Exhibit 1 displays the agencies visited throughout the Summer Institute from 2008 through 2011. Each agency is categorized according to what type of service it provides to the Tulsa Community.

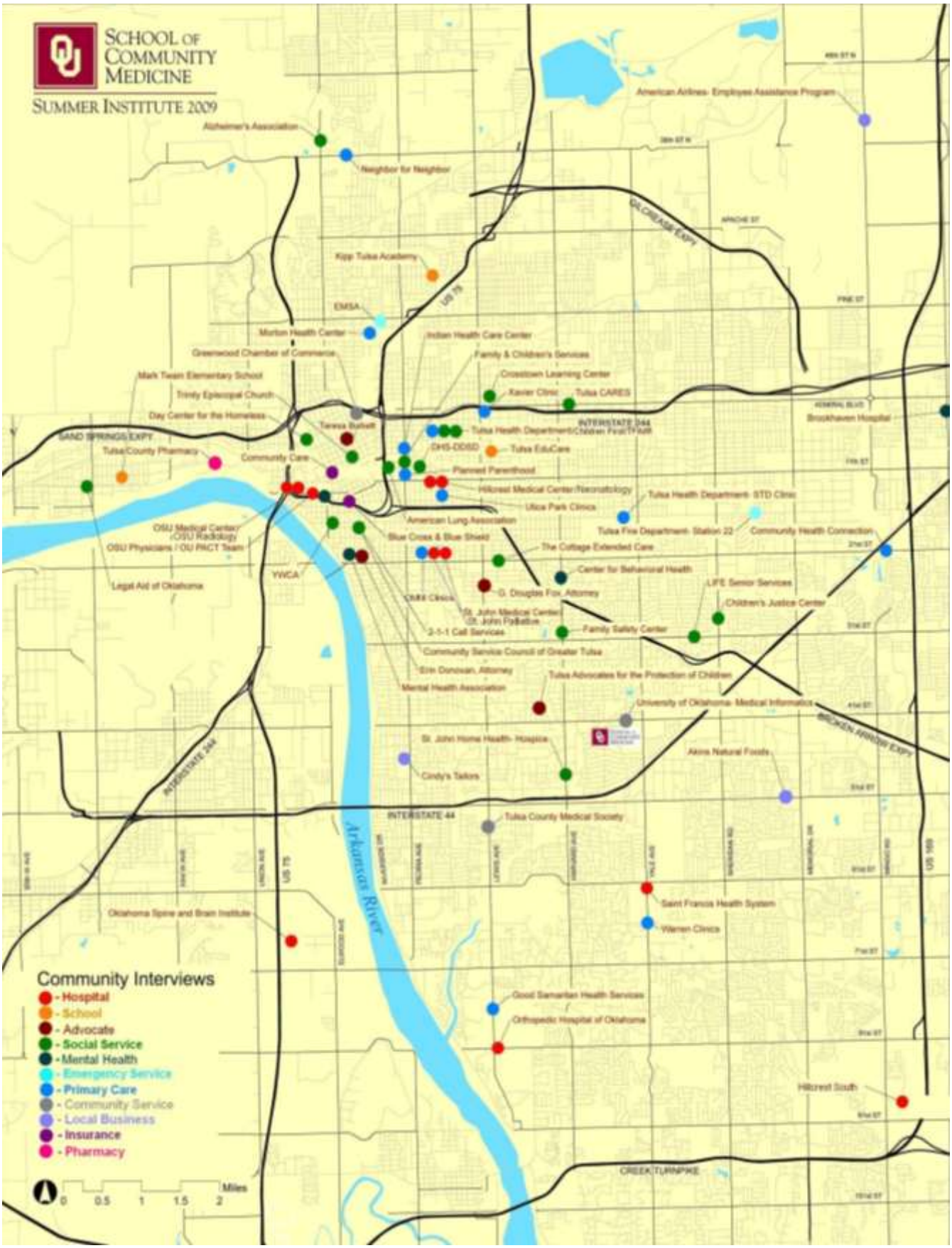
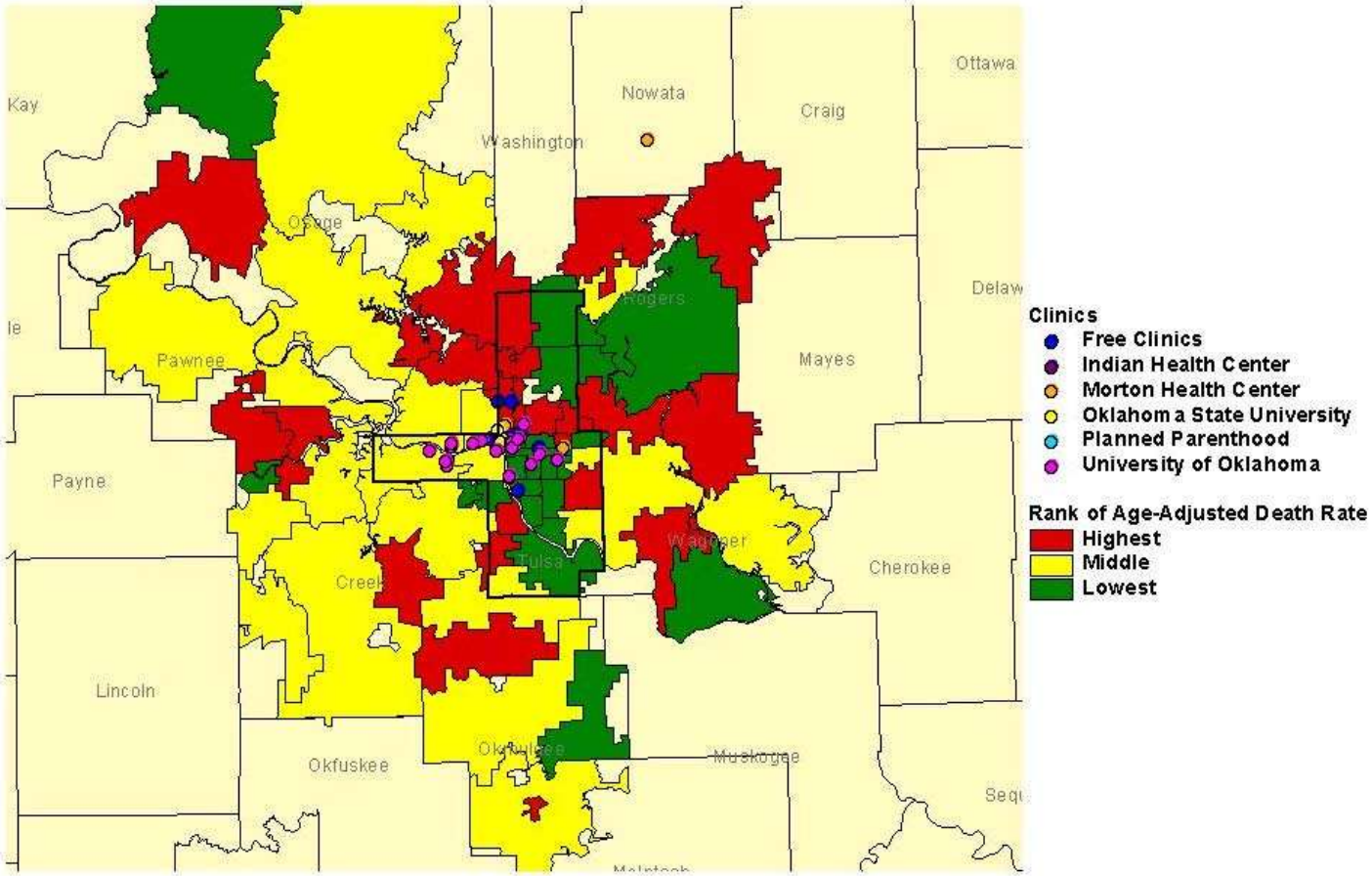


Exhibit 2 shows the ordinal ranking of age-adjusted death rates for zip codes in the Tulsa MSA relative to the location of existing clinics. Areas shaded in red indicate the highest AADRs and those shaded green indicate the lowest.

Exhibit 2
Tulsa MSA Age-Adjusted Death Rates
All Causes, 2003



Source: Lewin analysis, Lapolla (2005), clinic records.

Within Tulsa County, zip codes with the highest mortality rates are concentrated in the northern part of the county. Zip codes in outlying counties also have relatively high mortality rates. Several zip codes in the region share characteristics in common:

lack of clinics,
high AADRs,
lower income, and
high rates of uninsured.

There appears to be correlation between poor health outcomes and the uninsurance rate. Clinics are concentrated in the central and western parts of the county, where mortality rates are lowest. Poor health outcomes, high poverty rates, and high uninsurance rates suggest the greatest need for access to health services.

2-1-1 Call Services

1604 South Baltimore Avenue
Tulsa, OK 74119

Mission Statement

Dial 2-1-1 to find services for food, clothing, health care, shelter, housing, support groups, legal aid, employment and many more human services in your area. We can help you access services from over 2,500 programs that exist to help people in need.



Provides a safe way to get info about resources.
– Donnie House, Service Manager, 2-1-1 Call Services



Baltimore Avenue looking west on 15th street

Interview Summary

Ms. House explained the role of the 2-1-1 system and how it operated. There are six 2-1-1 call centers throughout Oklahoma. The 2-1-1 system has seen an increase in calls over the past six months which Ms. House attributed to the state of the community. Ms. House said that the highest volume of calls recently were requests for information on assistance with housing, food and utilities. In addition, Ms. House indicated there was historically a higher rate of calls during the holidays. The 2-1-1 system is advertised in the community through several types of media such as print, radio, and newspaper in English and Spanish. Although their information is shared through those outlets, representatives in the community are vital in sharing the benefits and gathering additional resources.

Gifts

- Information and referral service of comprehensive community resources to families in need

Needs

- Funding

About 2-1-1

Individuals in the community can dial 2-1-1 for health and social services information including…

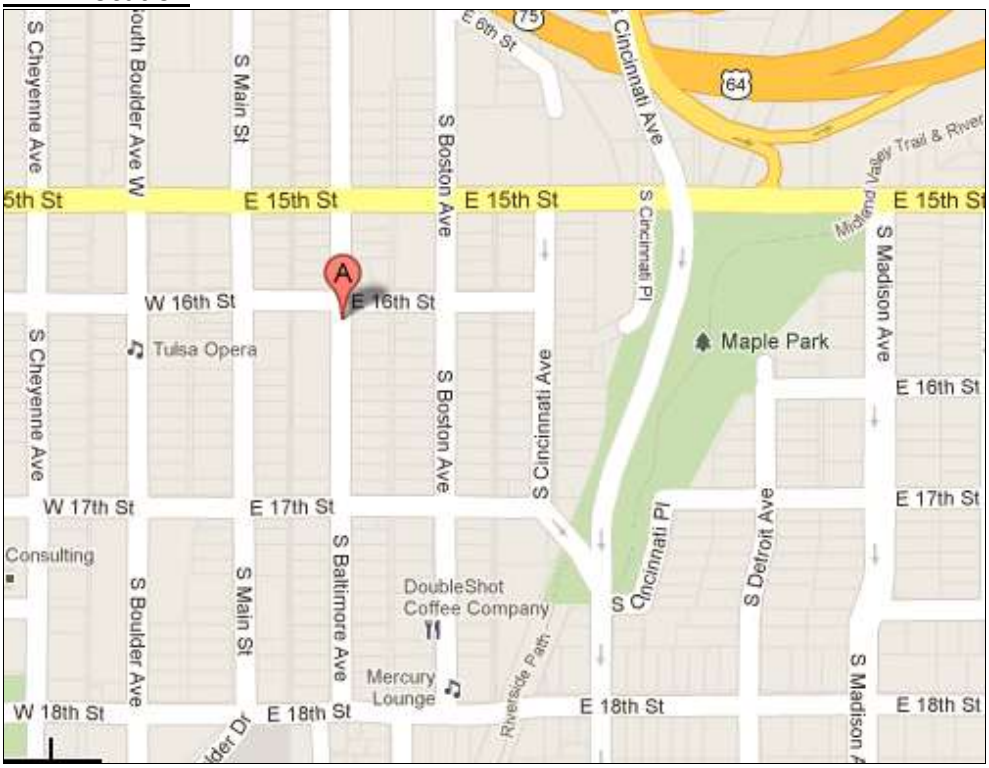
- Financial assistance, housing, counseling, health care and more.
- Information on free and low-cost services offered by hundreds of agencies.
- Information, referral, problem-solving, and advocacy.

Benefits of 2-1-1

- 2-1-1 is a free, confidential call from any phone
- An easy-to-remember three-digit phone number
- Available 24 hours a day, every day.
- Professionally trained service specialists.
- Available in English, Spanish and many other languages.

For more information please visit: http://www.211tulsa.org or call 918-295-1227.

2-1-1 Location:



Akin's Natural Foods

7807 East 51st Street
Tulsa, OK 74145

Mission Statement

Akin's Natural Foods Markets are one of the longest operated natural foods markets in the nation.



Our goal is to help people help themselves feel the best they can; to support their overall wellbeing.
– Mary Ann O'Dell



Store front view

Interview Summary

At Akin's Natural Foods, on 51st and Memorial, we had the opportunity to interview Mrs. Mary Ann O'Dell, who is a Registered Dietician and part of the management team at Akins. As a Registered Dietician, she has an extensive knowledge base at her disposal for assisting customers with making food and supplement choices that are right for their dietary and health needs. She strives to provide up-to-date information on dietary supplements and answer customers' questions. Mrs. O'Dell ensures that each and every Akins employee undergoes an extensive and thorough training regimen before interacting with and advising clients in the store. She emphasized her role as an educator several times during our meeting. She has developed a computer-based education kiosk that is available, in-store, for her customers. Akin's is involved in community outreach volunteer work by providing nutrition education in the local schools. Akins helps to serve the community by donating monetary contributions to deserving organizations, and providing much of its perishable goods to the Food Bank of Tulsa as they near their expiration date.

Gifts

- Free help and advice regarding health and nutritional support
- Perishable foods donated to community food banks and to schools
- Educational in services in the community at large
- Help people help themselves to lead healthier lives
- Provide extensive information about supplements and drug interactions

Needs

- Medical professionals working more closely with dieticians to provide nutritional and supplement information in addition to traditional medicine.

About Akin's

Akin's is one of the longest operated natural foods markets in the nation. Since 1935, Akin's Natural Foods has been recognized as one of the most complete and innovative retailers of Natural Foods in the world. Beyond supplements, cruelty free cosmetics, organic groceries, 100% organic produce, fresh packaged foods, pet supplies and unusual cooking and gift items, Akin's has the most knowledgeable and trained staff in the industry.

Specialties of Akin's

Our groceries contain only pure ingredients:

- no sulfites
- no artificial colors and flavors
- no artificial sweeteners
- no growth hormones
- no bleached flour
- no synthetic MSG

Produce:

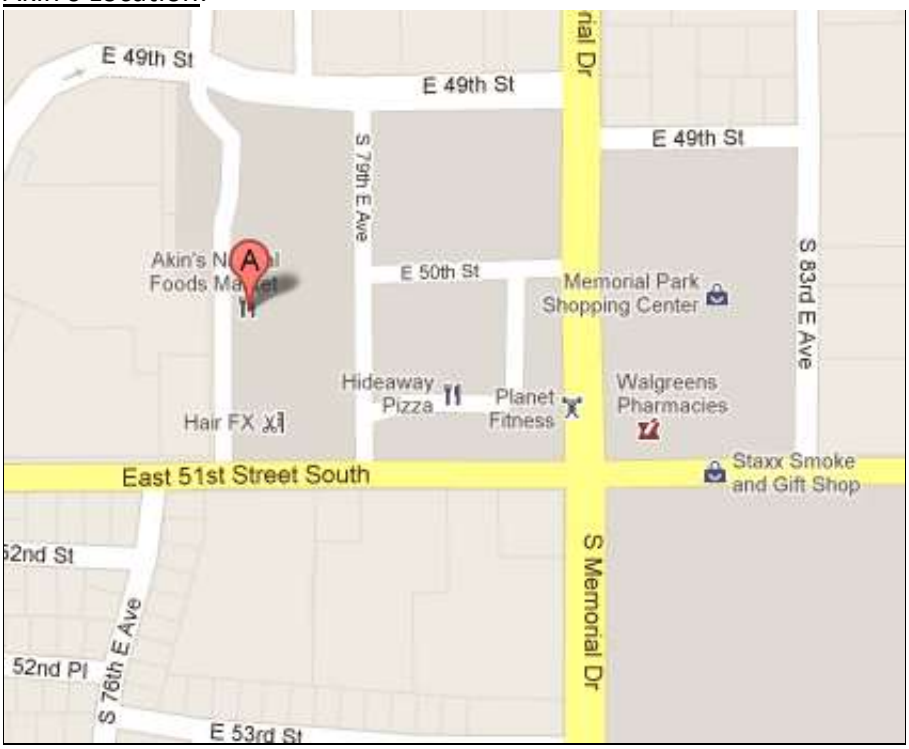
- 100% certified organic
- no pesticides
- no irradiation

Vitamins, Herbs, Minerals, etc.:

- no artificial sweeteners
- no artificial colors
- no synthetic additives or fillers

For more information please visit: www.akins.com or call 918-663-4137.

Akin's Location:



Alzheimer's Association

3701 North Cincinnati Ave
Tulsa, OK 74106

Mission Statement

To eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health.



If you have a patient with Alzheimer's, you really have two - the family member and family. – Ruth Drew



View of St. Simeon's Nursing Home



Courtyard outside St. Simeon's Nursing Home

Interview Summary

Ms. Ruth Drew is the senior director of programs for the Alzheimer's Association, Oklahoma and Arkansas chapters. She says that at the nursing home where the patients stay, it is very important to understand that just because the patients do not speak does not mean that they cannot communicate. *Behavior is communication*, she says. Alzheimer's is not curable yet, but there are many medications that help in slowing the process down. There is a lot of support from the government here in Oklahoma, and in September, the Oklahoma Legislative Task Force will submit a report about Alzheimer's. She hopes that there will soon be a medication that keeps patients at an early stage for a very long time. A preventative measure Ms. Drew mentioned was that *a heart-healthy lifestyle is a brain-healthy lifestyle.*

Gifts

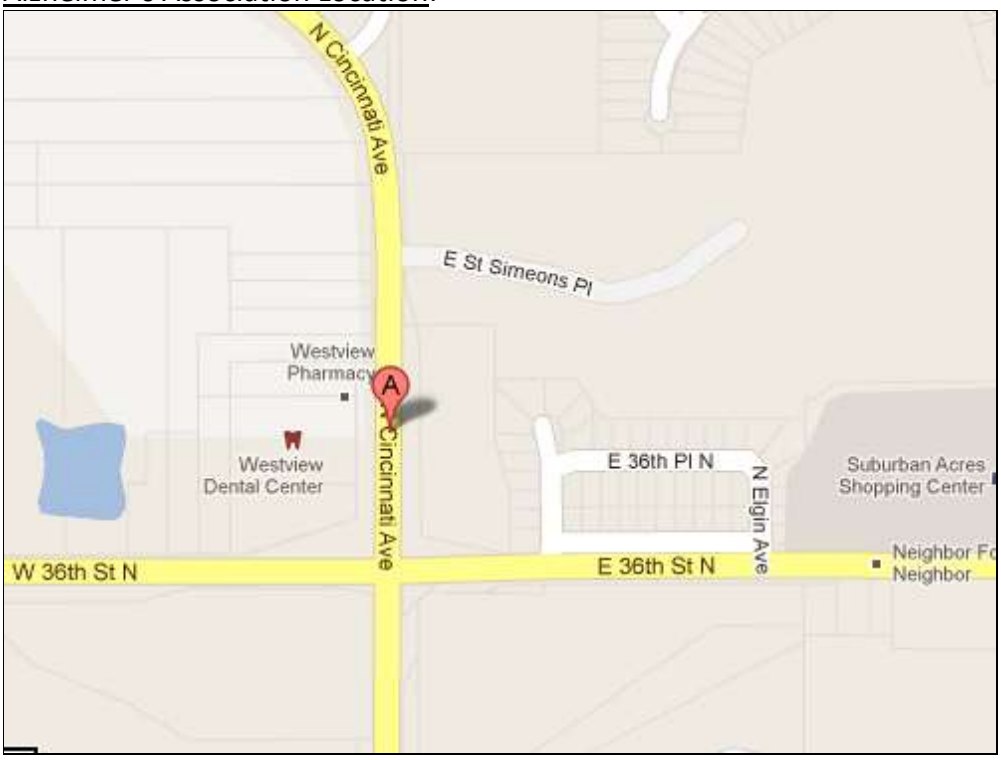
- No length they won't go in order to help a family
- Community awareness for Alzheimer's
- Voice for Alzheimer's sufferers within the Oklahoma legislature

About the Alzheimer's Association

The Alzheimer's Association Oklahoma Chapter began in 1984 as the Tulsa Green Country Chapter. In 2001, Oklahoma formalized the Western Arkansas acquisition. Services provided by the chapter include: HelpLine, volunteer respite, quarterly newsletter, support groups, Safe Return registration, educational forums for family members and professional healthcare providers, multi-cultural outreach and rural outreach and one-on-one family counseling. The chapter also raises dollars specifically for research.

For more information please visit: http://www.alz.org/alzokar or call 918-392-5000.

Alzheimer's Association Location:



American Airlines – Employee Assistance Program

3900 North Mingo Road
Tulsa, OK 74116

Mission Statement

American Airlines and American Eagle are in business to provide safe, dependable and friendly air transportation to our customers, along with numerous related services. We are dedicated to making every flight you take with us something special. Your safety, comfort and convenience are our most important concerns.



If you provide structure for people, then you get better outcomes. – Lela French



View outside of American Airlines – Employee Assistance Program location



Don't ever assume it's emotional impairment when it could be medical. – Lela French, LCSW

Interview Summary

The Tulsa location of American Airlines is the largest civilian maintenance facility in the world and thus has thousands of employees, all of whom can have mental, emotional, physical, and sometimes substance abuse problems. As a component of occupational medicine, the American Airlines Employee Assistance Program works to keep employees in good mental and physical health to ensure the safety of both employees and customers of American Airlines. Offering substance abuse counseling, lawyer referral services, mental health counseling, and health promotion programs, American Airlines recognizes the importance of maintaining the health and stability of its employees. The EAP focuses on making the base a safety-sensitive environment and thus has several methods that they use to ensure that their employees get the help that they need whenever they need it. They are a company-wide service that helps employees from the base level all the way up to the executives. The underlying theme of its services is recognizing the value and worth of every human being.

Gifts

- A second chance for substance abusers in order to keep them off the streets
- Health promotion for its employees' families
- Develop and coordinate programs to insure the mental, emotional, and physical health of their employees to promote safety at American Airlines

Needs

- Collaboration between physicians and the employer

American Airlines Location:



American Lung Association

1010 East 8th Street

Tulsa, OK 74120

Mission Statement

The mission of the American Lung Association is to save lives by improving lung health and preventing lung disease.



