



WOVEN HEALTH®

Woven Health Clinic RFP for Farmers Branch

About Woven

History

On Eagle's Wings, Inc., doing business as Woven Health Clinic, has been serving Farmers Branch and the surrounding areas for 31 years. The clinic was started by two local Methodist churches that saw the need to help those who could not afford healthcare and were determined to do something about it. And that "something" became Woven Health Clinic, providing critically need healthcare services to over 25,000 people in our community since 1992.

Who We Serve

Woven Health primarily serves low-income adults who are uninsured or under-insured, living in Farmers Branch, Coppel, Addison, or the surrounding northwest Dallas area. 95% of our patients work full-time but either do not make enough money to afford health insurance, or work for small businesses that do not offer health insurance or whose health insurance has high deductibles they cannot afford.

In Texas, Medicaid for adults only covers disabled and low-income, pregnant women. Working low-income adults, especially those without children, have limited to no options. As a result, most people that cannot afford healthcare and/or health insurance simply go without care until they have a health emergency, and end up in emergency rooms or an EMS call. This is the most expensive way to provide healthcare, and continues the pipeline to disease, and creates people with disabilities at younger and younger ages.

Services

Woven Health offers services in four key areas: Primary Care, Disease Management and Prevention, Mental Health and Women's Health.

In primary care, Woven sees those suffering from flu, strep, COVID, allergies, stomach viruses, rashes, headaches, fevers, and other symptoms. In addition, wellness visits, cancer, and chronic disease screening and treatment are provided. When funding is available, we provide free vaccines for flu, pneumonia, shingles, and tetanus.

For Disease Management and Prevention, Woven screens, diagnoses, and treats heart disease, high blood pressure, pre-diabetes, diabetes, high cholesterol, asthma, COPD, obesity, and other chronic diseases. Our focus is to prevent disease whenever possible, through early screening and patient education on lifestyles. All of our patients have free access to an onsite Registered Dietician to help them make small changes in what they eat every day that will have a positive impact on their health.

Woven offers women cancer screenings, pap smears, mammogram referrals, birth control and sick visits such as UTIs and PCOS.

Woven health provides onsite mental health services for screening, diagnosis and treatment for depression, anxiety and stress. Additionally, we offer onsite counseling free for our patients.

Outcomes

Woven Health is recognized as a National Committee for Quality Assurance Patient Centered Medical Home (NCQA PCMH). Less than 7% of clinics and physicians in Texas meet the quality standards and requirements for this recognition.

Additionally, American Heart Association and UT Southwestern Medical Center, assist Woven Health in benchmarking and measuring our patient outcomes. Woven Health consistently produces outcomes in the top 10% nationally for diabetes and high blood pressure control, and the top 5% for depression control. Woven Health measures outcomes for preventing diabetes and high blood pressure, but there are no national standard that the clinic can benchmark against.

Partners

Woven Health partners with: City of Farmers Branch, City of Carrollton, City of Coppell, Town of Addison, Metrocrest Hospital Authority, American Heart Association, UT Southwestern Medical Center, Dallas Medical Center, Dallas College – Brookhaven Campus, and TWU.

Additionally, we have many other non-profit partners, and community organizations that support our clinic, such as The Civic League and many local churches.

Impact/Benefits to Farmers Branch

a. Impact 2021/2022 (Full Year)

- Unique Clinic Patients Served: 2,500
- Total Unique FB Patients Served: 1,025
- Total FB Patient Visits: 2,152
- Average \$ Value Per Resident Served: \$1,200
- Total \$ Value of Services: \$2,582,400

b. Impact Oct 2022 – Feb 2023 (5 months)

- Total Unique Clinic Patients Served: 1,083
- Total Unique FB Patients Served: 301**
- Total FB Patient Visits: 512
- Annual Value Per Resident Served: \$1,200
- Total \$ Value of Services Oct22 - Feb23: \$361,200

**This number was lower than previous years for January and February. The weather in February impacted our overall patient volume. Also, LabCorp, who has donated free labs to our clinic and many others, changed their Corporate policy effective January 1, 2023 and ended the free lab work for charity clinics patients. Many of our patients cancelled their appointments in January and February due to the high cost of lab work. We extended prescriptions for our patients without requiring an office visit until Woven could get a low cost, heavily discounted contract with LabCorp in place. As of March, we are able to order super low cost labs for our patients and our appointment volume is picking back up to the normal pace. Our forecast for 2022-2023 (full year) is 900 unique Farmers Branch patients and 1,800 Farmers Branch patient visits.

Plan for Woven Health Sustainability Going Forward and Farmers Branch Grant Request

For 12 years, Woven Health received significant funding from a federal program, Medicaid 1115 Waiver, which provided hospitals with funds to help serve low-income people that could not afford healthcare. Since 2018, Woven Health has received \$500,000 per year from UTSW Medical Center, a 1115 program participant. The Medicaid 1115 program ended in 2022.

Woven began evaluating new funding sources in 2020 to replace the lost 1115 revenue. Last year, our Board approved a plan that will allow Woven to eventually become 75% self-sustainable and fundraise for 25% of needed funds. Woven Health is planning to offer memberships to small businesses with less than 50 employees and to individuals that cannot afford healthcare or have high deductibles. This will allow our Clinic more sustainability, and most importantly, allow us to continue to serve our low-income population. One-third of our patients will become members, and two-thirds will remain our traditional low-income patients. The level of care and the low cost will remain the same for our low-income patients. With two locations, we have the capacity to gradually expand our memberships over the next two years. We have a solid three-year business plan.

However, it will take 18 to 24 months to replace the lost 1115 funding and begin to generate the funds needed to sustain the clinic. Last year, we asked all our cities to help us get through this critical time. Carrollton committed up to \$200,000 for its residents in 2023. Coppell committed \$125,000 in ARPA funds for their residents in 2023 and \$125,000 in 2024. I presented to Farmers Branch and had discussions with several City Council Members and City Officials. While my request for \$100,000 was not approved, it was recommended that I come back to the City Council later in the 2022-2023 year. Please consider if this is possible during this 2022-2023 year. Or possibly split the amount, \$50,000 in this year and \$50,000 for the next 2023-2024 year.

We have launched our new business plan. We have never asked the City of Farmers Branch for this amount of money and I hope never to do so again. Our goal is to become more self-sustainable and continue serving our communities. This is going to be the hardest year in 31 years, we need your help to continue serving Farmers Branch residents. Thank you for your support and consideration!