACT\)](#) and creating health professions pathways for local students, particularly those traditionally underrepresented in medicine and other health professions, through K-12 teacher workshops and trainings.

Health Equity

- Dell Med and Central Health are co-directing workgroups to develop a health equity strategic plan. One is creating a data-driven understanding of clinical needs for people and communities most impacted by health disparities, and the second is aligning the work of stakeholders to make high-quality care more accessible to patients in Travis County, primarily through greater care coordination.
- Sharon Ricks, Director of Health Equity Strategy & Transformation, joined Central Health's Health Equity Policy Council, and Associate Dean for Health Equity Jewel Mullen MD, MPH, remains a regular contributor to Central Health's systems transformation planning for an equitable, high-quality health system – all part of the medical school's overall [Health Equity Strategic Map](#).
- As part of the school focus on equity, Dell Med added a [core competency in health equity](#) to its Leading EDGE curriculum.

Health Social Work

- Dell Med established the [first-of-its-kind Department of Health Social Work](#) within a medical school. The department continues to provide education across the organization on mental health, trauma, compassion fatigue and patient psychosocial needs. During the pandemic, the team provided a wide range of critical services, including mental health support for frontline health care workers.
- Clinical social workers at UT Health Austin provide mental health and case management services to Travis County residents (including MAP patients) experiencing complex medical conditions and mental health issues – in both English and Spanish.
- A Spanish-speaking in-house dietitian at UT Health Austin provides services to patients, tailoring nutrition services for complex medical conditions.

Value Institute for Health and Care

- The Value Institute offers two educational programs – a [Master of Science in Health Care Transformation and an Executive Education Series](#) – that teach local and national leaders about health care design and leadership to improve health and value for patients.
- The institute partnered with Dell Children's Heart Program to conduct qualitative research to uncover gaps in care and to define outcomes that matter most to patients.

Design Institute for Health

- Dell Med's [Design Institute for Health](#) tested and scaled system improvements for nursing homes and long-term care facilities during the COVID-19 pandemic and beyond through a collaboration with City of Austin, Austin Public Health, Health and Human Services Commission and the Michael and Susan Dell Foundation.
- The design team formed long-term partnerships with Dell Seton, Ascension Seton, CommUnityCare, Department of Veterans Affairs and other organizations to understand systems as part of an effort to improve inpatient and outpatient communications upon discharge from the hospital.
- The team collaborated on the creation of a social service program model currently operating at ThinkEAST, an affordable housing community in East Austin, in partnership with the St. David's Foundation.