Tulsa is one of the worst cities if you have asthma. – LaTonya Scott, American Lung Association



Street view: Eighth Street and Madison Avenue

Interview Summary

Founded in 1904 to combat tuberculosis, the American Lung Association now works to educate the community on various asthma and tobacco issues, as well as perform research and advocate for the various lung issues. The American Lung Association is located in a renovated fire alarm building in a unique area of Tulsa. Third-hand smoke has now been identified as a problem, from the clothing, home décor, and office and school supplies of people who reside in a smoker's home. Ms. Messer explained that *Tulsa is one of the worst cities to live in if you have asthma,* due to the frequent ozone alert days, high humidity and particulates in the air. Particulates are more frequently experienced in rural areas. The ALA is concerned with indoor and outdoor air quality, and at this point, smoking is not allowed in most public areas. There are several programs and services, such as Asthma 101 and Freedom from Smoking. The ALA goes into the schools and educates the teachers and students with asthma on how to handle an asthma attack.

Gifts

- Provide over 15,000 people in Oklahoma with direct educational services and materials
- Offer over six free programs to help educate the public, teachers, and other professionals on how to handle adverse events due to lung issues
- Provide a "1 800 QUIT" line to help people find out methods to achieve smoking cessation

Needs

- Volunteers and educators to help train people to use inhalers for people with asthma

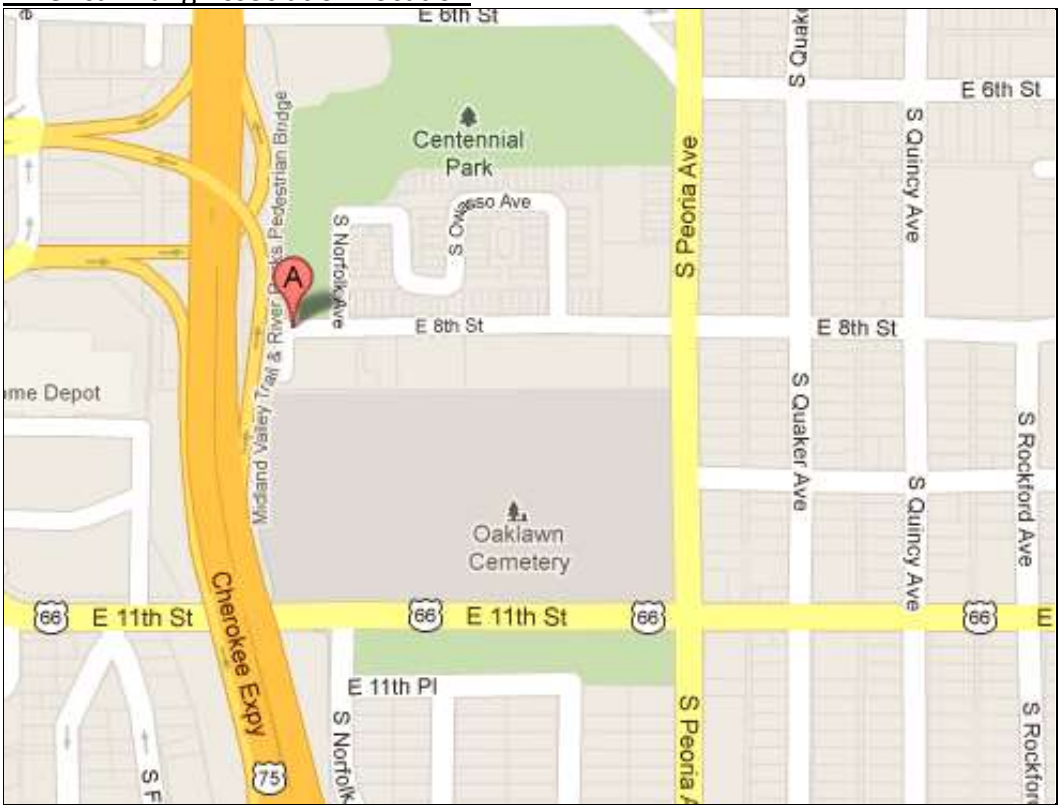
About American Lung Association

The American Lung Association is the oldest voluntary health organization in the United States. The Plains-Gulf Region is dedicated to the prevention, control and cure of lung disease, the third leading cause of death in the United States. We work to prevent, control and cure lung diseases such as asthma, lung cancer, emphysema, chronic bronchitis, influenza and pneumonia, and we fight for tobacco control and clean air through education, research and advocacy.

We are aware that lung diseases and breathing problems are the leading causes of infant deaths in the United States today, and asthma is the leading serious chronic childhood illness. Lung disease death rates continue to increase while other leading causes of death have declined. The American Lung Association has long funded vital research on the causes of and treatments for lung disease. We are the foremost defender of the Clean Air Act and laws that protect citizens from secondhand smoke and other environmental air pollution.

For more information please visit: http://www.breathehealthy.org/ or call 918-747-3441.

American Lung Association Location:



Blue Cross Blue Shield

1215 South Boulder Avenue
Tulsa, OK 74119

Mission Statement

Throughout its 68-year history, Blue Cross and Blue Shield of Oklahoma has been committed to meeting the health care financing needs of Oklahomans.



[Preventative] screening processes and chronic disease management would do the most to improve healthcare in the community. – Charles Knifechief

Interview Summary

Dr. Knifechief has been the medical director for Oklahoma Blue Cross and Blue Shield for the past 13 months. He is charged with two things: making sure that the healthcare providers on BCBS plans adhere to the credentials defined by BCBS, and ensuring that quality healthcare is being delivered. Dr. Knifechief stressed that people often blame insurance companies for not providing benefits to policy holders, when the benefits provided are actually decided by the employer of the policy holders. He noted, *the insured groups decide what gets covered, not the insurance company.* Employers enter into contracts with BCBS and decide which benefits their employees will receive.

Gifts

- Runs patient safety projects, such as acetaminophen toxicity trials, to measure misuse of prescribed drugs
- Encourages the use of medical homes as a way to reduce cost by increasing the time physicians spend with patients
- A major partner in Insure Oklahoma which provides low-cost health insurance to small businesses and individuals in need

About Blue Cross Blue Shield

Blue Cross and Blue Shield of Oklahoma provides its members with a high level of confidence and security. Throughout its nearly 70-year history, Blue Cross and Blue Shield of Oklahoma (BCBSOK) has been committed to meeting the health care financing needs of Oklahomans. As the state's oldest and largest private health insurer, Blue Cross and Blue Shield of Oklahoma and related subsidiaries in Oklahoma provide benefit plans for more than 600,000 Oklahomans.

For more information please visit: http://www.bcbsok.com or call 918- 560-3500.

Blue Cross Blue Shield Location:



Brookhaven Hospital

201 South Garnett Road
Tulsa, OK 74128

Mission Statement

Brookhaven Hospital is a comprehensive health center for the treatment of behavioral health and neurologic disorders.



We take a more social point of view...we create a very safe environment and caring environment. – Liz Lamers



View of Brookhaven Hospital

Interview Summary

Brookhaven Hospital is a private psychiatric hospital dealing with mental health, eating disorders, chemical dependency, substance abuse, and behavioral problems resulting from neurological injuries. They provide wrap-around programs to support patients and their families, such as access to community resources for the socialization of patients. Brookhaven aggressively advocates on behalf on their clients to the insurance companies to ensure the patient gets the needed care, without the added stress of being buried under medical bills. The facility provides support for the patients' transition into the community. The length of the patient stay is determined on an individual basis, with an average stay of 7 to 10 days. Referrals are accepted from all over the country for the brain injury and behavioral problem patients. Currently there are 40 beds at the hospital, with plans to expand to 64 beds. There is a spiritually integrated program to augment the care of the patients. The hospital developed a team approach for the care of their patients. Brookhaven provides both outpatient and inpatient treatment services.

Gifts

- Increased length of stay for psychiatric patients
- Looking to expand by 24 beds
- Integration of spiritual-based treatment options.
- Practicums, PA programs, internships with area universities
- Opportunities for students to learn and grow in the community

Needs

- Substance dependency-based rehab programs for the indigent

About Brookhaven

Set on a park-like campus in Tulsa, Oklahoma, Brookhaven Hospital is a recognized leader in the fields of behavioral health, chemical dependency and neurological disorders. Brookhaven Hospital is a licensed, fully accredited hospital and treatment center staffed by an interdisciplinary team of mental health professionals. It has a proven track record of successful outcomes for individuals dealing with behavioral health issues, including:

- Depression
- Bipolar disorder
- Anxiety disorders
- Borderline and other personality disorders
- Schizophrenia and psychotic disorders

Brookhaven Hospital also treats individuals suffering from alcohol and drug addiction, with treatment options that include:

- Medically supervised detoxification
- Psychiatric evaluation
- Individual, group and family therapy
- 12-step programs
- Relapse prevention programs

For more information please visit: http://www.brookhavenhospital.com/ or call 877-707-4929.

Brookhaven Hospital Location:



Center for Behavioral Health

2323 South Harvard Avenue
Tulsa, OK 74114



Our door is always open. – Dr. Chris Johnson



Looking down 24th Street off of Harvard Avenue



The economy has increased the need for mental health services. – Dr. Chris Johnson, MD

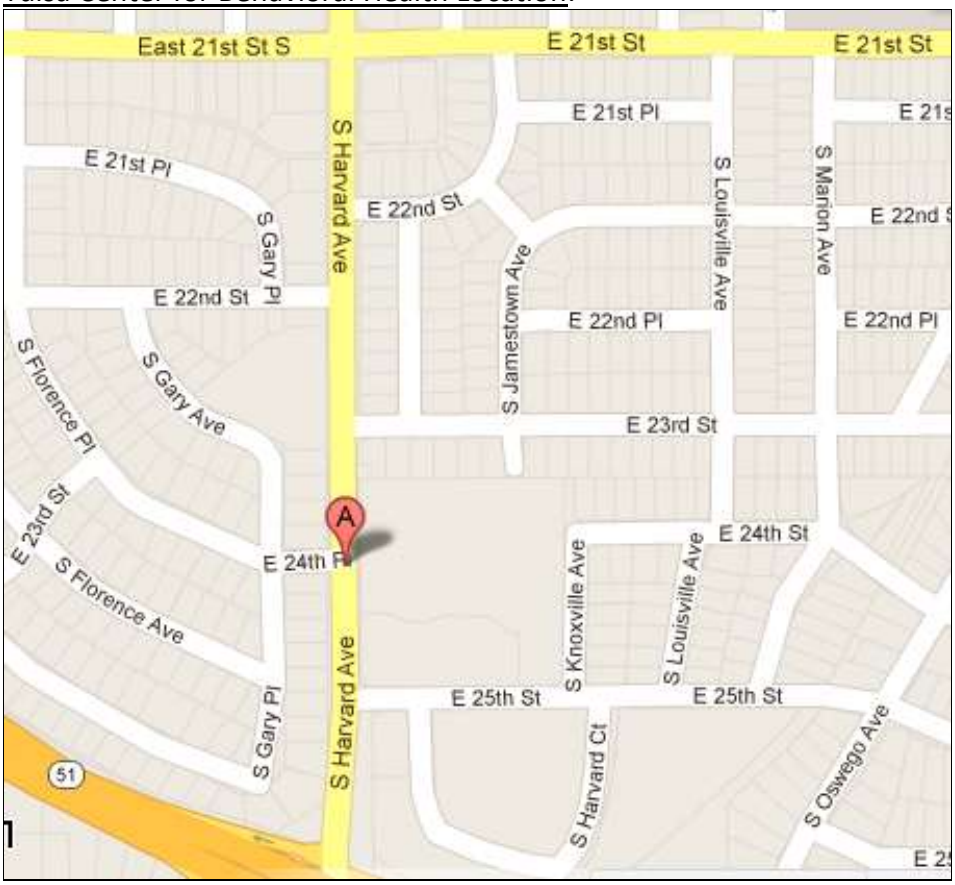
Gifts

- Mental health care provided at no charge to the patient
- Despite patients who may be angry or hostile, staff treat patients with respect

About Tulsa Center for Behavioral Health
Inpatient treatment facility

For more information please call: 918-293-2140.

Tulsa Center for Behavioral Health Location:



Children's Justice Center

2829 South Sheridan Road
Tulsa, OK 74129

Mission Statement

Designated an OU Center of Excellence, the 9,600 square foot Center serves as an efficient model to streamline the child abuse investigation process while minimizing trauma to the child.



Everything parents do influences the way in which their children grow up.
– Deborah Lowen, OU Pediatrician



Near 2929 South Sheridan Road

Interview Summary

Dr. Lowen is a pediatrician for the Children's Justice Center in Tulsa, Oklahoma. The Justice Center deals with children who are neglected and abused. The center acts as a "one stop shop" where families can go. The Center houses the Department of Human Services, pediatricians, psychologists, and investigators that all deal specifically with child abuse cases. The center has a very kid-friendly atmosphere, where the focus is on minimizing the trauma felt by the child as a result of their experiences. The Justice Center follows an international model of a multi-disciplinary team that includes OU Physicians, Tulsa Police Department, DHS, and the District Attorney's office. The Children's Justice Center exists to advocate against and appropriately respond to child abuse in the Tulsa area. Some barriers to this mission come from lack of education in the health care field about what constitutes child abuse. Dr. Lowen also described reluctance in the area Emergency Departments to being educated on recognition and appropriate responses to child abuse. Another resource that the center provides is a parenting class to help further educate the parents.

Gifts

- Offer one-stop-shopping for child abuse cases
- International model for a collaborative child abuse network
- Strong advocate for children in the community
- Recognition and appropriate response to children's justice issues.
- A willingness to fight for the rights of Tulsa's children.

Needs

- Community support
- Involvement of ER physicians recognizing potential abuse and reporting the situation properly

About the Children's Justice Center

Built in 1992 by the generosity of the Dr. Karl Jurak Foundation, The Justice Center was carefully designed by a team of professionals including architects, interior designers, pediatricians, detectives, social workers and child development specialists. Every detail of the Center, from the skylights to the colors of the walls, was planned so that children and families would feel comforted and safe. The result is a facility with features such as a large aquarium, fireplace, child-sized restroom, skylights, and a special "teddy bear" waiting room.

The Justice Center was specially designed not only for the children involved in child abuse investigations, but also for the team of multi-disciplinary agencies that investigate child abuse.

The Center provides offices for:

- Child Abuse Network
- Child abuse medical team from the University of Oklahoma College of Medicine - Tulsa Department of Pediatrics
- Investigative intake personnel from the Tulsa County Department of Human Services - Child Welfare
- Tulsa Police Department's Child Crisis Unit
- District Attorney's Office - including representatives from the District Attorney's Juvenile and Criminal Divisions

For more information please visit http://www.childabusenetwork.org/html/center.htm or call 918-624-0200

Children's Justice Center Location:



Cindy's Tailors

3807 S Peoria Ave # K
Tulsa, OK 74105



It's not like you don't want to go to the doctor, you just can't. Even if you don't go to the doctor it doesn't mean you aren't taking care of yourself.
– Leslie Stephens



Outside Cindy's Tailors

Interview Summary

We had the pleasure of interviewing Ms. Leslie Stephens, a local small-business owner who employs eight people to assist her in running her tailor shop on 38th and Peoria. In order to get business needs met, she is a member of both BBB and Brookside Business association. Ms. Stephens is a single mother of two (ages 18 and 22), who works very diligently in order to provide for her children and balance having a personal life with being a mom and entrepreneur. Due to a diagnosis with a chronic autoimmune condition, Ms. Stephens is ineligible for most health insurance policies, or is limited by the exorbitant costs related to her pre-existing condition. She is therefore forced to pay for much of her specialty medical care out of pocket. She compensates with both self-education and preventative lifestyle activities. At this time, she is also unable to offer her employees an affordable insurance policy. However, her unwavering optimism, unbendable spirit and unyielding work ethic make her a very valuable asset to the Tulsa community. She has a goal of starting a school for alterations, since she thinks that "sewing is a lost art".

Gifts

- Donation of supplies for the quilt program
- Participates in the fundraising and awareness efforts for the MS community
- Member of the Better Business Bureau and the Brookside Business Association
- Good quality alterations and honest advice
- Good atmosphere for clients and employees: family-like environment with flexibility

Needs

- Some form of health care for herself and her employees
- Community involvement

About Cindy's Tailors
Alterations and tailor shop.

For more information please call 918-743-4704.

Cindy's Tailors Location:



Community Care

218 West 6th Street
Tulsa, OK 74119

Mission Statement

We offer coverage tailored to fit your needs with the added comfort level that comes from being locally owned and operated.



We default to doing what's right for our members all of the time because for us that's what it's all about. – Richard Todd



Healthcare is local and insurance should be local. – Greg Burn



Bad medicine is killing people every day. – Jack Sommers

Interview Summary 1

Mr. Richard Todd is president and CEO of Community Care. He believes that insurance companies should be locally owned. Mr. Todd said that this company is very active in issues specifically facing Oklahoma. He said that 90-91% of each dollar paid in premiums goes towards healthcare, a much higher percentage than is usually seen in other insurance providers.

Interview Summary 2

Mr. Burn has spent almost thirty years in the insurance business. Community Care is the largest locally owned insurance company. It is jointly owned by St. Francis and St. John. Its coverage network covers nationwide. Community Care is involved in Insure Oklahoma which provides coverage for adults. All the net income stays in Tulsa and 500 jobs have been created.

Interview Summary 3

Jack Sommers is the CMO of Community Care. We spoke to him at length about the issues surrounding insurance coverage and reimbursement. He explained the rationale behind denial of claims and expressed a strong interest to solely use evidenced-based medicine to make decisions about coverage. He sees his role as a protector of patients from bad medical decisions and other doctor-generated errors. In his mind, managed care is useful in policing the use or misuse of evidenced-based medicine.

Gifts

- Commitment to the community with local ownership and creation of local jobs
- Affordable, accessible healthcare
- Offer lower prices, profit margins (1-2%), overhead
- Providing mentors/buddies to local school
- Supporting Komen race for the cure

Needs

- More personal commitment from fellow businessmen

About Community Care

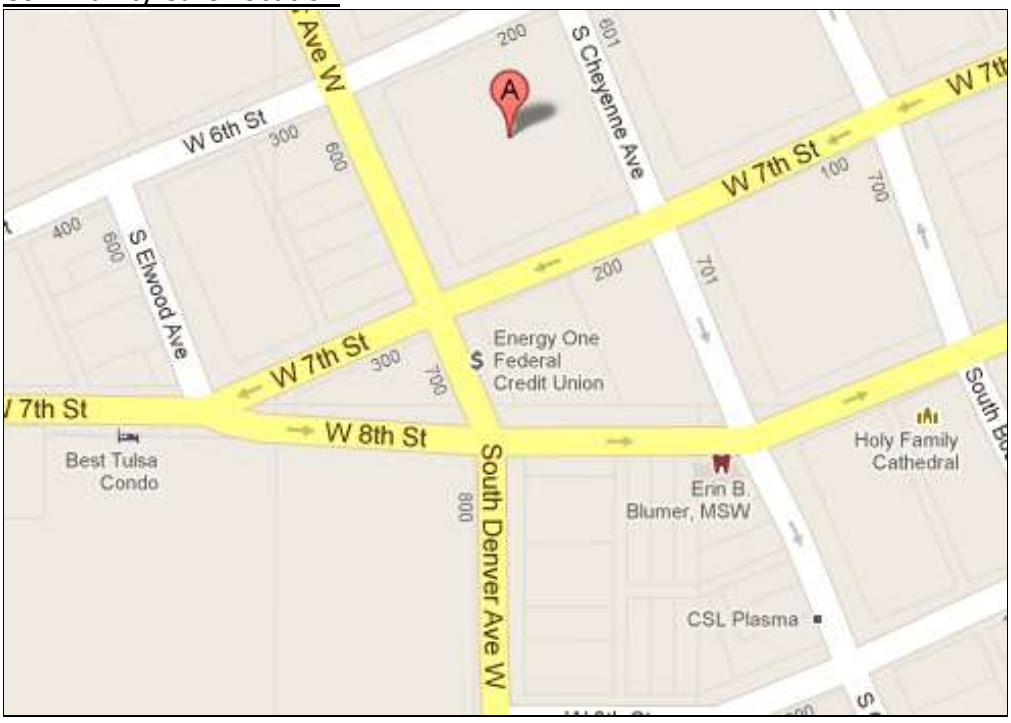
CommunityCare is locally owned by Saint Francis & St. John hospitals and we are dedicated to providing you with the best healthcare coverage while keeping your costs down. Whether you are an employer looking to provide cost effective alternatives for your employees, an individual looking to cover yourself or family members, or if you are simply looking for a Medicare Supplement you can rely on, CommunityCare is the perfect fit.

Offers:

- A variety of products and plans to choose from to give you a wide range of choices to customize your coverage - HMO, HRA, POS, PPO
- Access to one of the largest and best-connected networks of doctors, hospitals and other healthcare providers in Oklahoma
- Quick and reliable answers from our local team of Member Services representatives
- Our Member Reassurance Program is designed to identify and assist members who have experienced a traumatic event resulting in long-term, reoccurring care
- Fast claims processing with over 96 percent of claims processed in less than 30 days
- Prescription drug benefit programs, including a $0 Copay Program for select generic formulary drugs, a Copay Savings Program and a mail order prescription drug program
- 24-hour nurse staffed support line is available free to members
- Convenient access to product and benefit information, searchable provider directories, a formulary search, wellness information and other resources through the CommunityCare website
- Employee Assistance Program (EAP) designed to assist employees and dependents in the identification and resolution of personal problems or concerns that affect worker productivity and wellness

For more information please visit: http://www.ccok.com/index.asp or call 918-594-5200.

Community Care Location:



Community Health Connection

9912 East 21st Street
Tulsa, OK 74129



Our patients don't want a handout, they want health care. – Ed Martinez



Outside Community Health Connection



We do all kinds of things that make us different from other clinics. – Laurie Paul

Interview Summary 1

Community Health Connection serves individuals from over a hundred different zip codes and is getting ready to expand to a new location. They served 8000 patients last year but in their new facility they will be able to accommodate 16,000-17,000 next year. They employ a bilingual staff to better serve their clients. Services include dental, primary care, and mental health services and are provided on a sliding scale basis starting at $25.00. Mr. Ed Martinez shared the vision of CHC, which is to create a series of small clinics embedded throughout the community.

Interview Summary 2

The Community Health Connection is a federally funded clinic, serving 80-100 patients a day. It has unique hours to accommodate the population it serves, as most struggle taking sick leave or getting into the clinic during the day. The clinic is very culturally sensitive as the health care providers realize that culture has a huge effect on handling someone's care. For example, Ms. Paul explained to us that individuals from Mexico were able to get amoxicillin and penicillin at the pharmacy in without a prescription and took it frequently when ill. Therefore, many of their infections are now resistant to these first-line antibiotics. Many individuals who previously used the ER as a primary care now use Community Health Connection.

Gifts

- All doctors and staff bilingual providing culturally sensitive treatment of Hispanic patients
- Healthcare for underserved indigent families and the Hispanic community
- Provide patients with reduced, sliding scale co-pays
- Allow scheduled or walk-in appointments for a Saturday clinic

Needs

- More Spanish-speaking providers
- Volunteers and staff for the new location
- Doctors and staff who speak other languages besides English and Spanish

About Community Health Connection

Community Health Connection will provide quality and accessible health care across all life cycles regardless of ability to pay that respects the dignity and culture of our community now and in the future.

