

Pioneering Change:

# Michigan Community Health Partnership Redefines Healthcare Access



A unique workforce and telehealth follow-up at 22 local sites expand access to care and reduce racial health disparities.

A novel collaboration between public and private partners, including the faith-based community, enables essential health screenings, follow-up education, and virtual care at 22 neighborhood wellness clinics in Michigan.

Since their start in July 2024, the clinics have screened thousands of patients and followed up virtually with almost half of them to discuss abnormal test results. Dedicated telehealth nurse practitioners (NPs) point people to vital local resources for managing their health, including federally qualified health centers (FQHCs).

Held in Michigan churches still in use as local COVID-19 testing sites, the program is funded by the state and supported by Optum Health, a healthcare provider; Primary.Health, a digital technology and provider group; and an onsite staffing vendor.

### Clinic screenings:

- ▶ Blood sugar test: fasting
- ▶ Blood sugar test: non-fasting
- ▶ Hgb A1c test
- ▶ Hypertension
- ▶ Cholesterol: fasting
- ▶ Cholesterol: Non-fasting

## Local healthcare meets patients where they are

The success of Michigan's neighborhood wellness clinics is due to its unique local workforce and a tech-powered model that enables telehealth follow-up. Following on-site testing, Primary.Health technology triages cases for telephonic or video outreach. Patients can opt for an on-site video chat or follow-up phone call from one of nine remote Primary.Health NPs. The NPs not only refer patients to local providers but also link them to resources for food, transportation, housing, and other social determinants of health (SDOH) needs that arise during the conversation.

By teaching patients how to navigate the healthcare system, the Michigan Community Wellness Clinic model empowers them to better manage their own health. Additionally, the program provides a playbook for other states and public health entities to bridge the primary care gap in underserved areas.



Clinic set-up & training on Primary platform



On-site RN + staff administer tests



Primary platform triages cases

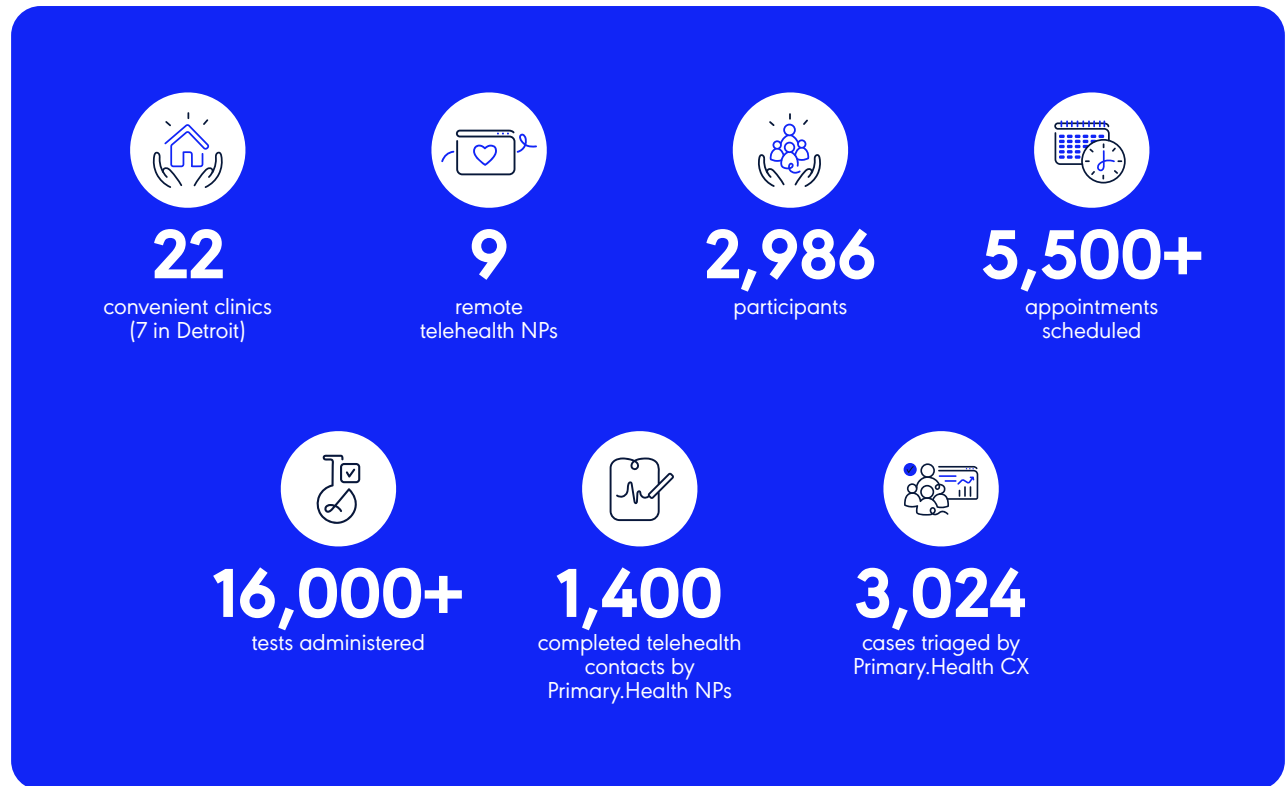


Video chat (onsite) or telephonic follow-up with NP



Link to providers and health resources

# Fast facts



# Clinic features

- Easy enrollment & communications (phone or email)
- Language Line medical translation service (8+ languages)
- Passionate on-site teams (1 RN + clinical staff)
- Remote NP telehealth extenders
- Timely follow-up - video chat or phone call
- Connections to community resources, including FQHCs
- Software integration with state databases for real-time reporting
- Reporting and data analytics to drive decision-making

# Secure, compliant, trusted community clinic services



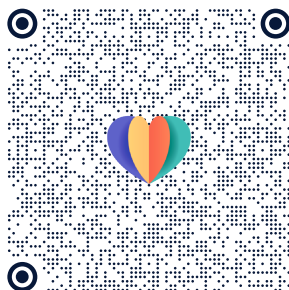
While we can't solve all problems within a 15-minute phone call, we can provide a building block for that patient to build their care on.

Marie Di Ponio-Hohl, ARNP  
Primary.Health Telehealth NP



Being able to connect patients to federally qualified health centers (FQHCs), which they can visit without insurance and which also have dental clinics, social workers, and other resources, is very rewarding.

Lauren Dunn, ARNP  
Primary.Health Telehealth NP



Book a Discovery Call