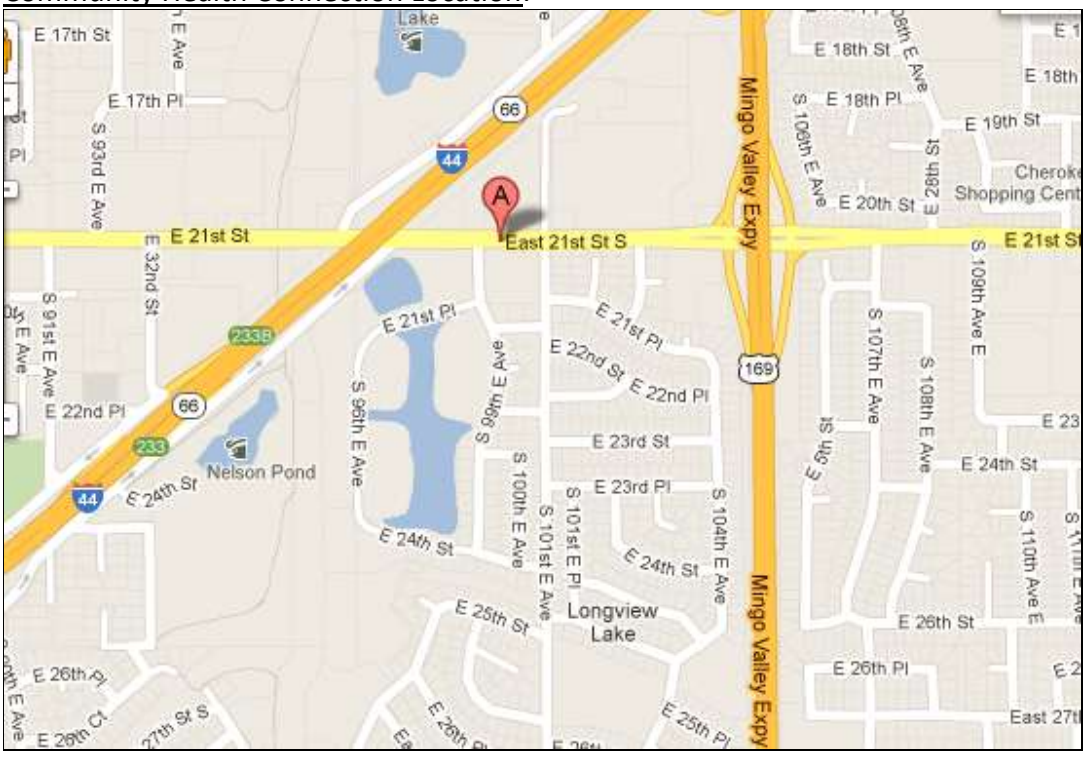
We are dedicated to being a medical practice where you know your medical provider and your medical provider knows you, where you see the same people every time you come in, where your opinion is important, and where you are a part of the healthcare team. This is the way it should be, whether you have insurance or not.

Community Health Connection is an independent, community-based nonprofit, federally qualified health center committed to meeting the lifelong healthcare needs of the northeast Oklahoma community. We provide the highest quality, affordable, and accessible primary health care services; in a culturally respectful, language-appropriate, and compassionate manner. We serve individuals who are uninsured by offering a sliding scale to those who qualify, and those with Medicaid (SoonerCare) and Medicare, Insure Oklahoma and many with private insurance.

We focus on meeting the healthcare needs of the community and our patients by providing a broad array of health and social services, including prenatal/post-partum care and behavioral healthcare. If you are looking for a doctor's office with medical providers and clinic staff who treat you with respect and dignity, then Community Health Connection is for you

For more information please visit http://www.communityhealthconnection.org or call 918-622-0641.

Community Health Connection Location:



Community Service Council of Greater Tulsa

16 East 16th Street
Tulsa, OK 74119

Mission Statement

To provide leadership for community-based planning and mobilization of resources to best meet health and human service needs.



We must be aware of culture barriers to provide meaningful service. – Tania Shaull



15th Street looking north on Baltimore



We are seeing third world issues arise again in Oklahoma healthcare. – Jan Figart

Interview Summary 1

Ms. Shaull has been working on resources focused toward educating Hispanic children and the role that education plays in those children who are the products of immigration. Ms. Shaull explained that there are many different values and cultural differences held among Hispanics from different areas. Ms. Shaull also explained that there is a high rate of mental illness due to immigrating to a new, unfamiliar environment. Ms. Shaull said that health care providers make the greatest impact on Hispanic families when they treat the whole family and consult with the eldest woman who is often the matriarch. In addition, Hispanics are aware of health needs but are often fearful due to immigration.

Interview Summary 2

In our meeting with Jan Figart at the Community Services Council, we learned that their strength is their program variety, ranging from the Substance Abuse Program to the Child Resource Center. Our meeting focused on maternal and childcare issues. We learned that both infant and maternal mortality rate is very high in the state of Oklahoma when compared to the US and world. Part of the reason is the lack of education of parents. The Council is now working on implementing health education programs in the public schools starting as early as grade 1. They need health care providers to support their efforts and to lend their voices to the cause.

Gifts

- Focus on the prevention of infant mortality and morbidity and improvement in quality of prenatal care
- Identify and address healthcare trends and needs affecting Tulsa's quality of life issues

Needs

- Funding

About the Community Service Council of Greater Tulsa

You may not know our name, but you know our work. The Community Service Council provides leadership for mobilizing efforts that improve the lives of thousands of Oklahomans each day. Since 1941, we have been bringing people together to research, plan, coordinate action, and assess progress to address some of our most critical social service, health, education and civic challenges. Our focus is on prevention – investing in people across the lifespan.

The Council is a unique resource, serving primarily Tulsa County, with some efforts reaching much of eastern Oklahoma and others the entire state. CSC is best known for:

1) Research, data gathering, analysis and presentation
2) Forecasting challenges
3) Community planning
4) Coalition building
5) Managing/coordinating new systems of action
6) Leadership for addressing tough issues
7) Linking people to help.

Our commitment is to prevention -- strategies that invest in individuals and families across the lifespan to better care for themselves, their families, and our community.

For more information please visit: http://www.csctulsa.org/ or call 918-585-5551.

Community Service Council Location:



Crosstown Learning Center

2501 East Archer Street
Tulsa, OK 74110

Mission Statement

Children of all economic levels should have access to quality program and services, given in an atmosphere filled with love, hope, security and excitement, leading to their development of self-esteem and decision making abilities.



Children are only as strong as the families they come from. – Dr. Guilfoyle



Neighborhood view outside Crosstown Learning Center



The majority of our parents want the best for their kids. – Dr. Guilfoyle

Interview Summary

Crosstown Learning Center has been providing childcare to the working poor for forty years and serves mostly low income families. Executive Director Dr. Guilfoyle made this center possible by raising over $300,000 to purchase the building, then raised nearly a million dollars to bring the building to code. They are the first nationally accredited, three-star learning center in North Tulsa. The center serves children from newborns to four year-olds and handles as many as 96 children per day. The center's strongest asset, the staff, is willing to go the extra mile every day, and work as a team. The center operates solely on philanthropic donations and fundraisers. DHS provides the majority of the funding for Crosstown. They collaborate with students from OU who are doing the child development portion of their pediatric rotation, nursing students from ORU, and students from TCC as well as volunteers from local high schools. Crosstown provides monthly parenting classes which are attended by 30 to 50 percent of the parents each month. Crosstown uses ages and stages testing and creates an individual education profile and plan for each child for the year.

Gifts

- Enduring presence in the community with a highly dedicated team and strong community partners
- Educational opportunities to parents to improve child advocacy
- Family centered approach - teach children but also teach parents to be advocates of their children
- Tradition- safe place for children, trusted place for parents

Needs

- Health care for herself and her employees
- Greater community involvement
- In-house computer
- More support for GED and adult literacy programs

About the Crosstown Learning Center

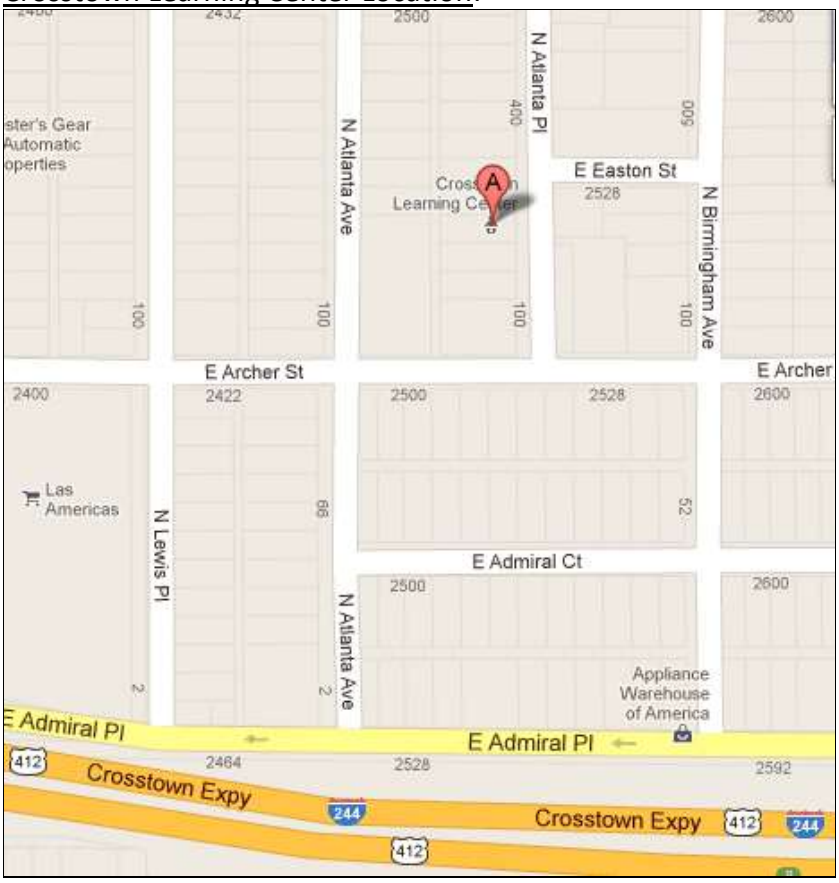
We are licensed through the Department of Human Services, Child Care Licensing and can care for 120 children, ages 6 weeks through 12 years of age. During the regular school year, Crosstown cares for children 6 weeks through pre-kindergarten. During the summer months, we add a school-age summer program for children K-5th grade.

Crosstown was the first nationally accredited child care center in north Tulsa, achieving our 3-star status and national accreditation through the National Association for the Education of the Young Child in 2001. NAEYC's accreditation process involves a year-long self-study which includes training, parent surveys, staff surveys and a thorough study of the physical plant. NAEYC requires that all accredited centers undergo a re-accreditation process every 5 years. This study is similar to the original accreditation visit, and involves the same self-study principles. One of NAEYC's requirements for their accredited centers involves the education level of teachers. Crosstown's staff is enrolled in higher education classes at local colleges and universities working towards their bachelor's degrees in Early Childhood Education.

Crosstown collaborates with many organizations in Tulsa. We are part of the rotation for the University of Oklahoma College of Pediatric Medicine; we work closely with the Anna Vaughan School of Nursing through Oral Roberts University; Tulsa Community College, OU-Tulsa Early Childhood Education Department. Students from Bishop Kelley High School, Cascia Hall Preparatory School and Holland Hall School support Crosstown by helping with various projects throughout the year.

For more information please visit: http://www.crosstowntulsa.org or call 918-582-1457.

Crosstown Learning Center Location:



Day Center for the Homeless

415 West Archer Street
Tulsa, OK 74103

Mission Statement

To provide a safe, healthy environment for people who are homeless and offer them opportunities and encouragement for achieving self-sufficiency.



I think physical healthcare management would go a long way… immediate access and immediate care would work best.
– Hallie Green, Tulsa Day Center for the Homeless
(Shown with Shannon Ijams, OU PA provider)



Neighborhood view of the Day Center for the Homeless

Interview Summary

The outside of the Day Center for the Homeless looked fairly new, placed in typical urban environment with a mix of decrepit and new buildings. The outside grounds and the inside hall were full of people, talking, sleeping, sitting with their personal belongings scattered around them. A metal detector is prominently wedged between the outside world and those in the center. The Day Center for the Homeless provides many services for the homeless of Tulsa. Some of the services include case management, housing, healthcare, meals, and access to bathrooms. Hallie Green, the development director, reports that about 6,000 Tulsans are homeless each year, and the Day Center serves about 400 homeless Tulsans a year. Through the services the Day Center provides, they are able to help the homeless establish lifestyles that are more stable. The health care clinic, in particular, is able to triage patients, and provide referrals so that the homeless are able to access more comprehensive healthcare services. Shannon Ijams, the physician assistant for the center, talked about the limited resources available for treating patients at the clinic. Even with resources considered less than standard for free clinics, they are able to meet some of the needs of the clients.

Gifts

- Providing shelter, clothes, daily necessities, food, health care, and voice mailbox services to the homeless
- Free clinic to treat minor illnesses and triage to nearby Morton clinic
- Case managers help homeless clients to establish and/or maintain residence and to obtain necessary documentation, identification, birth certificates, job interviews, etc.

About the Day Center for the Homeless

The Day Center was created in 1986 by a group of concerned Tulsans seeking to provide a safe place for people who were homeless. Originally founded by Tulsa Metropolitan Ministry (TMM), the Day Center opened in January 1986 in a renovated warehouse at 210 N. Denver Ave. In 1990, the Night Shelter opened to provide overnight shelter for women, individuals with mental or physical illness and men over 55. In January 1995, the Day Center moved into a brand new 24,000 square foot facility. On June 1, 1999 the TMM Day Center for the Homeless became the Tulsa Day Center for the Homeless, Inc. The Day Center is a 501(c)(3) private nonprofit organization.

An average of 400 people seek shelter and services each day at the Tulsa Day Center for the Homeless, which is the only day time shelter in Tulsa for people who are homeless or in need. We seek to protect the dignity of each person by providing food, warmth, shelter and safety to meet immediate and pressing needs.

We provide night shelter, case management, a free Nurses' Clinic, showers, restrooms, telephones, Community Voice Mail, a clothing room, mail services and a locked storage area. Eight case managers work one on one with clients to remove barriers to self-sufficiency. The Nurses' Clinic provides urgent care, TB testing, vision screening, health education and referrals to other health care resources.

For more information please visit: http://www.tulsadaycenter.org or call 918-583-5588.

Day Center for the Homeless Location:



DHS-DDSD

1427 East 8th Street
Tulsa, OK 74120

Mission Statement

Design and operate a service system centered around the needs and preferences of citizens with developmental disabilities by: 1.) enabling persons with developmental disabilities to lead healthy, independent, and productive lives to the fullest extent possible; 2.) promoting the full exercise of their rights as citizens of their communities, state, and country; and 3.) promoting the integrity and well-being of their families.



These individuals are more like us than they are different. – JoAnne Goin



On Eighth Street near DHS-DDSD

Interview Summary

Serving a population that spans age three years to end of life, DDSD provides direct service and teaching to care givers for people living with a primary diagnosis of mental retardation. DDSD's philosophical approach to care has shown that working with clients in their homes results in lower cost and better outcomes compared to institution-based care. As part of the care planning process, DDSD aims to focus on the strengths of those living with disabilities by creating a holistic life plan for each client. All clients are provided with services aimed to enrich their lives and their interaction with society. PT, nutrition, and skilled services are provided as part of the holistic life plan. Thanks to support from DDSD services, Oklahoma ranks number one in employment for people with developmental disabilities. When given the opportunity to be a part of the community through employment or volunteering, the lives of people with disabilities are enhanced.

Gifts

- Home-based skills training
- Life planning annually for developmentally disabled (MR)
- Oklahoma #1 in providing employment for the disabled
- Providing comprehensive services for individuals with severe mental and/or physical disabilities, and also acting as advocates for said individuals

About the Department of Human Services – Development Disabilities Services Division
Oklahoma Department of Human Services (OKDHS) Developmental Disabilities Services Division (DDSD) offers a wide array of community services for individuals with developmental disabilities and their families. Services are individualized to meet each person's needs. DDSD services are funded through Medicaid Home and Community Based Services (HCBS) Waivers and through State funds.

Our mission is to help individuals and families in need help themselves lead safer, healthier, more independent and productive lives.

DDSD provides services to persons ages 3 and older who have an intellectual disability (IQ of 70 or below). Persons served may also have other developmental or physical disabilities.

OKDHS Developmental Disabilities Services Division (DDSD) consists of the State Office in Oklahoma City, the Area I office in Oklahoma City and a satellite office in Enid, the Area II office in Tulsa, and the Area III office in Pauls Valley. The state office staff provides direction and support to the area offices through program and policy developmental and over-sight.

For more information please visit: http://www.okdhs.org/divisionsoffices/visd/ddsd or call 1-800-522-1075.

Department of Human Services – Development Disabilities Services Division Location:



EMSA

1417 North Lansing Avenue
Tulsa, OK 74106

Mission Statement

Guiding our team is EMSA's mission to reduce pain and suffering by providing superior and compassionate service.



We are the masters of ceremonies for the three-ring circus that is emergency medical care.
– Duffy McAnallen and Dr. Jeff Goodloe



Neighborhood view outside of EMSA

Interview Summary

Dr. Jeff Goodloe of EMSA and Mr. Duffy McAnallen, director of operations at EMSA in Tulsa described EMSA as the community's medical safety net. Together the Tulsa and Oklahoma City Emergency Medical Services make up the 15th largest EMS in the country. The gift that EMSA brings to the community is that they will take care of any one any time without any pre-existing authorization required. Evidence-based medicine allows them to practice a high level of medicine, which then drives the level of care a patient can receive after transport to a hospital Emergency Room. They partner with Oklahoma City to receive 160,000 calls with a 7% increase each year. Based on statistical models, EMSA has identified locations and times when there is a high potential for emergency services needed. Their response times often shock people because they arrive while a caller is still on the phone.

Gifts

- Data-driven community-based unit locations – increases response rate
- Public utility - a safety net
- Innovative and proactive - thinking of strategies for providing help to client when EMSA and ED not the answer

Needs

- Thinking of strategies for providing help to client when EMSA and ED are not the answer

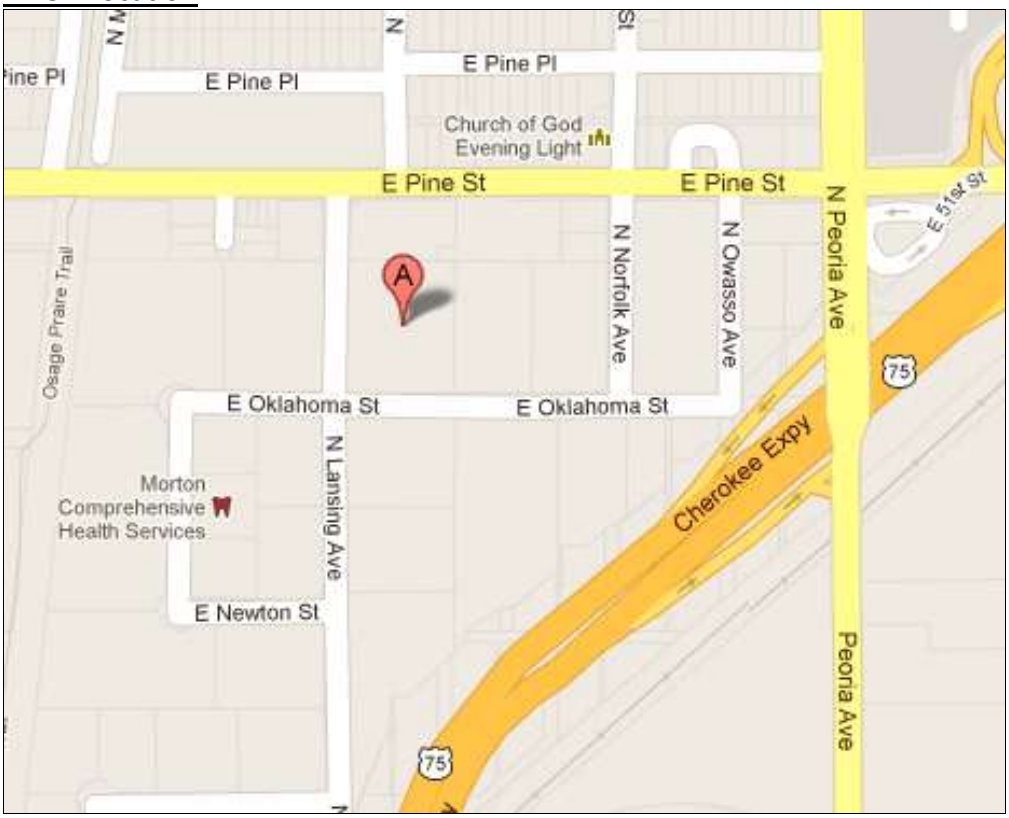
About EMSA

EMSA - the Emergency Medical Services Authority - is Oklahoma's largest provider of pre-hospital emergency medical care. We provide ambulance service to more than 1.1 million residents in central and northeast Oklahoma.

EMSA was established in Tulsa in 1977 and later expanded to include Bixby, Jenks and Sand Springs, and began providing service to Oklahoma City in 1990.

For more information please visit: http://www.emsaonline.com/ or call 918-596-3100

EMSA Location:



Erin Donovan

1921 South Boston Avenue
Tulsa, OK 74119



One of the things I am constantly surprised about is that people don't have any idea of the documents necessary for end of life issues.
– Erin Donovan, Attorney



View while driving by Erin Donovan's office

<u>Interview Summary</u>

Erin Donovan is a prominent lawyer in Tulsa who specializes in elder law. In our community interview, she spoke mainly on the importance of end-of-life issues and their relevance to the medical community. Ms. Donovan reported that many clinicians themselves do not appropriately address the need for advanced directives documents or fully understand which documents are appropriate in what setting. Ms. Donovan spoke of the barriers to filling out this paperwork included lack of knowledge about and reticence in discussing these end- of-life issues. Ms. Donovan is unique in her desire to be the legal liaison for the elderly and in her tenacious spirit to advocate unequivocally for the aging community.

<u>Gifts</u>

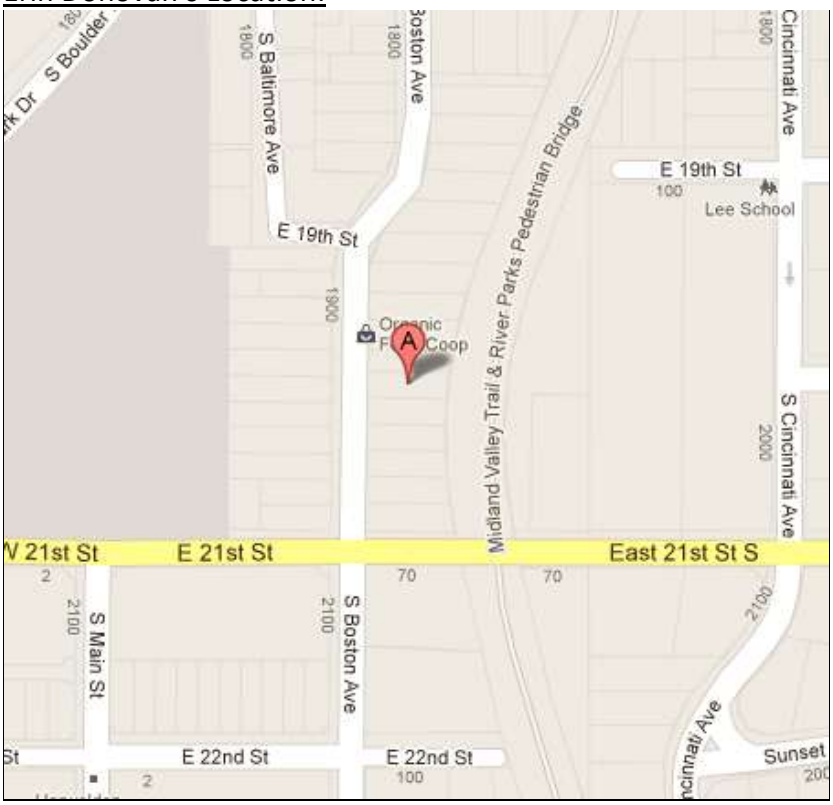
- Brings education to the public, encouraging people to talk and plan end-of-life care
- Advise individuals and their families about end-of-life legal issues
- Educate the community about these issues at hospitals, community centers, churches, AARP, etc.
- Push to have people understand more about the legal and ethical issues of end-of-life

<u>Needs</u>

- People to ascribe to filing appropriate forms in regard to end-of- life care

For more information please call 918-747-3788.

Erin Donovan's Location:



Family & Children's Services

650 South Peoria Avenue
Tulsa, OK 74120

Mission Statement

Family & Children's Services shall promote, support, enhance and strengthen the development of family life, and the well-being and mental health of families, children and individuals.



If you want to treat poor people, allow them immediate access. – Gail Lapidus



View west from the Health Department on Utica

Interview Summary

Ms. Lapidus emphasized how her agency has evolved over time to consider the needs of the client over the needs of her staff. The area around the Family & Children's Services facility had gone through an eight-year urban renewal. Ms. Lapidus focused the redecorating efforts to model the building after the nurturing shape of a woman's body by incorporating curves into the design. She also insisted that the establishment be a child- friendly, trauma-informed environment. The Wellness Clinic takes walk-ins instead of scheduling appointments as many *poor people* generally do not keep their appointments. Ms. Lapidus stated that her Master's level therapists are generally very happy with the agency and are committed to their profession. The clinic sees mostly the *forgotten population.* They have developed a sliding fee scale for counseling services, a wellness clinic wherein psychiatric patients can attain good physical health, and an exclusively same-day appointment system. She was absolutely passionate about her work, and our group found her enthusiasm inspiring.

Gifts

- Provide free medication to all patients who cannot afford otherwise
- Provide instant access psychiatric and medical care for people without insurance or with Medicaid

Needs

- Requesting funding to keep clinicians employed
- Medical care for their psychiatric patients
- Need incentives for social workers to want to stay employed

About Family and Children's Services

Family & Children's Services offers a wide range of services for children and adults. Our programs are designed to strengthen families, heal children who've been abused or suffered other trauma, help divorced parents meet their children's needs, bring recovery to those struggling with mental illness or addiction, restore children's well-being, provide comprehensive treatment as an alternative to incarceration for non-violent, prison-bound women; assist with unexpected events and transitions, and enhance parenting skills.

Services are available regardless of income or insurance coverage, strictly confidential and offered regardless of race, religion, gender or income. We have English- and Spanish-speaking staff members. Other translation services are available upon request.

Family & Children's Services has a network of convenient office locations. In addition to weekday hours, we offer evening appointments at many locations.

For more information please visit: http://www.fcsok.org or call 918-587-9471.

Family and Children's Services Location:



Family Safety Center

3010 South Harvard Avenue
Tulsa, OK 74114

Mission Statement

One place, one hope, where family safety comes first. A place where families come first and professionals come together.



We have seen over 1,000 clients so far this year and have received over 4,000 phone calls from those seeking help/advice. – Kate Wilder Reeves, JD



30th Street and Harvard Avenue

Interview Summary

Ms. Wilder Reeves spoke to us about her career of providing safety to those who cannot protect themselves. They offer legal assistance to people who have experienced domestic violence. Her commitment to victims of violence was impressive. She also shed some light on how discouraging it may be at times when one does not see the fruits of his or her labor. Seeing the same people come back for help seemed very difficult for her. We feel that it would be nice to have a time where providers could take some time to meet other like-minded people in an effort to rejuvenate each other.

Gifts

- Granting all families access to the law
- Offers shelter and safety to the family unit in the Tulsa community

About Family Safety Center

The Family Safety Center serves as a single location where victims and their families can quickly and confidentially seek information and resources regarding domestic violence and select services based on individual needs or circumstances.

The on-site partners include: Domestic Violence Intervention Services (DVIS) Advocacy, DVIS Legal Services, RSVP Safety Shepherd Volunteers, Tulsa County District Attorney's Office, Tulsa County Sheriff's Office, Tulsa Police Department - Family Violence Unit, Tulsa Metropolitan Ministries (TMM), YWCA of Tulsa Multicultural Service Center.

The FSC will work in a united effort to achieve the following objectives:

- Reduce the number of domestic violence cases that go unreported in Tulsa County
- Ensure domestic violence perpetrators are prosecuted
- Provide help and resources to victims of domestic violence
- Provide help and resources to children exposed to domestic violence
- Offer forensic medical assistance to victims of domestic violence
- Offer appropriate legal assistance to victims of domestic violence
- Reduce recidivism and homicides
- Offer resources which encourage victims to return for the full hearing

Family Safety Center Location:



G. Douglas Fox

2411 East 24th Street
Tulsa, OK 74114





Leadership, philanthropy, and creativity will help Tulsa become a model.
– G. Douglas Fox, Attorney

The home of G. Douglas Fox, Attorney

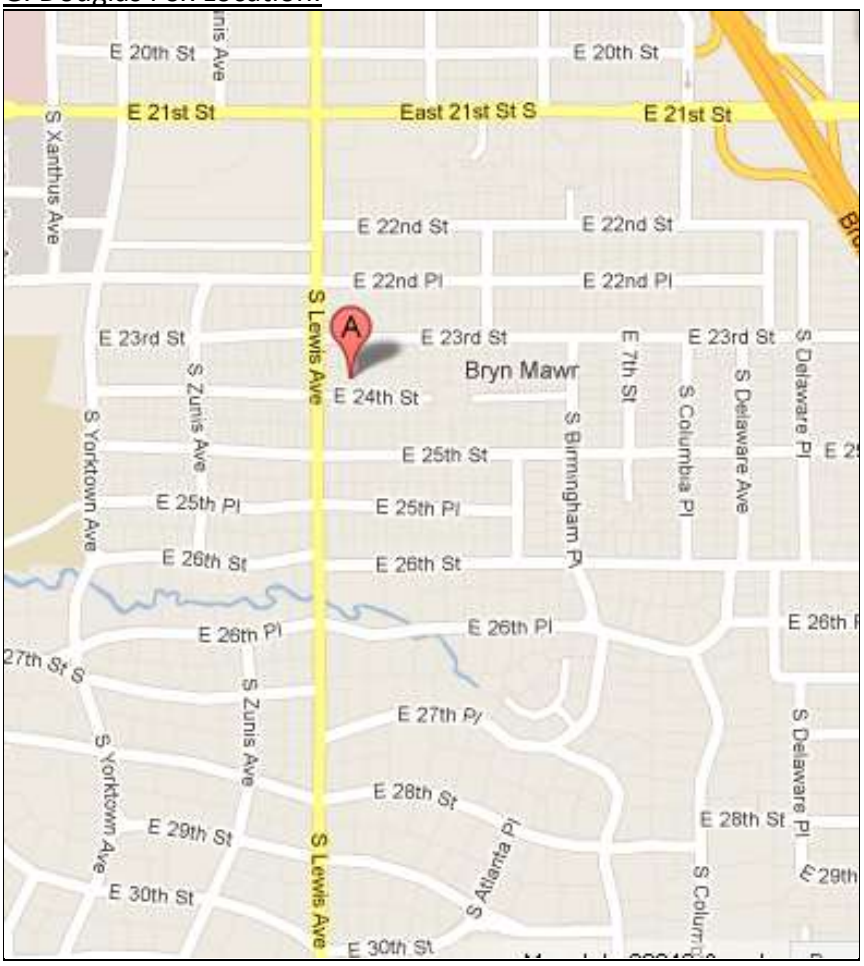
<u>Interview Summary</u>

G. Douglas Fox has been a civic activist for the last 40 plus years. He was candid in his information, stating that *Tulsa's greatest vulnerability is the state it's in*. Mr. Fox has a lot of expertise in many of Oklahoma's problems. He insists that the reason why Oklahoma is where it is today is because of our history. Oklahoma did not start out having intelligent and well-educated people. Hence, Oklahoma is behind on learning about healthcare issues and doing something about them. However, with the School of Community Medicine, he says that we are on the right track to helping solve the health issues in Tulsa. He is really excited, and he believes in this program. He expressed that the biggest asset within Tulsa is its history of philanthropy and the ability of those entities to work together. He felt the driving force behind this work has been the shared vision of President Boren and Dr. Clancy. Mr. Fox stated when speaking of Mr. George Kaiser, *I do not use the word brilliant loosely, but he is brilliant.*

<u>Gifts</u>

- Personal participation in the growth
- Helped the development of programs like OCAST
- He has knowledge of community and how it works
- Invested in the community
- 40 year civic leader
- Understood the needs of the community
- Bringing people together to find solutions to Tulsa's problems

G. Douglas Fox Location:



Good Samaritan Health Services

7600 South Lewis Avenue
Tulsa, OK 74136

Mission Statement

To promote and support those providing compassionate healthcare to the underserved in the Tulsa area.



I would rather see people from the community rising up. We need our own individual people coming to the table to find answers. – Lynn Hersey



Neighborhood outside of Good Samaritan Health Services

Interview Summary

Lynn Hersey acts as the operations director for Good Samaritan Health Service, which provides mobile health care to the underserved. The Good Samaritan clinic began with a few supplies, a doctor and a nurse. They collaborated with local churches to activate their mission. Their vision began with a Christian verse from the book of Isaiah, *I have heard your cries, seen your tears, I will heal you*, which is now visible on the side of each of their mobile units. Good Samaritan has two mobile vehicles that they send out into the community to offer basic medical care. One of the main assets of the organization is their mobility; with it, they are able to reach a diverse segment of the population. They also collaborate with churches in the community to help take ownership in the organization and provide volunteers. Establishing and maintaining boundaries are especially important in maintaining the emotional and psychological health of physicians, nurses, and lay volunteers. The clinic has a holistic approach to health care; they provide mental and physical health care to their patients.

Gifts

- Activate the faith community to volunteer their medical skills for the community
- Offer holistic health care with Christian spiritual support
- Operate mobile health clinics that go to the patients

About Good Samaritan Health Services

Utilizing state-of-the-art mobile medical units, Good Samaritan Health Services is taking quality, free medical care directly to the poor and under-served in the greater Tulsa area. Our primarily volunteer staff of physicians and nurses partner with local churches and other organizations which help coordinate our regularly scheduled clinics.

Patients receive the primary and preventative care they often desperately need, without turning to over-crowded emergency rooms. In addition, our volunteers offer to pray with our patients and connect them to other available resources. It's this holistic approach that takes Good Samaritan Health Services beyond another free clinic, to a relationship-building ministry with the power to transform lives. The proof can be seen in the faces of our patients – and in our growing impact. Since pulling up to our first clinic site in 1998, we've seen more than 50,000 patient visits, without the use of taxpayer funding. As our work continues, we remain focused on increasing our local impact, and guiding others in their effort to build similar mobile medical ministries in communities across the country.

Our concept of mobilizing a free, state-of-the-art medical clinic is based on a desire to identify the greatest needs, meet those needs where they are, and change lives in the process. The classic "build it and hope they come" isn't enough for people with limited resources and transportation. The mobile medical ministry breaks down barriers that prevent people from receiving the care they need.

For more information please visit: http://goodsamaritanhealth.org or call 918-710-4222.

Good Samaritan Health Services Location:



Greenwood Chamber of Commerce

131 North Greenwood Ave. 2nd Fl.
Tulsa, OK 74120

Mission Statement

The Greenwood Chamber of Commerce Inc. was founded in 1938 by a group of North Tulsa businessmen. The purpose was to provide an effective medium for business, civic and social expression.

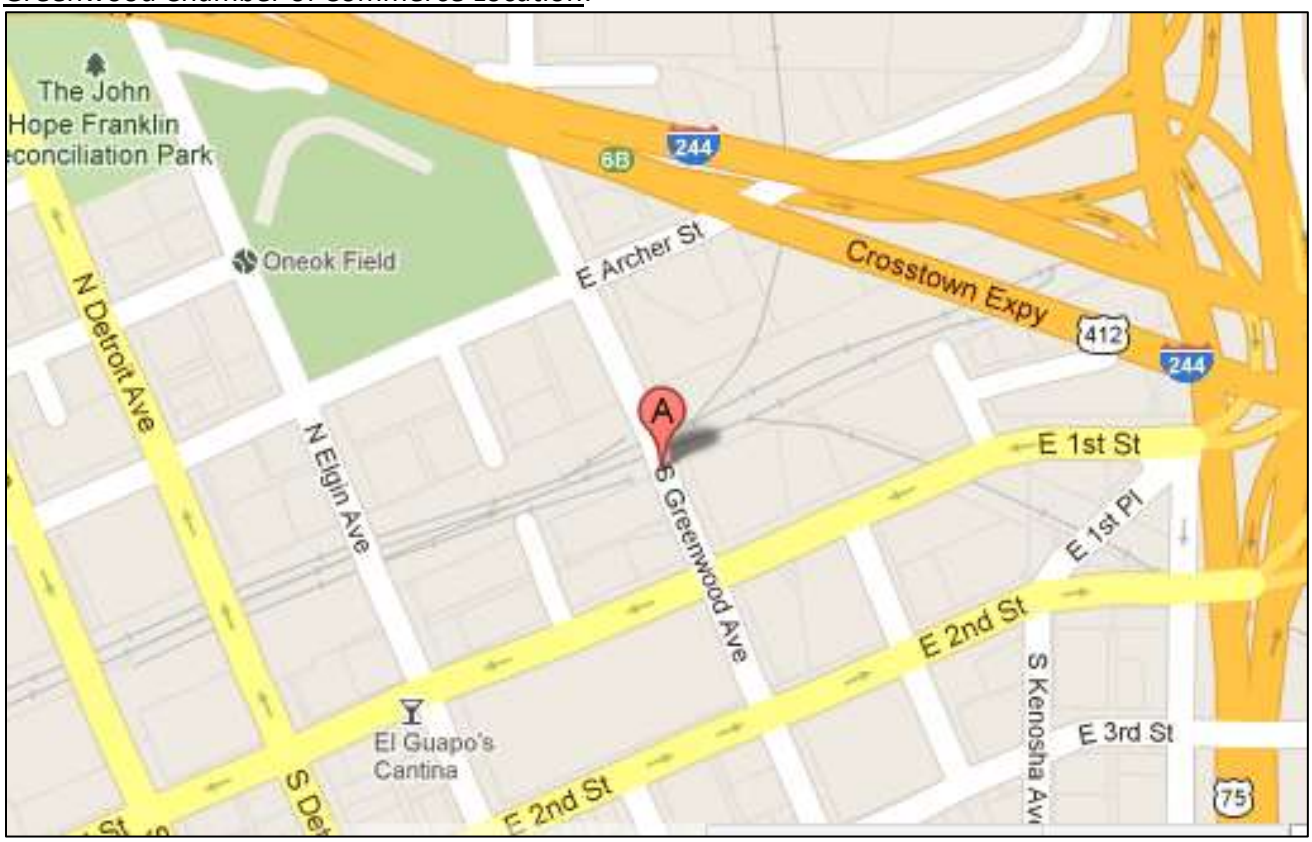
About Greenwood Chamber of Commerce

Today the Greenwood Chamber of Commerce operates under the same principles as its founding fathers and has returned to the forefront of economic and community resurgence with emphasis placed on the historic Greenwood Business District and North Tulsa. Being a member of the Greenwood Chamber of Commerce makes a profound statement of:

COMMITMENT to maintain involvement is a corporation that is known for having a proven track record of promoting the business interests of North Tulsa. It is indicative of support for business, job creation and promotion of the economic well-being in the North Tulsa community. The investment works for the good of all without placing undue physical demands and time constraints upon the investors.

DESIRE to see the community economically revitalized by monetarily supporting a corporation that is committed to the economic development and empowerment of North Tulsa.

Greenwood Chamber of Commerce Location:



Hillcrest Hospital South

8801 South 101st East Avenue
Tulsa, OK 74133

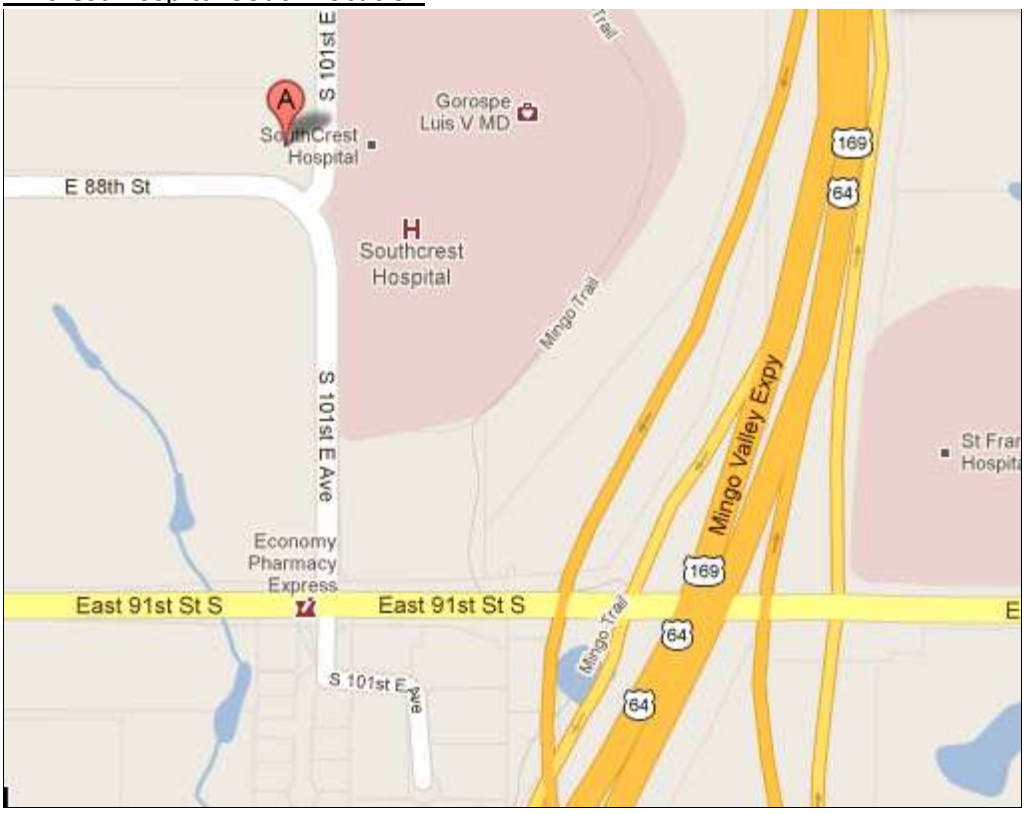
Mission Statement

Hillcrest Hospital South is a premier provider of health care services, delivered with compassion for patients and their families; with respect for employees, physicians and other health professionals; with accountability for our fiscal and ethical performance; and with responsibility to the communities we serve.

About Hillcrest Hospital South

Hillcrest HealthCare System (HHS) is one of eastern Oklahoma's leading health care providers. More than 5,000 HHS employees work each day to provide compassionate, innovative and high-quality health care in the communities they serve throughout the state. HHS is a comprehensive system comprised of Hillcrest Medical Center in Tulsa, Oklahoma Heart Institute, SouthCrest Hospital, Bailey Medical Center in Owasso, Claremore Regional Hospital, Henryetta Medical Center, Cushing Regional Hospital, SouthCrest Medical Group, Northeast Oklahoma Medical Group and one of Oklahoma's largest physician groups - Utica Park Clinic.

Hillcrest Hospital South Location:



Hillcrest Medical Center

1120 South Utica Avenue
Tulsa, OK 74104

Mission Statement

This 493-licensed-bed tertiary medical center offers convenient valet parking for visitors and patients. Dedicated entrances for our women's, rehabilitation, and orthopedic & spine facilities allow easy access anywhere in the hospital.



Reform is necessary but it needs to be carefully crafted. Any health care reform should include downstream effects. – Donald Baker



It's a world of business to survive when you're giving that much away [$60 million] to indigent care a year. – Steve Dobbs

Interview Summary 1

Hillcrest proves to be a valuable asset to the Tulsa community and serves as a large teaching hospital. Sixty residents from OU and other schools obtain valuable training here. While Hillcrest is now a for-profit organization, they have increased their service to indigent populations. Hillcrest's CFO, Mr. Donald Baker, suggests that health care reform must be thought out carefully or it can result in unintended downstream consequences for the patient. If handled inappropriately, health care reform will ultimately constrain access to care rather than increasing access.

Interview Summary 2

Mr. Steve Dobbs is the chief executive officer of Hillcrest Medical Center. Integral to the success of Hillcrest's business model was the recruitment of highly qualified healthcare professionals with both technical expertise and excellent bedside manner. Hillcrest is also involved in a federal pilot program demonstrating a new pay system for Medicare.

Gifts

- Writes $60 million off a year in indigent care
- Has a good location for access from North Tulsa
- Dedicated Women's Health Center serves 80% Medicaid patients
- Delivers more babies than any other Tulsa hospital
- It is on the forefront for many new technologies not available in other Oklahoma hospitals
- Hillcrest pays the salaries for OU obstetric/gynecologic residency program, which provides care to Medicaid patients

About Hillcrest Medical Center

For more than 90 years, Hillcrest Medical Center has provided an environment of hope, health and healing. The 691-bed hospital is among Oklahoma's most widely respected and acclaimed hospitals, offering extraordinary care and a multitude of services in many areas. These areas include a regional burn unit – The Alexander Burn Center; a premiere hospital dedicated exclusively to women's health – The Peggy V. Helmerich Women's Health Center; a state-of-the-art specialized orthopedic hospital – The Spine & Orthopedic Center; a unique, all-inclusive rehabilitation center – Kaiser Rehabilitation Center; a comprehensive diabetes education center – The Hillcrest Center for Diabetes Management; the latest technology for the treatment of cancer – Oklahoma CyberKnife; and, most recently completed, the state's largest dedicated heart hospital for the prevention, diagnosis and treatment of heart disease – Oklahoma Heart Institute.

Hillcrest Medical Center is a premier provider of health care services, delivered with compassion for patients and their families; with respect for employees, physicians and other health professionals; with accountability for our fiscal and ethical performance; and with responsibility to the communities we serve.

For more information please visit: http://www.hillcrest.com/home or call 918-579-1000.

Hillcrest Medical Center Location:



Hillcrest Medical Center- Neonatology

1120 South Utica Avenue
Tulsa, OK 74104

Mission Statement

This 493-licensed-bed tertiary medical center offers convenient valet parking for visitors and patients. Dedicated entrances for our women's, rehabilitation, and orthopedic & spine facilities allow easy access anywhere in the hospital.



There are a lot of things that go on in the doctor's office that have nothing to do with medicine, but everything to do with the well-being of the child. – Lisa Owens



On 12th Street near Hillcrest

Interview Summary

Dr. Lisa Owens from the Hillcrest Medical Center talked to us about the neonatal unit at the women's health center. Serving a population that is roughly 85% Medicaid, Hillcrest NICU faces many challenges unique to patients from this population. Hillcrest boasts several maternal-fetal specialists and a 24-hour obstetrician. Care providers not only deal with complex medical issues, but are faced with complex social issues that are often overwhelming and can stand in the way of optimal medical outcomes. She discussed how too often there are babies that are born premature and unfortunately don't get the care they need after leaving the hospital. The challenge to reaching optimal outcomes is discovering ways to connect with this population on a level that meets the unique needs of those living in poverty. Dr. Owens discussed how she works for the March of Dimes and hopes that with education there can be better understanding of what premature babies need.

Gifts

- Provide premature infants with the opportunity to survive and live a life
- 24-hour obstetrician on duty at Hillcrest
- Diverse, well-trained staff of physicians and NICU staff at HMC

About Hillcrest Medical Center's Neonatology Unit

A special part of Hillcrest's *Peggy V. Helmerich* Women's Health Center is the Neonatal Intensive Care Unit (NICU). Infants hospitalized in the NICU often have complications of prematurity or neonatal infections and health challenges from birth. Their challenges are met with exceptional medical care and support in this unique state-of-the-art facility with skilled and compassionate staff. A full range of newborn intensive care and neonatal surgical services are available. A Neonatal Transport Team is available to transfer newborns from other hospitals.

This Level III Neonatal Intensive Care Unit was built after seven years of research. The 42-bed facility features a unique pod design with subdued lighting and sound that enhances the developmental environment for infants, and provides privacy for families. This unit caters to a family's need for consistent physician contact and privacy with their infant.

Comprehensive medical care is provided by Board Certified Neonatologists around-the-clock. The physicians utilize a primary physician care plan whereby each neonatologist follows each infant through his or her entire hospitalization, on an individual basis. This approach gives the infant and family continuity of care and communication.

For more information please visit: http://helmerichwomenscenter.com/birth-care or call 918-579-8000.

Hillcrest Medical Center – Neonatology Location:



Indian Health Care Resource Center

550 South Peoria Avenue
Tulsa, OK 74120

Mission Statement

The mission of the Indian Health Care Resource Center of Tulsa, Inc. (IHCRC) is to provide quality, comprehensive health care to Tulsa area Indian people in a culturally sensitive manner that promotes good health, well-being and harmony.



We offer beyond "going to the doctor" because we treat the whole family. – Carmelita Skeeter



East view down 6th from Indian Health Care Center

Interview Summary

The Indian Health Care Resource Center provides a one-stop shop for out-patient medical care for the urban Indian. They see over 100,000 visits per year for medical, dental, pharmacy, optometry, mental health, behavior and substance abuse all on location. They have over 1,000 WIC patients and have been in operation since 1976. They also work in the schools to educate children on health. They provide after school programs and summer camps for children. Their urban initiative, a nutritional program which starts with after school programs, also includes summer camps and classes in wellness and nutrition. They have a demonstration kitchen to teach families healthier alternatives to the preparation of cultural foods. Their hope is to enlarge the kitchen, put in a complete wellness center, and add geriatrics. As they put it, *we go beyond going to the doctor, because we work with the entire family. We are a partner in their health.*

Gifts

- Comprehensive pharmacy
- Largest mental health department in the state for Indians
- Comprehensive medical services
- Working in the schools

Needs

- More physicians
- More space
- Orthopedic, cardiology, and podiatry services

About the Indian Health Care Resource Center

Patients without health insurance are provided health care at no personal cost; IHCRC bills applicable governmental and private insurance plans.

Indian Health Care Resource Center of Tulsa, Inc., (IHCRC), is a 501(c)(3) nonprofit, comprehensive health care facility, governed by a local volunteer Board of Trustees. IHCRC provides medical, health education, dental, optometry, behavioral health, chemical dependency and pharmacy services to the Tulsa Indian community. Members of any federally recognized tribe and their children under the age of 18 are eligible to receive care.

Indian Health Care promotes quality health care by providing culturally sensitive access to comprehensive medical care. Comprehensive health care includes acute and preventive care, chronic disease management, health education, outreach and therapeutic services.

The organization is strongly committed to maintaining continuity of care and addressing individual health care needs. The family is recognized as the traditional and most important basic social unit in American Indian and Alaska Native communities. Our providers are sensitive to cultural beliefs and practices.

For more information please visit: http://www.ihcrc.org/index.html or call 918-588-1900.

Indian Health Care Resource Center Location:



Kipp Tulsa Academy

1661 East Virgin Street
Tulsa, OK 74106

Mission Statement

To build character and prepare all students with the optimum academic and social skills necessary in order to succeed in high school, college and the competitive world beyond.



We really try to reinforce to our students that going to a four year university is not a possibility but an expectation.
– Dr. George Schnetzer III



Outside the KIPP Tulsa Academy

Interview Summary

KIPP stands for Knowledge Is Power Program. The KIPP hosts grades 5 through 8 and represents more than just a middle school in North Tulsa. The school was begun in 2003 by taking applications from the 11 worst performing schools north of Pine Street. Using a blind lottery, 90 applicants were selected. Of these 90, 76 graduated the 8th grade. The school provides many more hours of class time than traditional schools, approximately 150%. Students receive an education encompassing skills and knowledge typically not available in any schools in Tulsa. Class hours are from 7:30a.m. till 5p.m. Monday through Friday, with Saturday morning classes emphasizing extracurricular activities. Saturday classes include philanthropy training, babysitting certification class, etiquette class, and an early entrepreneur's class. With tenacious leadership, the school attempts to create students that have been re-cultured to think that learning is cool and many different character traits have been instilled in the students. The faculty has high expectations for the students to perform well in classes both socially and educationally. The main goal of the school is to have students attend and graduate from a four-year university. They start students on this path by taking many trips to college campuses and visiting possible job opportunities for educated individuals. Teachers emphasize teaching the "whole child," which means they involve character-building activities and encourage proper communication amongst classmates, faculty, and adults. These students are set up for success on many levels, and are tracked as they go through high school and beyond. This level of follow-up allows the school to modify and enhance its strengths and weaknesses for current students and the future.

Gifts

- Academic rigor and relevancy
- Basket Full of Dreams
- Personal relationships and modeling expectations

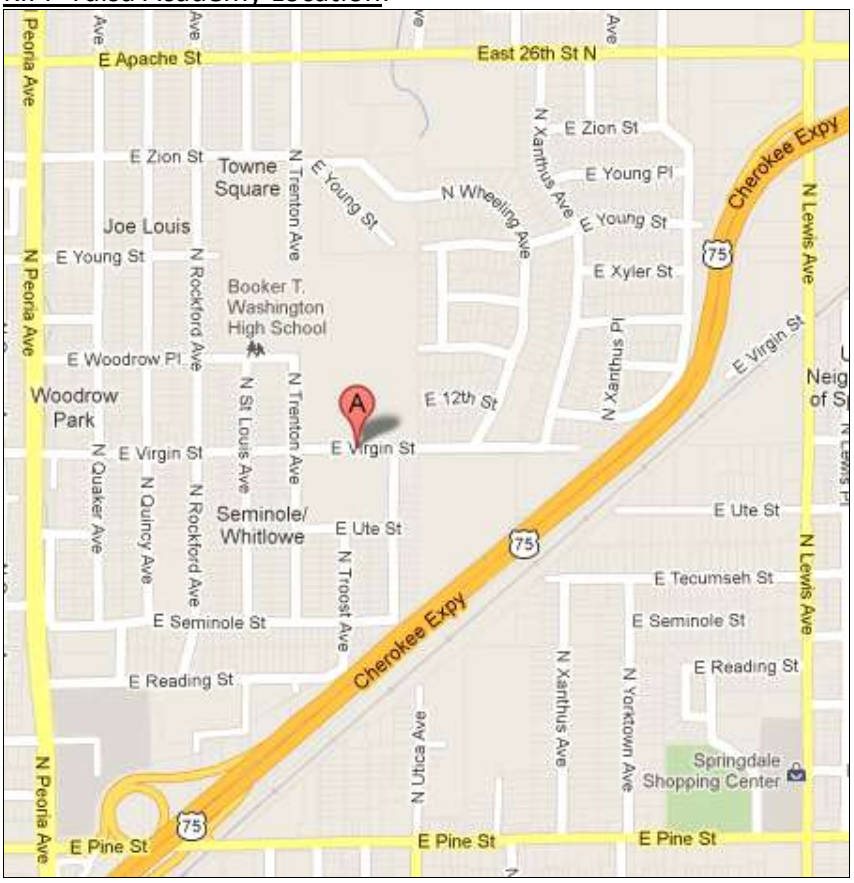
About KIPP Tulsa Academy

KIPP Through College (KTC) instills the academic, professional, and character skills needed for KIPP alumni to be successful in high school, college, and the competitive world beyond. KTC staff consist of high school placement, college counseling, and alumni support advisors who work within KIPP schools and regional offices to provide continued support during and after a student's time at KIPP. This support is customized by each region or school to meet the specific needs of their students, and can include: SAT/ACT prep classes, counseling, academic advisement, enrichment activities, and financial literacy classes for both students and their families.

KIPP has partnered with UNCF and CFED on a pioneering effort called Partnership for College Completion (PCC). PCC offers a comprehensive suite of academic, financial and social supports, such as incentivized college savings accounts, financial literacy education, college readiness training and merit-based college scholarships that will follow students from the sixth grade through to college graduation.

For more information please visit: http://www.kipptulsa.org/ or call 918-925-1580.

KIPP Tulsa Academy Location:



Legal Aid of Oklahoma

5000 Charles Page Boulevard
Tulsa, OK 74127

Mission Statement

We help eligible low-income and seniors with civil legal problems.



On any given night, there are approximately 700 homeless people in Tulsa. Legal Aid Services has attorneys that spend 4 days of the week at the Day Center for the Homeless and the OU Pediatric Clinic giving legal advice to those in need. – Scott Hamilton, JD



5000 Charles Page Boulevard



Sometimes I think low-income people need more legal help than the middle class. – Scott Hamilton, JD

Interview Summary

Mr. Hamilton shared with us today about Neighbors Along the Line and Legal Aid of Oklahoma. Neighbors Along the Line provides basic needs to people including food, health services, legal assistance, and even a GED program. Mr. Hamilton is a part of Legal Aid and he made this decision very early on in his career, reflecting the compassionate heart that he has for his community. Legal Aid helps low-income people with civil matters. What was really inspiring about Mr. Hamilton was his optimistic view about housing all of the homeless in Tulsa. His passion for this project really amazed us. He showed us how one compassionate heart can influence those around him.

Gifts

- Unique provider of legal services for those who cannot afford them in the Tulsa community
- Offers legal understanding and availability for the under-served in the community area

About Legal Aid of Oklahoma

Legal Aid Services of Oklahoma:

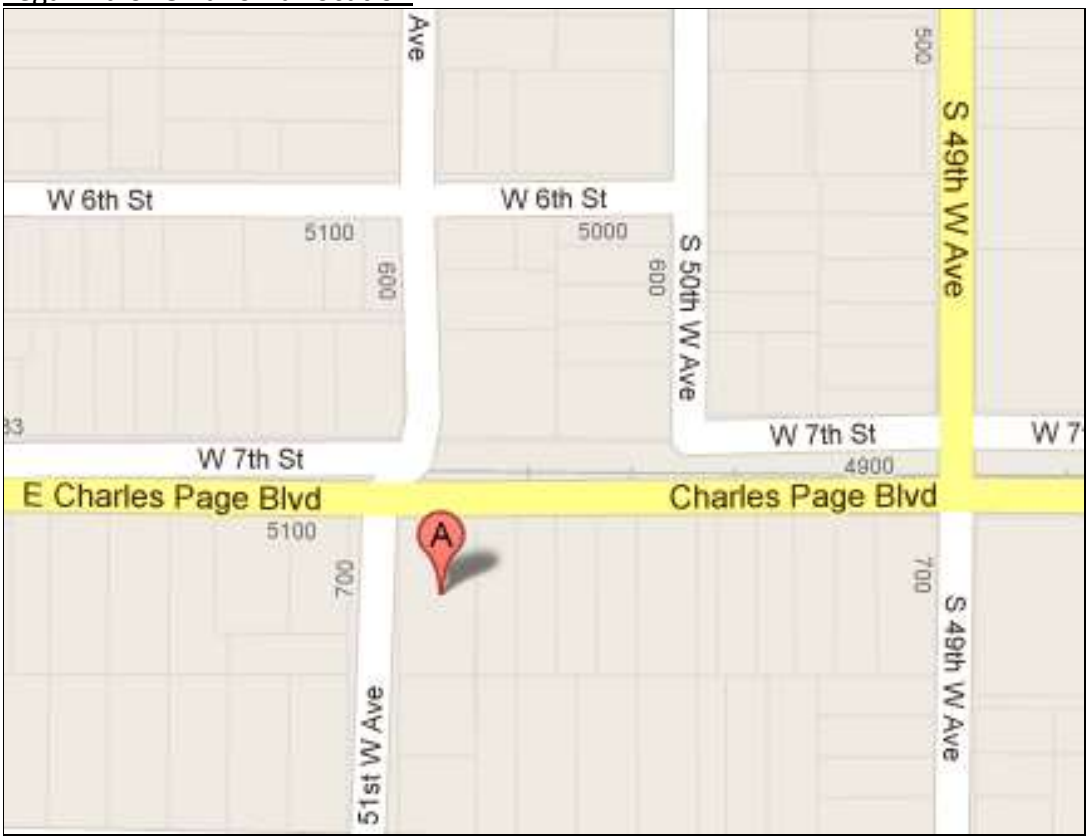
- is a non-profit law firm
- serving low-income and elderly
- Oklahomans who have civil legal problems
- has offices throughout the state, and
- has attorneys assigned to every county in Oklahoma
- helps people who cannot afford to hire an attorney.

Legal Aid Services of Oklahoma seeks to ensure basic needs for clients, especially those involving:

- Freedom from harm and violence
- Access to housing
- Freedom from hunger
- Access to health care
- Income maintenance for survival
- We help with civil legal problems such as:
- divorce,
- child support,
- debt collections,
- social security disability.

For more information please visit: http://www.legalaidok.org/ or call 1-888-534-5243.

Legal Aid of Oklahoma Location:



LIFE Senior Services

5950 East 31st Street
Tulsa, OK 74135

Mission Statement

LIFE Senior Services is a non-profit Tulsa Area United Way organization that serves seniors and family caregivers by providing information, education and services that promote independence, dignity and quality of life for older adults.



We're in a wave of change. Baby boomers won't do it the old way. Most people have their head in the sand.
– Laura Dempsey



31st Street looking east toward Sheridan Road

Interview Summary

Dr. Dempsey works for LIFE Senior Services, which acts to enrich the lives of seniors while care is provided to them. The organization is a home- and community- based service which acts to fill the gaps the public does not provide to seniors and the disabled. Their day services were developed in the 1980s to provide seniors an alternative for their daytime living. They serve about 800 people in the community. Ninety percent of their clients are receiving public support and the remainder are personally paying clients. LIFE Senior Services has a plethora of resources for their elderly clients so they can seek alternatives to nursing homes and other institutions. LIFE Senior Services is the largest not-for-profit that serves seniors in the state of Oklahoma.

Gifts

- Mission is to give seniors independence, quality of life, and dignity as they age
- Person centered daytime facility that provides education and support to seniors plus families of seniors.
- Providing a safe environment for seniors to take part in forming relationships and increasing activity.

Needs

- Home based care for seniors, ability to distinguish between behavioral health issues and other brain degenerative diseases.
- Education for prevention of elder abuse and a lifespan justice center.

About LIFE Senior Services

Since 1973, LIFE Senior Services has helped older adults and their families, providing information and services that encourage independence, dignity and quality of life. Through the years LIFE has been on the forefront of programs and services for seniors in northeast Oklahoma, always growing and changing to meet the emerging needs of the aging population.

Today, LIFE Senior Services specializes in home and community-based services that promote healthy aging and aging-in-place for seniors, as well as services and support for family caregivers who play a critical role in helping their loved ones continue living at home. From Senior Centers for active adults age 55 and older, to Case Management and Adult Day Services for older adults struggling to maintain their independence, LIFE is committed to helping seniors of all ages and circumstances.

Our services also extend to helping beneficiaries understand their Medicare options, publishing a monthly magazine for seniors and developing affordable senior apartment communities for independent adults who are downsizing and simplifying their lives, among others.

LIFE Senior Services is proud to be a non-profit United Way organization. This year we will help more than 25,000 seniors and their families, as well as professionals who work with older adults.

For more information please visit: http://www.seniorline.org/seniorline/default.asp or call 918-664-9000.

LIFE Senior Services Location:



Mark Twain Elementary School

541 South 43rd West Avenue
Tulsa, OK 74127

Mission Statement

Tulsa Public Schools Mission: We will provide quality learning experiences for every student every day without exception.



Test scores and achievement assessments have nothing to do with my philosophy of success.
– Dr. Diane Hensley, Principal



Building on the corner of 43rd and Fifth, across the street from the elementary school



Neighborhood view outside Mark Twain Elementary School

Interview Summary

Mark Twain is located in a low income neighborhood with decrepit buildings. Dr. Hensley came to Mark Twain 10 years ago when it was at the bottom of academics among the 56 TPS elementary schools. She realized that to turn the school around she needed to reach out to the community. She recognized that health concerns were at the center of the education troubles of the school. Through the involvement of OU and the community healthcare clinics, the students of Mark Twain and the surrounding community are able to access healthcare services on a routine basis. The clinic treats the community and creates a better supportive environment for the student. Mark Twain is now academically in the top quartile of all elementary schools in Tulsa.

Gifts

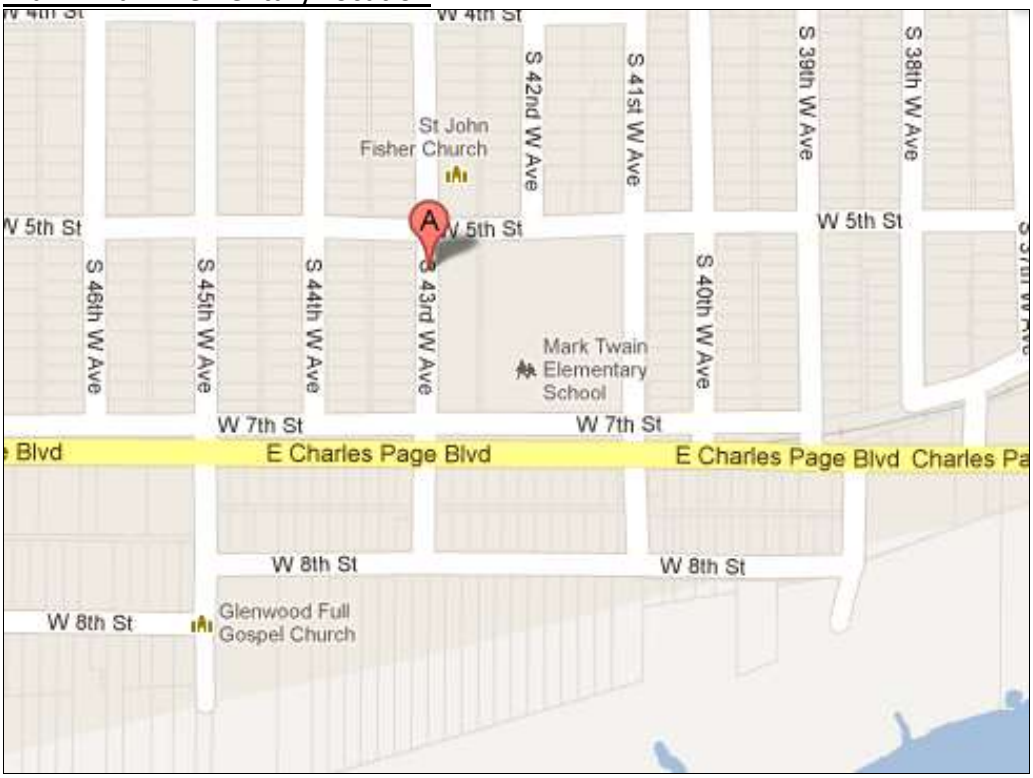
- Improving academic standing through increased attendance by treating not only ill students, but their entire family
- Providing biannual home visits to engage families by changing the perception of the school as a negative environment, to one that can provide what the family needs to succeed
- Attempting to extend health services to care for the normally underserved neighborhood as a whole regardless of familial relationship to a student
- Giving parents and children in the neighborhood a positive and trusting environment

About Mark Twain Elementary

Mark Twain Elementary is a community of lifelong learners striving to provide a continuous educational environment of respect, dignity and commitment for all.

For more information please visit: http://marktwain.tulsaschools.org/ or call 918-833-8820.

Mark Twain Elementary Location:



Mental Health Association

1870 South Boulder Ave
Tulsa, OK 74119

Mission Statement

The Mental Health Association in Tulsa is dedicated to promoting mental health, preventing mental disorders and achieving victory over mental illness through advocacy, education, research, service and housing.



We have more in common with the homeless than we have differences. These people weren't born homeless, they became homeless. They become chronically homeless after learning how to cope with living on the streets. – Dr. Richard Wansely and Michael Brose, LCSW



View from 18th Street and Boulder Avenue



There are 18,000 homicides and 30,000 suicides annually in the US. – Dr. Richard Wansley and Mr. Michael Brose

Interview Summary

They pride themselves on running the Mental Health Association as a transparent organization that works together with 70 other organizations to provide services to the homeless and mentally ill. Their goal is to increase the level of communication and interaction between these organizations to improve service to the mentally ill in Tulsa. It is by far less expensive to provide housing to the homeless than to ignore the problem.

Gifts

- Advocacy, Education, and Prevention
- Housing for mentally ill and chronically homeless
- Youth outreach services
- Forming a centralized care management system

Needs

- Accessible physical health care for the mentally ill
- Education of the population and providers to remove the stigma associated with mental illness
- Restoring employment while continuing provisions for access to mental health care

About the Mental Health Association

The Mental Health Association in Tulsa is dedicated to promoting mental health, preventing mental disorders and achieving victory over mental illness through advocacy, education, research, service and housing. We are a proud affiliate of Mental Health America, the new name and face of the National Mental Health Association.

Founded in 1955, the Mental Health Association in Tulsa was one of the first Mental Health Associations in the nation. Among its early programs were ones revolving around socialization for persons returning home after hospitalization, a suicide prevention hotline, a teen crisis hotline, and a crisis unit where patients could be evaluated rather than being held in jail.

Today, the Mental Health Association in Tulsa offers a variety of programs including ones focused on housing, education, advocacy, support, and assessment and referral. The Association's programs work because of the professional staff who administer the services and the numerous caring and dedicated volunteers who provide caring and insight to those who come seeking assistance.

The Mental Health Association in Tulsa envisions a just, humane and healthy society in which all people are accorded respect, dignity and the opportunity to achieve their full potential, free from stigma and prejudice.

For more information please visit: www.mhat.org or call 918-585-1213.

Mental Health Association Location:



Morton Health Center

1334 North Lansing Avenue
Tulsa, OK 74106

Mission Statement

Access to better health.



Our fees are based on a sliding scale, with a $25 minimum. We have three clinics to serve the Tulsa area. – Michael Reyes



North Tulsa near 13th Street and North Lansing Avenue



This is what I was meant to do. – Ms. Lillian Watts-Ray



This is sort of a last stop for many people. We help people who have no access to care. – Michael Reyes

Interview Summary 1

Mr. Reyes introduced us to the Morton Health Center, which provides a number of services on a sliding pay scale to the underserved including lab work, x-rays, an eye clinic, women's health clinic, pediatric, and adult medicine. The Morton Health Center in north Tulsa has evolved over the years from a minimal health clinic serving primarily low-income African-American families to a multidisciplinary health clinic serving many cultures and many of North Tulsa's low-income families. Morton offers free transportation to those that need medical help. Mr. Reyes had a great heart for his community and saw the need for more health care professionals to reach out to people in need. He shared with us that there are times when he has to tell his patients that there is nothing more he can do for them because he cannot refer them to a specialist.

Interview Summary 2

The Morton Health Center is a federally funded clinic providing medical and dental care to those who have Medicare, Medicaid, private insurance, and to those who can't pay. It is the largest Community Health Center in Oklahoma and has an extensive staff able to provide for its patients. There are also 3 satellite clinics, the Midtown Family Health Center, the East Tulsa Family Health Center, and the Nowata Family Health Center. It serves about 50,000 patients a year and was founded after the race riot in 1921 in Tulsa. Red Cross opened a clinic to help all of those injured that had nowhere to go.

Gifts

- Provides a well-resourced reduced-price clinic for primary care needs
- Offers understanding and medical advice for underserved people of Northeast Oklahoma
- Provide health care to patients with or without insurance
- Provide behavioral health services in schools to help kids and their families

Needs

- More physicians and physician assistants to replace health care providers who have left their clinic

About Morton Health Center

Morton Comprehensive Health Services, Inc., a 501(c)(3) non-profit corporation, is one of Oklahoma's largest community health centers in the state. For 91 years, Morton has been providing comprehensive medical, dental and ancillary services to individuals regardless of race, religion, ethnicity, national origin or one's ability to pay for services.

The history of Morton dates back to 1921 when the American Red Cross opened Maurice Willows Hospital in Tulsa North. In 1941, the City of Tulsa replaced the hospital with a new municipal hospital, Moton Memorial Hospital. The hospital was named after Robert Russa Moton, a former president of Tuskegee University. In 1968, the facility became Moton Health Center, an ambulatory care center.

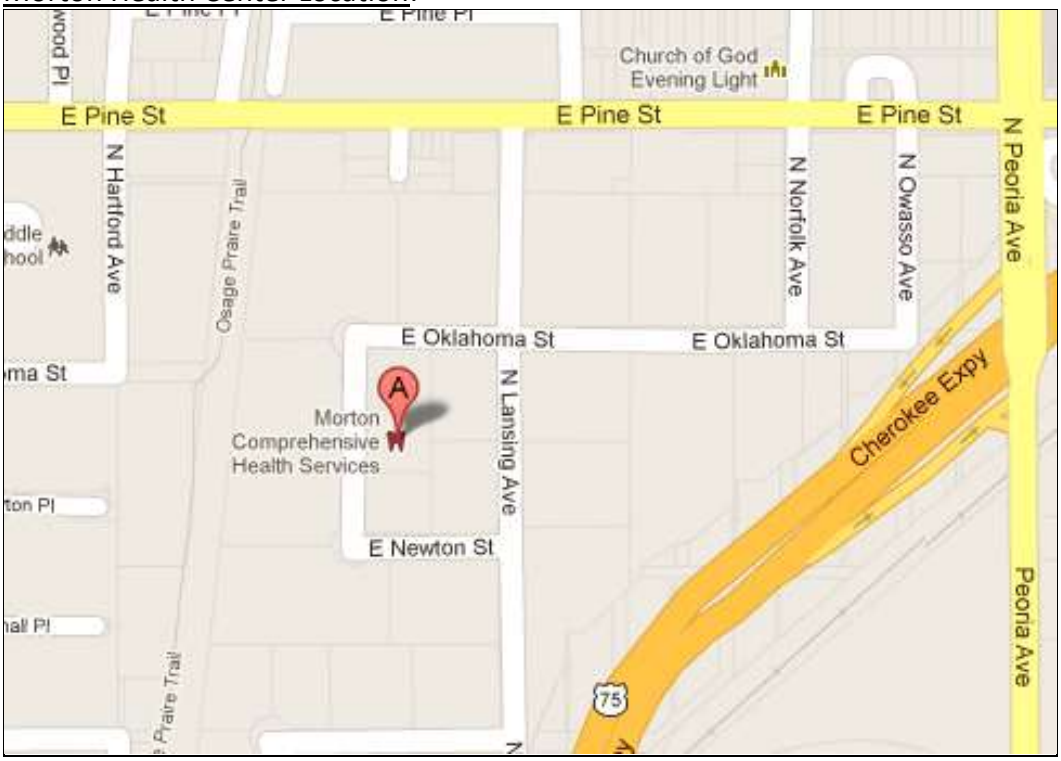
In 1983, the center was renamed Morton Comprehensive Health Services in honor of W.A. Morton, M.D., a physician with a distinguished record of service at Moton. In 2008, Morton achieved accreditation status from The Joint Commission.

As a part of Vision 2025, Morton built a new 60,000 square foot facility on five acres in the Lansing Business Park in Tulsa. In October 2006, Morton opened the doors to the new location. In the clinic, Morton continues to offer adult medical care, dental, family care, obstetrics/gynecology, pediatrics, pharmaceutical, radiological, social and counseling services, and x-ray among other services. Recently, MCHS expanded its services into the areas of optometry and mammography.

Morton serves patients residing in more than 221 zip codes and 16 counties in northeastern Oklahoma. As a federally qualified health center, Morton additionally provides transportation services and Spanish language translation for its patients.

For more information please visit: http://www.mortonhealth.org or call 918-587-2171.

Morton Health Center Location:



Neighbor for Neighbor

505 East 36th Street North
Tulsa, OK 74106

Mission Statement

Neighbor For Neighbor is a non-profit interfaith organization that: Demonstrates faith by action, not words; Serves the poor by providing needed services; Seeks justice for the poor and powerless through advocacy; Educates the community about poverty through personal involvement with the poor; and Encourages all people to realize their potential.



I would ask you to not look at statistics, but look at people. – Ann Smith



View outside of the Neighbor for Neighbor

Interview Summary

Offering 10 programs, Neighbor for Neighbor works to provide services for those experiencing medical and social needs. In addition to offering a dental clinic, prescription assistance, health care, and nutrition services including a food pantry, Neighbor for Neighbor offers life classes to help provide those they serve with the tools they need to sustain a better life. They offer food and clothing to people to help them supplement their families and if families or individuals are unable to pay for the services they simply ask for them to help in some fashion, whether it be to help carry out food or create arts and crafts to sell in church fairs. While 75% of clients served live in the North Tulsa, Downtown, and I-244 areas, it is notable that recent counts indicate Neighbor for Neighbor is assisting 60 families living in the 74114 zip code, which is southeast of downtown.

Gifts

- Complete aid for needy families, including healthcare, food assistance, clothing assistance, arts and crafts, and life skills
- Provide free life skills training to create self-sufficiency
- Free books for advanced and beginner readers

Needs

- Patients to find a different, more positive way of thinking

About Neighbor for Neighbor

I was hungry and you feed me, thirsty and you gave me drink; I was a stranger and you received me in your homes, naked and you clothed me; I was sick and you took care of me, in prison and you visited me.

Neighbor for Neighbor offers ten basic programs that assist the uninsured, low income, unemployed, seniors, handicapped and the impoverished:

- Medical Clinic
- Dental Clinic
- Optometric Clinic
- Dispensary
- Family Assistance Program
- Food Distribution Program
- Legal Clinic
- Circle Housing
- Community Projects
- Life Skills Program

For more information please visit: http://www.neighborforneighbor.org/ or call 918-425-5578.

Neighbor for Neighbor Location:



Oklahoma Spine and Brain Institute

6802 South Olympia Avenue
Tulsa, OK 74104

Mission Statement

By concentrating on our special areas of interest and expertise, we can fulfill our goal of becoming the leading provider of neurosurgical services in North East Oklahoma. In this age of "managed" care, we will always place quality of care above cost considerations, and will pay close attention to patient confidentiality in the process.



We have a 4:1 patient/nurse ratio. 30-33% of our services are for Medicare/Medicaid/charity patients. – Eric Sherburn, MD

Interview Summary

Dr. Sherburn is a practicing neurosurgeon at the Oklahoma Spine & Brain Institute in Tulsa, a physician-owned surgical hospital free of many of the limitations inherent to large hospitals. Originally conceived of as a neurosurgical facility, OSBI has grown into a multi-disciplinary surgical hospital serving the needs of many of northeastern Oklahoma's surgical patients. While the majority of patients have some form of private insurance, nearly 1/3 are Medicaid or self-pay patients. At OSBI, no patient is turned away and surgeries are often performed without charge on those who cannot pay. The facility is also a model of medical practice evolution, implementing ideas and procedures oftentimes passed over by facilities with policies or protocols preventing effective evolution of care.

Gifts

- Wide scope of specialty services available for individuals
- Provides compassion and care to every person who comes into their Emergency Room

About Oklahoma Spine and Brain Institute

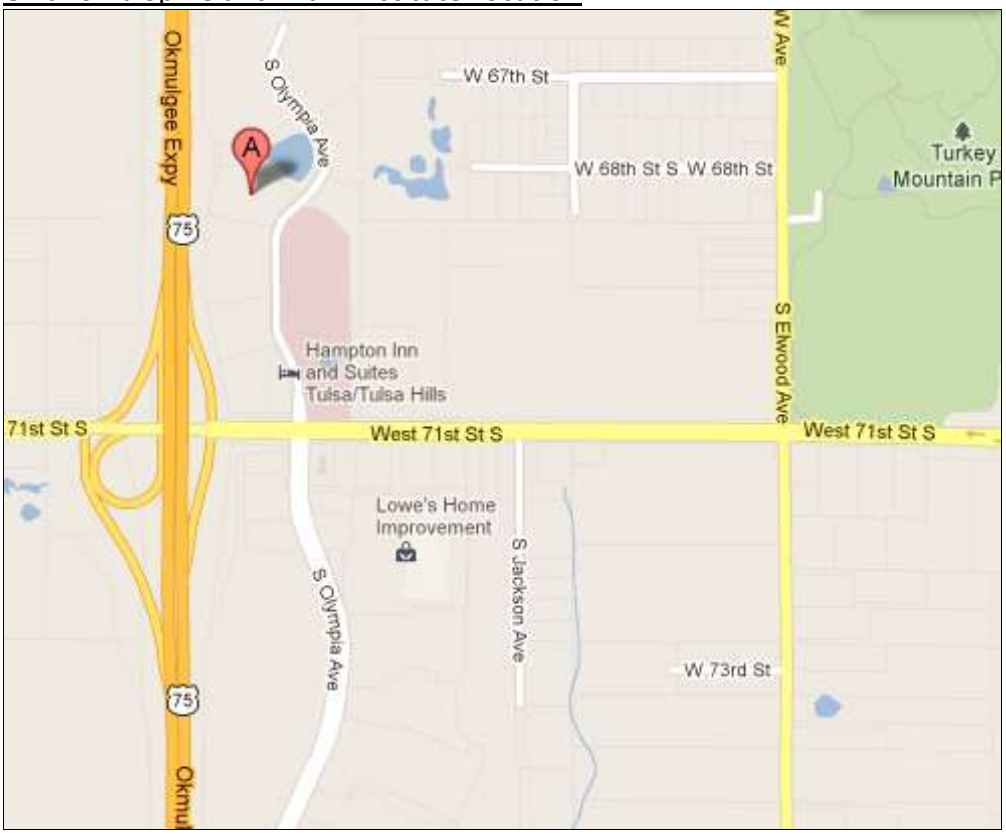
Oklahoma Spine & Brain Institute is a single specialty private practice group, dedicated to delivering the highest quality neurosurgical care possible. We will provide through compassion, technology and education, quality neurosurgical health care to each person we serve.

By concentrating on our special areas of interest and expertise, we can fulfill our goal of becoming the leading provider of neurosurgical services in North East Oklahoma. We will always place quality of care above cost considerations, in this age of "managed" care, and will pay close attention to patient confidentiality in the process.

Our physicians and staff are prepared to care for neurosurgical patients' needs. We value the opportunity to provide you with care, and we want your response to our treatment to be a positive one.

For more information please visit: http://www.osbi.net/home.html or call 918-749-0762.

Oklahoma Spine and Brain Institute Location:



OMNI Clinics

1923 South Utica Avenue
Tulsa, OK 74104

Mission Statement

With nearly 70 physicians practicing at 17 different locations, the physicians in the OMNI Medical Group represent the finest primary care physicians in Northeastern Oklahoma.



Bottom line - you take care of people and that is the best reward you have. – William Allred, MD, OMNI Clinics

Interview Summary

Dr. Bill Allred has been in practice as a colorectal surgeon for the past 32 years and has been medical director at St. John for the past seven years. He has to balance both of these responsibilities and spends time educating physicians on up-to-date policies and procedures. Dr. Allred has a sincere love for and devotion to the Tulsa area. As medical director of one of the larger health systems in Tulsa, Dr. Allred plays a pivotal role in the recruitment of physicians to the Tulsa area. He emphasized the need for physicians and healthcare professionals, as a whole, to be able to embrace change as the dynamics of the profession are altered over time. While he placed a strong emphasis on "patient-first" practice and values patients' needs, he must also work in the hospital's best interest to be financially viable.

Gifts

- Nonprofit hospital providing medical excellence with compassionate care
- Medical recruitment for Tulsa and St. John's Hospital
- Specialty Care
- Keeping physicians compliant with regulations and joint commission standards
- Providing quality service, both in his own practice and for the St. John Health System as a whole
- Offering uncompensated medical care for those with inability to pay

Needs

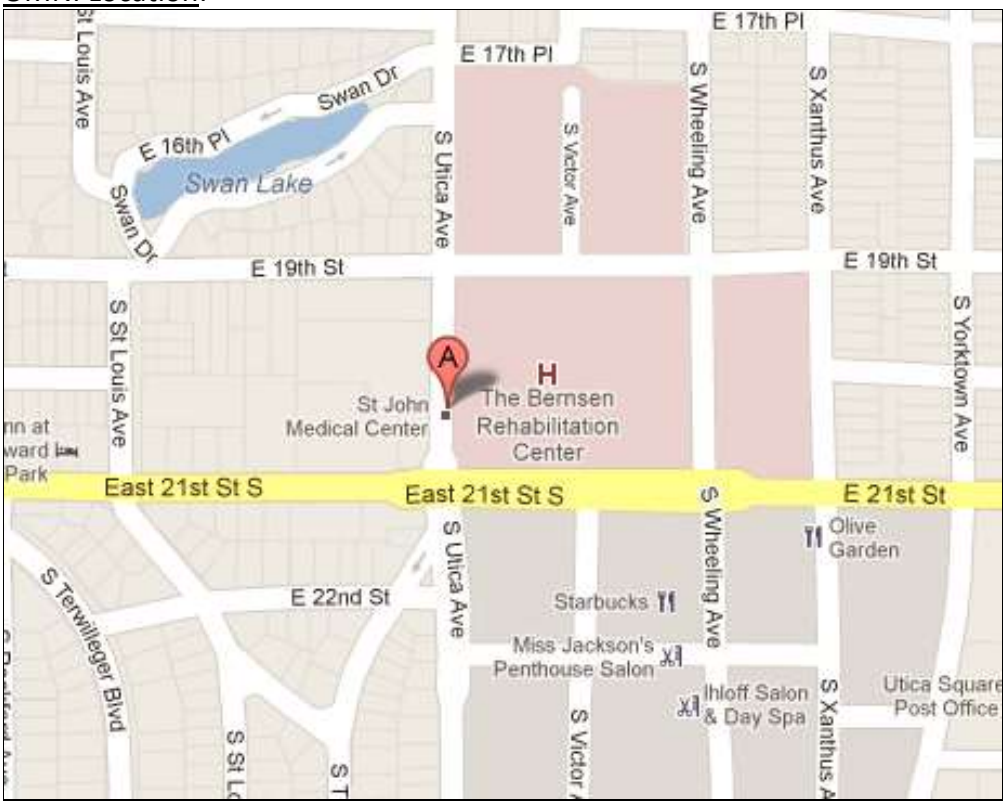
- More patient volume

About OMNI Clinics:
Medical Excellence through Evidence-Based Medicine. This is the philosophy that embodies OMNI. When OMNI patients visit we don't just diagnose them, we back it up with medical evidence. Our physicians are continually educating themselves on the latest treatments that work and those that don't, ensuring better outcomes for patients.

In addition to our experienced physicians, highly-trained professionals, including internists, family practitioners, physician's assistants and support staff, make up the OMNI family.

For more information please visit: http://omnimedicalgroup.com/ or call 918-748-7863.

OMNI Location:



Orthopedic Hospital of Oklahoma

2408 East 81st Street
Tulsa, OK 74137

Mission Statement

The Orthopedic Hospital of Oklahoma will use its single focus on orthopedic medicine and surgery to provide superior healthcare to our patients. We will maintain state-of-the-art technology resources throughout the organization, and use them wisely. We will demonstrate through our every action respect for the patients and families we serve. Working together, we will deliver a completely new dimension of personal service to our patients and uncompromising sensitivity to their needs.



It is not the hospital's responsibility to look out for my patient's wellbeing; it is the physician's responsibility to look out for his or her patient's wellbeing. If I do not think a certain hospital offers my patients the best care, I'll take my patients somewhere else.
– Dr. James Cash, Orthopedic Hospital of Oklahoma

Interview Summary

Dr. James Cash, an alumnus of the University of Oklahoma Medical College, is an orthopedic surgeon and co-founder of the Orthopedic Hospital of Oklahoma (now Oklahoma Surgical Hospital). This hospital opened in 2001 as a for-profit hospital, owned and operated by physicians. Many of the surgeons came to work there due to unfavorable working conditions in other Tulsa hospitals. Over the years, the types of surgeons have grown to include general, obstetric, neurologic and urologic surgeons. Capping the nurse-to-patient ratio at 1:5 and including all of the staff in the profitability of the hospital has helped create quality relationships among those involved in the hospital. Physicians from this group are more than willing to treat patients without insurance, and this hospital has a case mix of insured patients versus non-insured patients similar to that of any other hospital.

Gifts

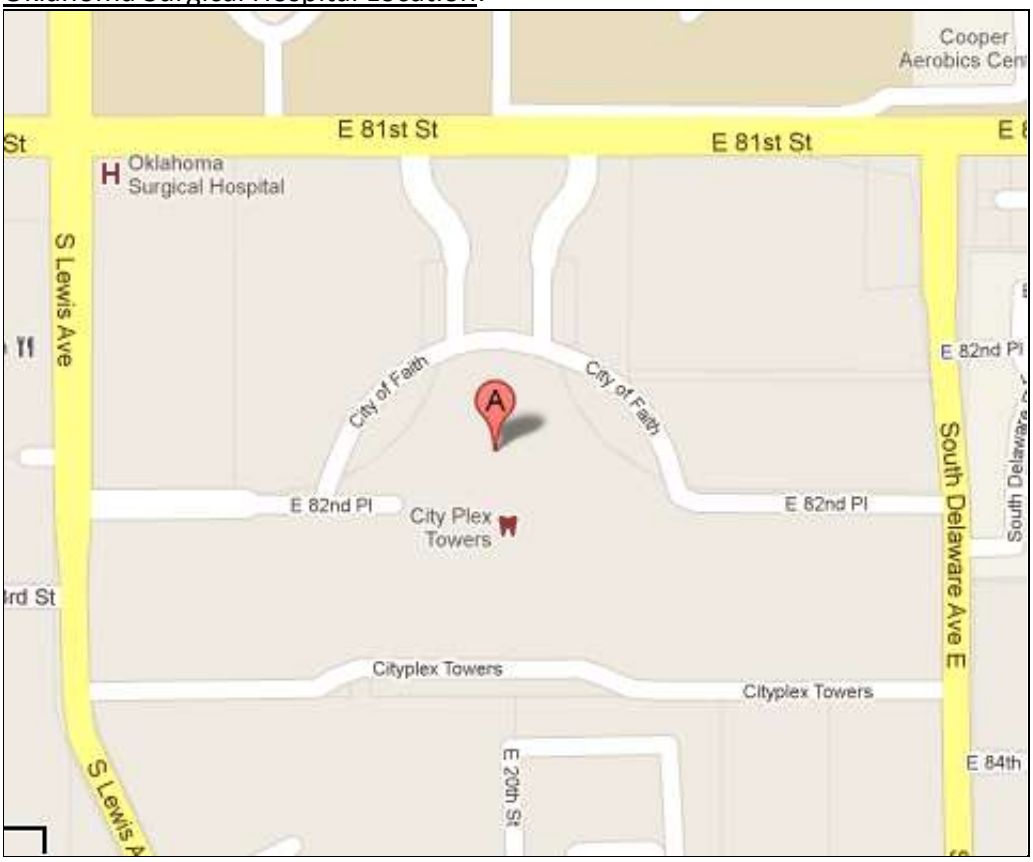
- Improved patient-centered quality surgical care with 1 to 5 nursing ratio and surgical supplies needed to be cutting edge
- Provider centered
- Providers direct lean administration
- Offer services to low-income patients
- Great employer
- Distribute funds to the community through a foundation

About the Orthopedic Hospital of Oklahoma

Oklahoma Surgical Hospital (OSH) was established by local physicians who felt that hospital care should return to focusing on the needs of the patient. This vision created a hospital that provides you with outstanding medical quality in an environment of personalized service. This patient-doctor relationship is the cornerstone to delivering you the best possible medical care, while our approach to detail allows you and your guests to receive a convenient and comfortable hospital experience.

For more information please visit: http://www.oklahomasurgicalhospital.com or call 918-477-5000

Oklahoma Surgical Hospital Location:



OSU Medical Center

744 West 9th Street
Tulsa, OK 74127

Mission Statement

OSU Center for Health Sciences educates and trains osteopathic physicians, research scientists and other health care professionals with emphasis on serving rural and underserved Oklahoma.



Healthcare is a business, not a service. Getting involved in community affairs is more important than you think.
– Robert Poe, OSU Medical Center

Interview Summary

Meeting with Bob Poe was an eye-opening experience. He was able to describe, with personal details, some of the necessary evils involved with civic activism and exposed us to the attitudes surrounding community and state funding. He is politically and financially well-connected and would certainly be able to motivate others around a common cause. His entrepreneurial success proves that he would be a beneficial contact for ideas on new projects, however his cynicism may negatively impact the ambitious goals of radical community change.

Gifts

- Being able to keep OSU open to allow for training programs for the osteopathic college and indigent care in our community

About OSU Medical Center

Overview

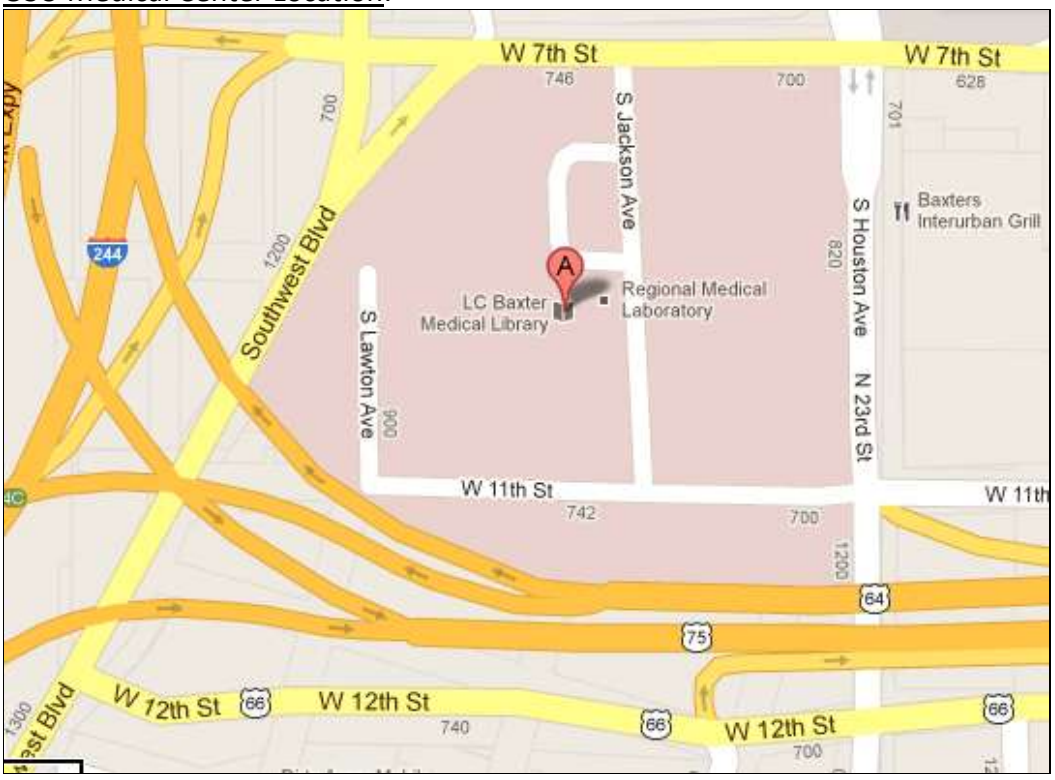
- 249 Licensed Beds
- 15 Licensed Bassinets
- Board certified physicians
- Level 3 NICU
- Fully accredited by The Joint Commission and the American Osteopathic Association.

Facts About OSU Medical Center

- OSU Medical Center is the largest osteopathic teaching hospital in the nation and serves as the official teaching hospital for the Oklahoma State University College of Osteopathic Medicine, a 2009 U.S. News and World Report Top Ranked Graduate School
- Nurses Improving Care for Health System Elders (NICHE) Designated Hospital
- Home to Oklahoma's top ranked Wound Care and Hyperbarics Clinic
- Named a 2009 Highest Rated Emergency Department for Patient Satisfaction

For more information please visit: http://www.osumc.net or call 918-599-1000.

OSU Medical Center Location:



OSU Medical Center - Radiology

744 West 9th Street
Tulsa, OK 74127

Mission Statement

OSU Center for Health Sciences educates and trains osteopathic physicians, research scientists and other health care professionals with emphasis on serving rural and underserved Oklahoma.



[Teleradiology] changes the whole quality of care in the facility....it changes the whole environment if you're in a rural area.
– Dean Fullingim, DO



OSU Medical Center neighborhood view



We've helped rural hospitals keep their hospital; keep their jobs... that's significant. – Dean Fullingham, DO

Interview Summary

OSU Medical Center - Radiology is located in a typical urban hospital with plain white walls and low lying ceilings. Dr. Fullingham's workstation is located in a small dark room with many computer screens. Dr. Fullingham has a business enterprise that provides diagnostic radiology services to different clinics and hospitals via telemedicine. He grew up in a small town and feels good about the service he is providing to rural hospitals, allowing them to keep their doors open. Many of these hospitals would have closed their doors because they could not otherwise obtain radiology services. Dr. Fullingham talked about the business aspects of his diagnostic radiology service.

Gifts

- Allowing small town hospitals to keep their doors open
- Giving radiologists alternative working options that helps other communities outside of their own
- Creating a computer program that allows multiple towns to be diagnosed quickly
- Teleradiology provides a way for rural hospitals to have their scans read.
- This helps small hospitals to survive in these areas and therefore saves many jobs.
- Patients in the small towns do not have to leave their towns in order to seek medical care.

About OSU Medical Center Radiology

OSUMC's full range of diagnostic and therapeutic radiology modalities includes mammography, diagnostic radiology, nuclear medicine, ultrasound, CT, MRI, and a comprehensive radiation therapy department.

In addition, interventional radiology services include: venous access establishment and maintenance; vascular diagnostic; intra-vascular infusion therapy; occlusion therapy; percutaneous transluminal angioplasty and vascular stents; non-vascular imaging studies; balloon dilation/stenting of soft tissue and percutaneous ostomies.

OSUMC's teleradiology service was installed in late fall 1999 and currently serves eight hospitals and clinics, with more regional facilities requesting services. Radiologists based at OSUMC read approximately 150 exams a day including CT, MRI, and general radiology.

Handwritten preliminary reports are faxed to the facility within minutes, and transcribed reports are sent the following day.

For more information please visit: http://www.osumc.net/services-specialities/radiology-services or call 918-599-1000.

OSU Medical Center Radiology Location:



OSU Physicians – Internal Medicine

635 West 11th Street
Tulsa, OK 74119

Mission Statement

OSU Center for Health Sciences educates and trains osteopathic physicians, research scientists and other health care professionals with emphasis on serving rural and underserved Oklahoma.



Anybody can be HIV positive. People are living longer and more providers are accepting HIV positive patients.
– Lisa Jenkins



Outside OSU Physicians – Internal Medicine

Interview Summary

Ms. Lisa Jenkins directs the Internal Medicine Specialty Services Clinic (IMSSC) in Tulsa. She has been with this organization for more than twelve years. IMSSC is an HIV care clinic; after people can provide proof that they are HIV positive, IMSSC will provide them with the needed care. Because of all the information and education provided to people today, everyone thinks that HIV is not that big of a problem. However, HIV continues to be a big problem in Tulsa. The rural areas are not as accepting of HIV. It was interesting to find out that people with HIV today, with proper medication provided, can survive for a long time. In fact, they can lead normal lives. As long as IMSSC has funding, they will not stop providing care to anyone.

Gifts

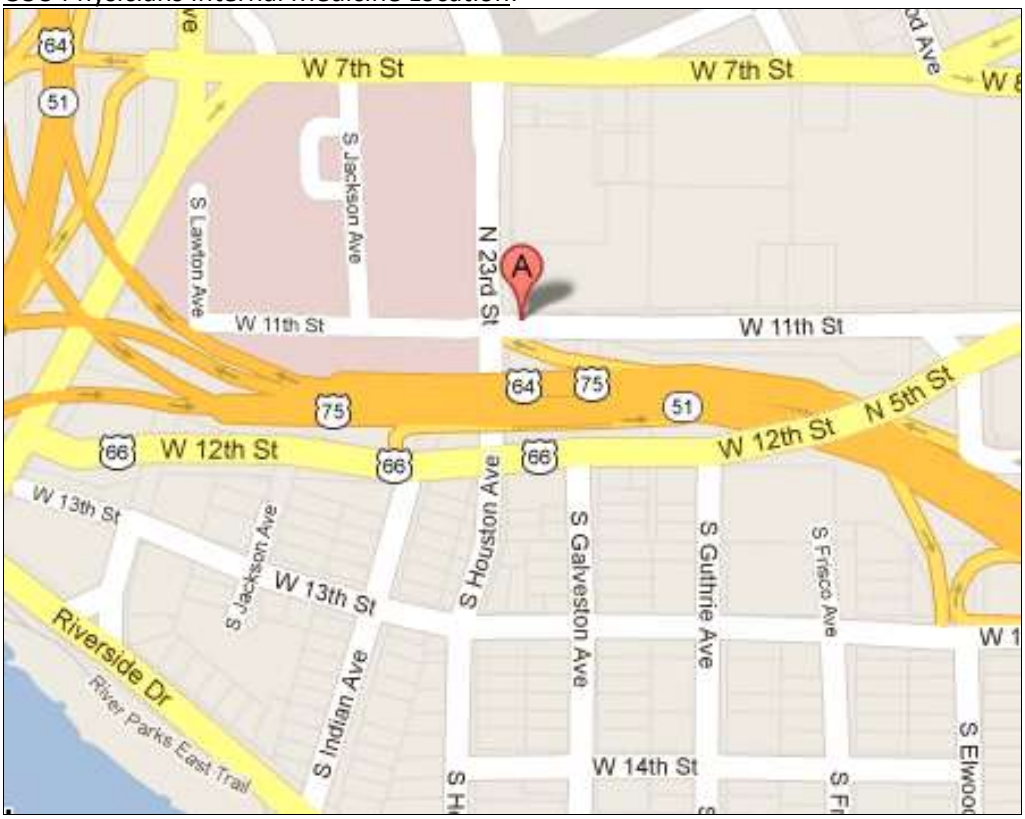
- Free care to HIV population
- Provide primary health care plus HIV care
- Telemedicine hit the rural areas (30% pop)
- Staff compassionate
- Work with families
- Good education and training for MDs on HIV
- Large number of volunteer interpreters for Hispanic population
- Ability to provide specialty testing equipment to provide more comprehensive care
- They provide care regardless of documentation status

About OSU Physicians Internal Medicine

The OSU Physician system covers a wide variety of specialties with more than 135,000 patient visits each year. The community-based Tulsa clinics serve as a teaching model for OSU medical students.
They are staffed by medical residents and faculty physicians. Each clinic provides essential health care to the community, primarily taking care of Tulsa's sick poor.
From family medicine to specialty care, OSU Physicians clinics serve Tulsa, and Northeast Oklahoma.

For more information please visit: http://www.osumc.net/ or call 918-382-3100.

OSU Physicians Internal Medicine Location:



OU PACT Team

635 West 11th Street (Mobile)
Tulsa, OK 74119

Mission Statement

The goal of PACT is to increase the quality of life for mental health recipients by assisting them with their basic needs, increasing medication compliance, securing competitive employment, and reducing debilitating symptoms and the need for inpatient care.



IMPACT is a hospital without walls.
– Nicole Washington, DO, OU PACT



One of the houses for the homeless and mentally ill

Interview Summary

Dr. Washington is a very dedicated individual, committed to *helping individuals that no one else really likes to work with.* As the medical director of IMPACT (Integrated Multidisciplinary Program of Assertive Community Treatment), she is a champion of the severely mentally ill in the Tulsa community. Her frank description of her clients' needs opened our eyes to the daily challenges that the mentally ill face. The clients not only receive exceptional mental health services but are also educated on safe sex, healthy eating, and substance abuse. The program is really a hospital outside of a hospital; medical professionals spend their time with the mentally ill in the areas where they live. In this way, they can see what really causes their mental illness. Money is a major issue for IMPACT, and sadly, money will ultimately determine the success of IMPACT. However, her crusade showed us how an altruistic, empowered physician can change the lives of those that have previously fallen through the cracks of the mental health system.

Gifts

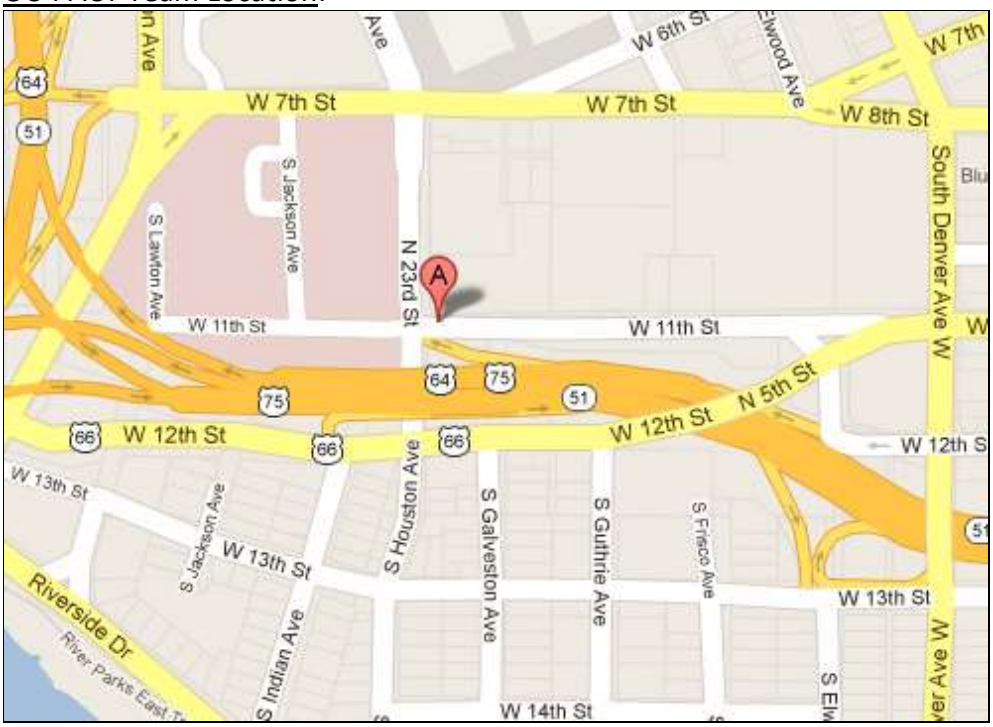
- Dedication to the severely mentally ill
- Reaches out to the community through passion and courage
- What you see is what you get
- People can stay out of the hospital and be functional
- Can engage in the community and stay out of jail
- Lower the crime rate

About OU IMPACT Team

The OU IMPACT group is a multidisciplinary team designed to provide assertive treatment to those who need a higher level of care than traditional outpatient services can provide. This approach, oftentimes called a “hospital without walls” provides wrap-around services. This means helping our members with numerous things such as getting housing, making doctor appointments for physical health problems, medication management, applying for SSI, SSDI, food stamps, as well as helping them with activities of daily living and meeting the goals they have set for themselves through engagement, encouragement and positive reinforcement. Our core philosophy of care is based on harm reduction and strength building. This team is comprised of a psychiatrist, social workers, licensed professional counselors, case managers, nurses and a future addition of an occupational therapist.

For more information please visit:
http://www.ou.edu/content/tulsa/community_medicine/psychiatry/impact.html or call 918-660-3150.

OU PACT Team Location:



Planned Parenthood

1007 South Peoria Avenue
Tulsa, OK 74120

Mission Statement

The mission of Planned Parenthood is to provide comprehensive reproductive and complementary health care services in settings which preserve and protect the essential privacy and rights of each individual to advocate public policies which guarantee these rights and ensure access to such services to provide educational programs which enhance understanding of individual and societal implications of human sexuality to promote research and the advancement of technology in reproductive health care and encourage understanding of their inherent bioethical, behavioral, and social implications.



Sexual health issues are human rights issues. – Tommy Chesbro



View outside Planned Parenthood



We provide access to contraceptive services and education followed by a caring attitude toward sexual conversation. – Tommy Chesbro

Interview Summary

Planned Parenthood provides many needed services in regard to pregnancy and pediatric care, as well as sexually transmitted infections. When a patient comes to them they provide all the options available to the patient and do everything they can to provide the care the patient seeks, regardless of ability to pay. No patients seeking help will be turned away from this service. The clinic functions to explain facts and give objective information about pregnancy, abortion, contraceptives, and adoption. Programs are in place to inform the public about STI's, pre-natal care, pregnancy planning, prevention, and education for all ages about sexual health. They give access to contraceptives and explain the proper use of them. Mr. Chesbro enjoys teaching and training the public on communication skills, self-esteem issues, homophobia, coping with HIV, and working with people to enroll in Medicaid and Medicare. The clinic also includes a pharmacy and may test for STI's and HIV.

Gifts

- Advocates for responsible sexual and reproductive health
- Access to and education about contraceptive management for patients
- Educational and 'train the trainer' services

About Planned Parenthood

Planned Parenthood is the nation's leading sexual and reproductive health care provider and advocate**.** Planned Parenthood also works with partner organizations worldwide to improve the sexual health and well-being of individuals and families everywhere.

Planned Parenthood health centers focus on prevention:

- Seventy-Six percent of our clients receive services to prevent unintended pregnancy.
- Prevent more than 584,000 unintended pregnancies each year.
- Provides nearly 770,000 Pap tests and nearly 750,000 breast exams each year, critical services in detecting cancer.
- Provides more than four million tests and treatments for sexually transmitted infections, including HIV.
- Three percent of all Planned Parenthood health services are abortion services.
- Provide educational programs to more than 1.1 million young people and adults each year.

Planned Parenthood has more than six million activists, supporters, and donors working for women's health and safety and our fundamental reproductive rights.

For more information please visit: http://www.plannedparenthood.org/ or call 918-587-1101.

Planned Parenthood Location:



Saint Francis Health System

6161 South Yale Avenue
Tulsa, OK 74136

Mission Statement

To extend the presence and healing ministry of Christ in all we do.



If you're really sick in Tulsa, St. Francis is the place to be. – Lynn Sund



We have spent 600 million dollars over the last 6 years updating our infrastructure. – Lynn Sund

Interview Summary

St. Francis is a not-for-profit hospital in Tulsa which has expanded by creating satellites as well as building a new Children's Hospital that connects to the main hospital. We learned that the Saint Francis Health System began as a gift to the Catholic Church. St. Francis has a very large trauma center that serves most of Northeast Oklahoma. The hospital also has many tertiary services for rural areas. St. Francis runs many programs that help facilitate a team atmosphere for their health providers. They feel that one of their assets is that they are a very financially accountable organization. They also rank the highest in Oklahoma in the Charity Care System. St. Francis has also been able to adapt well with changing technology by spending 600 million dollars in renovations and upgrades of their facilities over the last 6 years. The hospital also gives many scholarships to their indigent patients.

Gifts

- Second largest trauma care center in the state of Oklahoma
- Children's hospital in Tulsa
- Emphasis on tertiary care to patients
- A free clinic in north Tulsa
- Large education program for adults and kids at no cost

Needs

- Support from physicians to provide services and procedures at no cost

About Saint Francis Health System

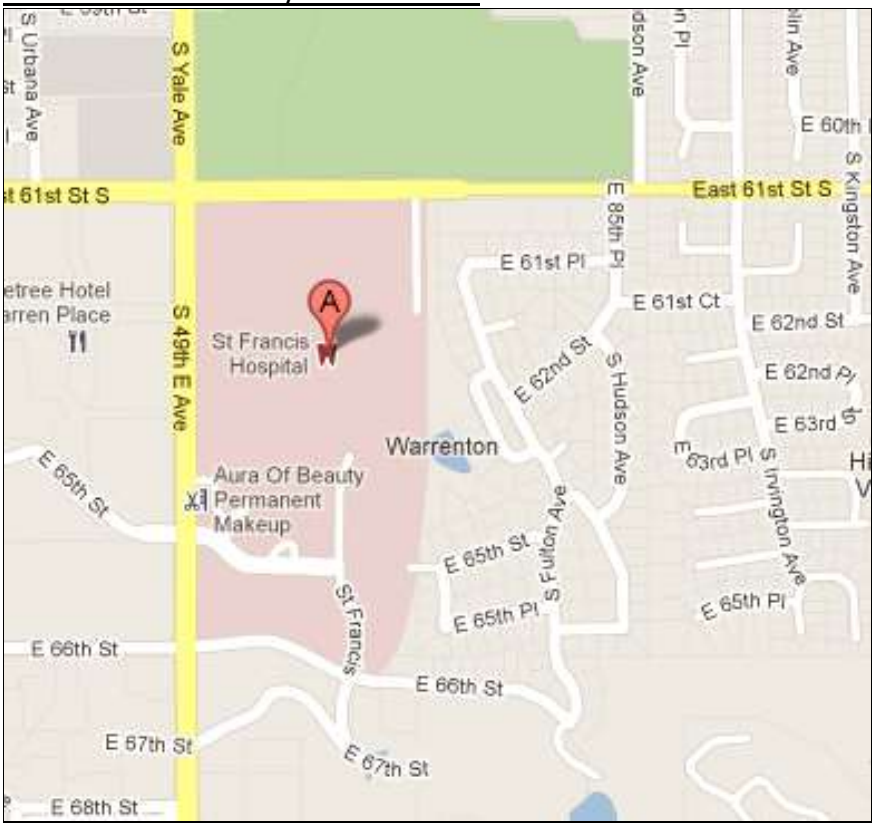
As a Catholic organization Saint Francis Health System seeks to reflect the presence of Christ in every personal and corporate encounter. Saint Francis Health System operates according to the Ethical and Religious Directives for Catholic Health Care Services and continually strives to integrate those values put forward in these directives.

We believe that each person is made in the image and likeness of God, and thus we pledge to deliver quality healthcare to all we serve, giving special reverence to those who are newly conceived or near death. Because we believe that healthcare is a basic human right, our service to the regional community includes working to shape public policy to ensure that the root causes of ill health and suffering are addressed and eradicated. We seek to develop programs that reach those most in need - the poor, the alienated, the aged - all who struggle for full dignity within our society.

Our mission charges us to provide a place and an environment that instills confidence, trust and hope. By demonstrating to a suffering person that his or her life is precious, we seek to help them discover its meaning and truth. The intended outcome of our combined efforts both for those we serve and for ourselves is a renewed hope for union with the authentic goal of the journey of life and a profound gratitude for each life overflowing into the community at large.

For more information please visit: http://www.saintfrancis.com/default.aspx or call 918-494-2200.

Saint Francis Health System Location:



Saint John Health System

1923 South Utica Avenue
Tulsa, OK 74104

Mission Statement

Faithful to the sponsorship mission, philosophy and values, the Health System's mission is to provide healthcare and related ministries for the people served, especially the sick, the poor and the powerless.



Lex Anderson, CFO



We're a mission-driven institution. The challenge is to deliver the highest quality of healthcare to the greater community and still maintain the financial integrity. – Bob Sullivan, Board Member

Interview Summary 1

Tulsa's health care is unique because we lack a certificate of need while being a big center for medical entrepreneurship. Saint John Medical Center loses money on Medicaid, Medicare, and uninsured patients so they need paying patients to keep the hospital afloat. Last year SJMC offered $71 million in uncompensated care. One of the challenges they face is a lack of collaborative care for patients with multiple system problems. The hospital is drawing physicians by paying based on productivity, so there is no pay difference for treating non-paying patients. They fight the cost of uncompensated care by using philanthropic funds.

Interview Summary 2

St. John Health System, a mission-driven institution, consists of 19 corporations. According to Bob Sullivan, chairman of the Board of Directors, its bottom line is not for the benefit of the shareholders. The revenue it generates is used to support capital expenditure to improve the healthcare system. The adoption of new technology and procedures is carefully evaluated using economic tools and the involvement of physicians right from the beginning. Patient feedback is also taken into account in board decisions. No one is turned away for care because they are unable to pay.

Gifts

- Doctors are included on all the boards which promotes understanding of policies and rules
- Patient feedback plays an important role in decisions
- No one is turned away from care for lack of ability to pay
- Care for the indigent

Needs

- More support from outside their own system

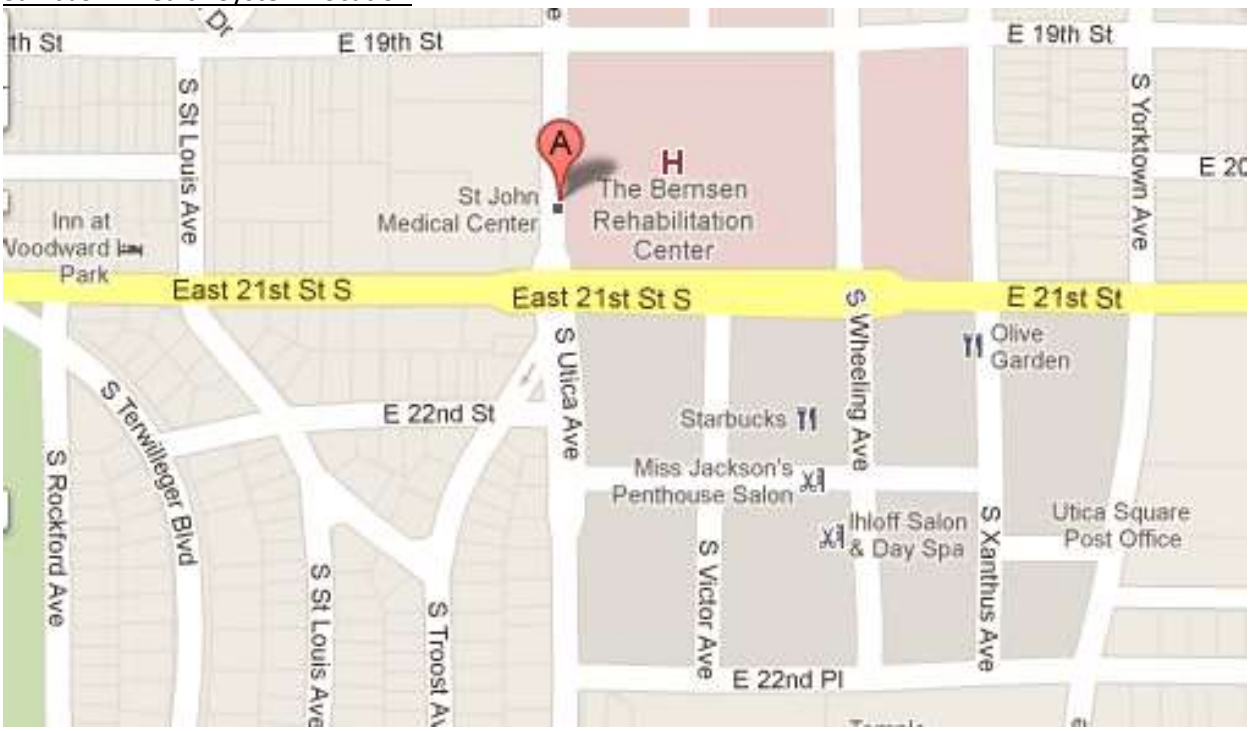
About Saint John Health System

The St. John Health System is a fully-integrated healthcare system that encompasses nine hospitals in northeastern Oklahoma and southern Kansas, including St. John Medical Center, St. John Owasso, St. John Broken Arrow, St. John Sapulpa, OSU Medical Center, Jane Phillips Medical Center, Pawhuska City Hospital, Sedan City Hospital and Nowata Hospital. Other subsidiaries of the St. John Health System include OMNI Medical Group and Family Medical Care primary care physicians, St. John Physicians, Inc., a multi-specialty group physician practice; six St. John Villas senior living centers, St. John Urgent Care centers and other outpatient treatment centers. St. John Health System cares for more than 3,500 patients every day.

St. John has Oklahoma's only ACS Level II trauma center, northeastern Oklahoma's only Joint Commission-accredited stroke center, one of Oklahoma's only accredited women's diagnostic imaging centers, Tulsa first all-digital diagnostic radiology services, Tulsa's first endovascular operating suite, Tulsa's first da Vinci surgical robot and the first CyberKnife non-invasive radiation surgery system. St. John Medical Center is Tulsa's first Magnet-recognized hospital for excellence in nursing. St. John Medical Center has been ranked #1 in the Tulsa metropolitan area in U.S. News & World Report's 2011-12 Best Hospitals rankings.

For more information please visit: http://www.stjohnhealthsystem.com/ or call 918-744-2900.

Saint John Health System Location:



Saint John Home Health – Hospice

4720 South Harvard Avenue
Tulsa, OK 74135

Mission Statement

We are committed to continue this mission of service, and in our day-to-day interactions with those who serve and are served, we are guided by the core values of service, human dignity, presence, and wisdom.



Hope is still there despite being on hospice; the disease will progress but the disease is not the person and we will want to meet the needs and goals of the person.
– Rick Munoz, JD, MSW



South Harvard looking east at 47th

Interview Summary

At St. John Hospice, we were fortunate to have the opportunity to talk with Mr. Rick Munoz, a licensed clinical social worker employed by the St. John Health System. Mr. Munoz works with an interdisciplinary team of physicians, nurses, social workers, and volunteers to provide hospice care for clients facing life-limiting illnesses. The focus at St. John Hospice is a holistic approach to providing hope and palliative medical care. Unfortunately, 36% of patients are only on hospice for 7 days, limiting the ability to meet the entire spiritual and emotional needs of the person and family. Some of the benefits of hospice include preserving the client's dignity by allowing the patient to transition through the dying process at home, making available medical resources for palliative care, and having a support system for the family whose loved one is going through the dying process. St. John Hospice has a mission of social justice, providing hospice services to both those that can and can't pay. Almost twenty-five percent of the clients seen by St. John Hospice are unable to pay for the services rendered. They are motivated to continue education within their organization and to the community at large.

Gifts

- Non-profit organization providing 20-25% unfunded care
- Only hospice with an inpatient hospice unit at Saint John's
- Active volunteers who provide 350-500 hours of patient care on a monthly basis
- Symptom management, along with social, spiritual, and emotional care

Needs

- Increasing awareness of hospice services before the last days of life
- Shifting the mindset of patients, families, and providers to see hospice as a provider of hope

About Saint John Home Health – Hospice

Home health care is a short-term nursing and skilled care service to help you adjust to home from the hospital or to help you with other needs at home.

Who Needs Home Health?

Patients with physical limitations that do not allow them to adequately care for themselves once they leave the hospital. Home health addresses a number of concerns, from personal hygiene to ostomy and tracheotomy management.

Who Qualifies?

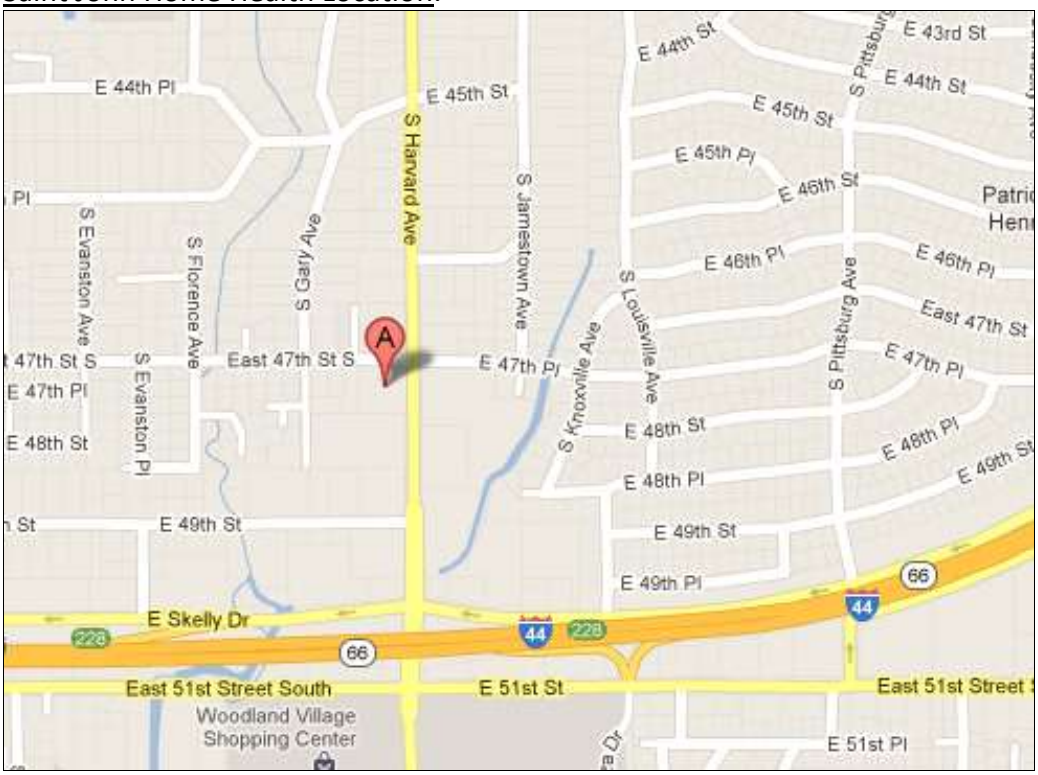
A physician will evaluate your situation and if appropriate, refer you for St. John Home Health for continued, short-term nursing care once you leave the hospital.

Why Choose St. John Home Health?

- It's one of the oldest home health services in the Tulsa area.
- As a department of St. John Medical Center, the transition from hospital to home care is easy.
- Home health offers a large staff of professionals, including registered nurses, physical therapists, speech therapists, occupational therapists, medical social workers, and certified nursing assistants.
- Our staff receives continuing education on newest procedures, equipment, medications.
- Easy access to all services provided by the St. John Health System.

For more information please visit: http://www.sjmc.org/general.asp?id=230&siteuse=11 or call 918-744-2345.

Saint John Home Health Location:



Saint John Medical Center
Palliative Care
1923 South Utica Avenue
Tulsa, OK 74104

Mission Statement

Faithful to the sponsorship mission, philosophy and values, the Health System's mission is to provide healthcare and related ministries for the people served, especially the sick, the poor and the powerless.



Palliative care is symptom management to provide the best quality of life for those patients who have chronic or severe significant disease. – Ashlie Casey, LCSW and Mary Martin, RN



Xanthus looking west on 21st Street



We get to assess the patient not with our biases, but with exploration of the patient's goals in mind. – Mary Martin

Interview Summary

The palliative care department at St. John's Hospital is run by a team of health professionals from MDs to social workers. They are focused on patient goals and holistic treatment. St. John's offers the only physician-led palliative care services in Tulsa and is one of few in the state. One of their strengths is their communication skills with patients and families. They are successful because they talk about "goals of care" with the patients. Their challenges are getting the rest of the hospital to understand what their services are and how they can all work together. They found that while they are efficient communicators, not everyone in the hospital is. For the future, they would like to decrease the number of "revolving door" patients. They believe this can be solved with good discharge instructions, good follow-up, and by getting patients the resources they need.

Gifts

- Interdisciplinary team approach at promoting patient's comfort through the severity of disease symptoms with quality of life as the main focus
- Provides a support system for both the individual and their family
- Provides psychological and spiritual care

Needs

- Effective communication within the interdisciplinary team, including the subspecialty members, toward the patient's goal of care

About Saint John Medical Center – Palliative Care

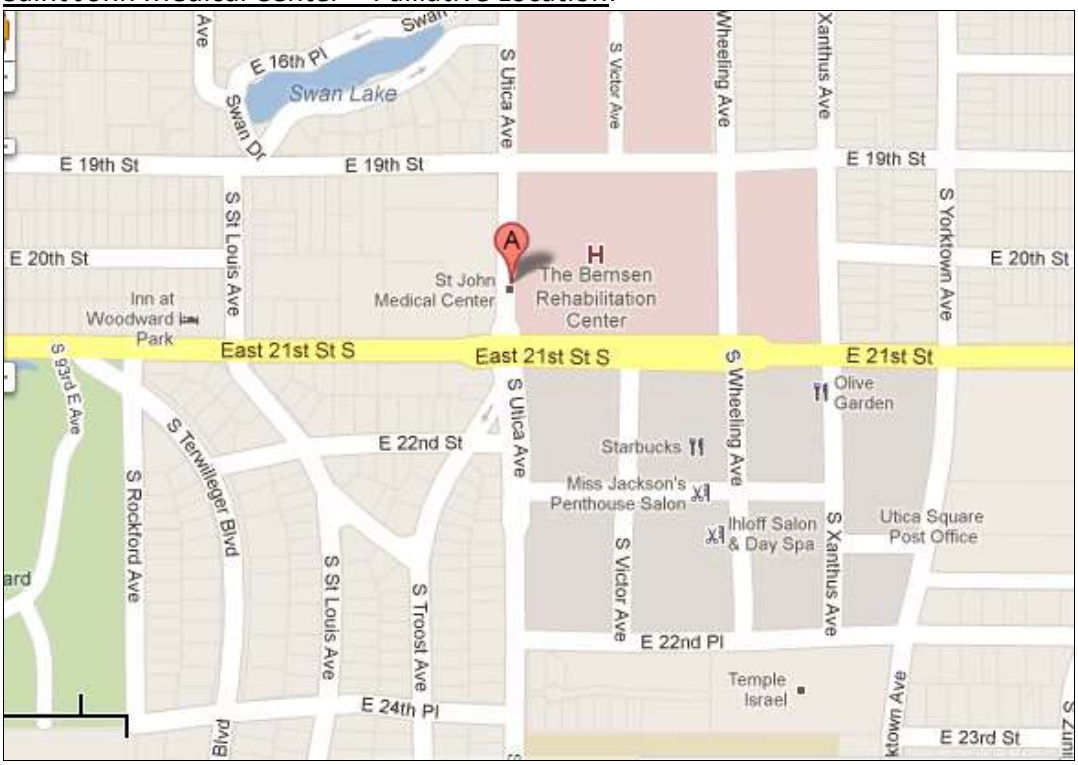
Palliative Care refers to the special care given to patients and their families who suffer with chronic or life threatening illness. It recognizes that people living with serious illness may need expert symptom management as well as spiritual and emotional support. Comfort and quality of life are key aspects of this care. Although palliative care has traditionally been offered to the dying, we extend our service to those receiving curative therapies as well.

The Palliative Care team at St. John includes:

- A board certified physician with training in intensive, palliative and hospice care
- A nurse with advanced training in life-threatening illness who facilitates understanding of the disease process and promotes informed choices
- A social worker with advanced training in counseling patients and family members about interpersonal issues, lifestyle changes and hospital discharge planning
- A chaplain or other member of the pastoral care team who offers spiritual and emotional support according to the individual's needs
- A pharmacist with expertise in pain and symptom management
- A registered dietician who serves as a resource for nutritional considerations in the patient plan of care

For more information please visit: http://www.sjmc.org/general.asp?id=716 or call 918-744-2345.

Saint John Medical Center – Palliative Location:



Teresa Burkett
Healthcare Attorney
4000 One Williams Center
Tulsa, OK 74172



Positive change is an uphill, slow battle that must be spear-headed by community leaders. – Teresa Burkett, Attorney

Interview Summary

Teresa Burkett is an attorney who represents many of the local hospitals and physician groups. She is also actively involved in healthcare policy review and reform. Prior to becoming an attorney, her background was in nursing, so she brings to the table a cogent and intimate knowledge of some of the healthcare policies and practices in place today. She placed a strong emphasis on shifting the focus of healthcare reimbursement from procedural, tertiary-care practices towards primary preventive services. She was also able to provide some relevant statistics regarding the lack of primary care providers in Oklahoma. The nature of her current position lends to seeing the negative or potential risk factors within the healthcare system. Despite this, she donates her time and legal services to organizations, hoping to improve health care within the Tulsa community. A strong interest of hers is working with local and state policy.

Gifts

- Patient advocate with interest in patient rights
- Board member on Community Service Council
- Member of Leadership Tulsa
- Helping to shape healthcare policy
- Donates time and talent for community needs
- Advocates for health policy reform

About Teresa Burkett

Ms. Burkett's practice is focused primarily in the health care and employment law areas in both litigation and non-litigation matters. She represents a number of providers in the health care industry including hospitals, physician groups, nursing homes, hospice organizations and individual professionals. She counsels and defends these clients in corporate compliance matters, employment issues and litigation, licensure and accreditation issues, third party and Medicare reimbursement, HIPAA compliance and patients' rights concerns, business transactions, medical staff issues and operational needs.

For more information please visit: http://www.cwlaw.com/2010/06/teresa-meinders-burkett/ or call 918-586-8592.

Teresa Burkett Location:



The Cottage Extended Care

2552 East 21st Street
Tulsa, OK 74114

Mission Statement

Our goal at The Cottage is to create an exceptional living environment, one that is designed to provide your loved one with the best health care possible.



I know that dollars make sense, but they (health care providers and insurance companies) should consider everyone on an individual basis. – Ecle Love

Interview Summary

The Cottage is a 66-bed long-term care nursing and rehabilitation facility providing highly individualized care to elderly patients of the community. The vast majority of patients are state-assisted patients who cannot possibly pay for these services on their own and will likely spend the remainder of their lives within the walls of the nursing home. Ecle Love, the director of nursing for the facility, provides "umbrella" supervision to all aspects of the nursing home, including nursing, housekeeping, and volunteer services. Ms. Love wants greatly to see a healthcare system designed that allows all people access to the healthcare utilities that they need. Ms. Love feels strongly that this type of system would not only help her patients but their families as well in providing peace of mind in the last years of one's life.

Gifts

- Provides a caring environment for the elderly
- Offers personalized care to all and every patient

About The Cottage Extended Care

Our primary role is to help our patients, residents and clients gain and maintain as much control and independence in their lives as possible. We emphasize strengths, not limitations. We provide the appropriate setting and level of care that enable individuals to reach their highest functional level. And we do so while preserving each person's dignity and sense of well-being.

At the Cottage, our extended care service is provided by licensed and certified staff. Each of our nursing stations is staffed by a team of qualified, experienced professionals, operating under a primary care model. Nursing services range from short term stays to long term placement.

To ensure that our residents maintain a well-balanced lifestyle, a variety of therapeutic leisure activities, designed to meet residents' psychological, mental, physical, emotional and spiritual needs are conducted on a regular basis by qualified staff. We have a seasonal outing program with occasional trips, in our wheelchair accessible van, to points of interest in the community.

For more information please visit: http://cottagehealthcare.com/ or call 918-742-7080.

The Cottage Extended Care Location:



Trinity Episcopal Church

501 South Cincinnati Avenue
Tulsa, OK 74103

Mission Statement

The Episcopal Church strives to live by the message of Christ, in which there are no outcasts and all are welcome. Walking a middle way between Roman Catholicism and Protestant traditions, we are a sacramental and worship-oriented church that promotes thoughtful debate about what God is calling us to do and be, as followers of Christ.



Never fail to show hospitality to the stranger...If he's hungry on Sunday, he's probably hungry on Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.
– Rev. Joseph Alsay



Looking up at Philtower from Cincinnati, downtown



You never know who you're serving...you may have entertained angels unaware.
– Rev. Joseph Alsay

Interview Summary

The Trinity Episcopal Church located in downtown Tulsa has, for years, provided a service known as the Iron Gate Ministries. The Iron Gate Ministries is a food bank which feeds between 400 and 500 people on a daily basis. The program started with the needs of a single person being met by the kindness of the church and has grown to what is now one of the largest food banks in the Tulsa area. Headed by the Reverend Joseph Alsay, the Iron Gate Ministries provides a high quality meal every day of the week to anyone who wants it.

Gifts

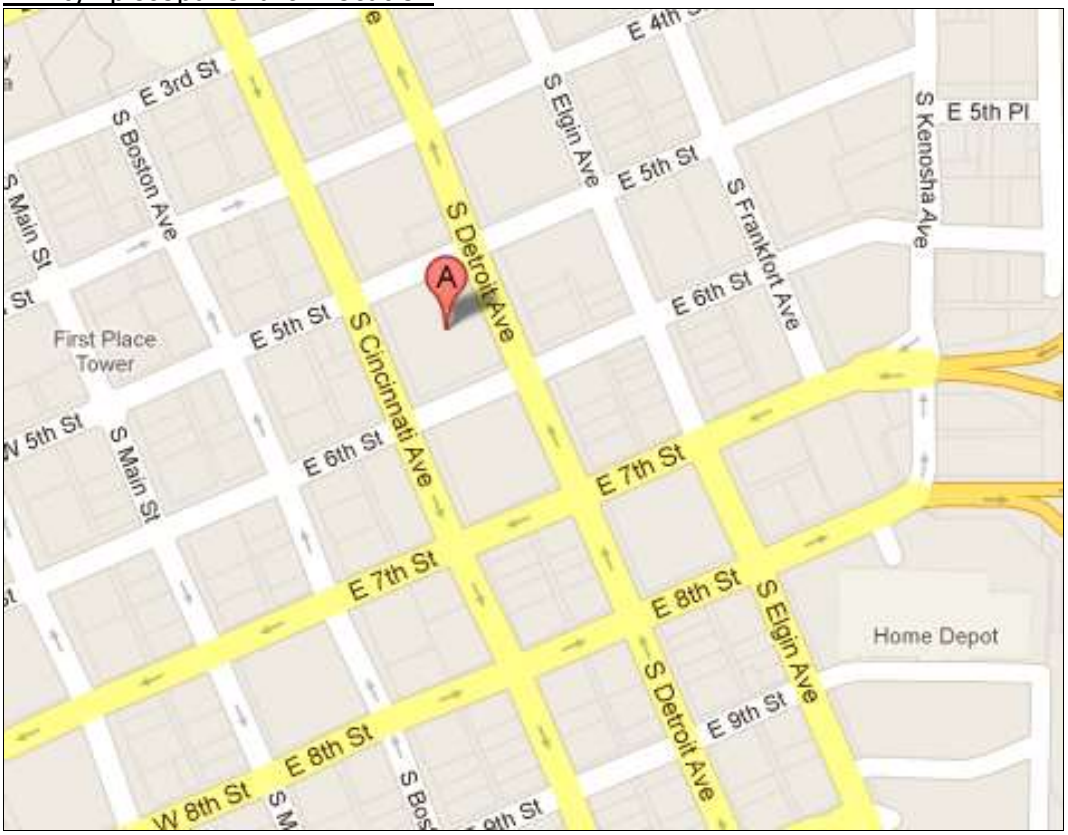
- Offering a location where all people are respected and treated as unique individuals
- Helps to make the world a better place by providing hot meals to improve the lives of the members of its surrounding community

About Trinity Episcopal Church

We have a growing population of young families and a hands-on worship service, "The Church Down Under," to meet the needs of families with children. Trinity offers many opportunities for outreach to the people of Tulsa through Iron Gate Ministry, New Hope Ministry and Habitat for Humanity. There are many excellent events and services featuring the Trinity Choirs, as well as those involving musicians from the surrounding community.

For more information please visit: http://www.trinitytulsa.org/ or call 918-582-4128.

Trinity Episcopal Church Location:



Tulsa Advocates for the Protection of Children/ St. Francis Hospital

3055 East 38th Place
Tulsa, OK 74105

Mission Statement

To extend the presence and healing ministry of Christ in all we do.



You can go out and do your needs assessments...but nothing will get done unless one of you takes it upon yourself to do something personally. – Julie and Jerry Gustafson



Dr. & Ms. Gustafson's home



Laws and government are meant to maintain the status quo.
– Julie and Jerry Gustafson

Interview Summary

Dr. Gustafson has been involved in many community health activities throughout his career. Even in his retirement, he still works hard to bring about change in Tulsa community's health. One of his many great accomplishments was providing prescription assistance through the Tulsa County pharmacy. Through this effort, the Tulsa County pharmacy is able to utilize medications that would otherwise be thrown out and sell it at a very low cost for Tulsans who may not otherwise be able to afford it. Ms. Gustafson, too, has served in many activities throughout her years to benefit the Tulsa community. As a social worker, she is able to see how many aspects, other than access to healthcare, shape the health of a community. One of her many great accomplishments was helping start the Parent Child Center of Tulsa, which provides wonderful services to many parents and children who may be at risk for abuse or neglect.

Gifts

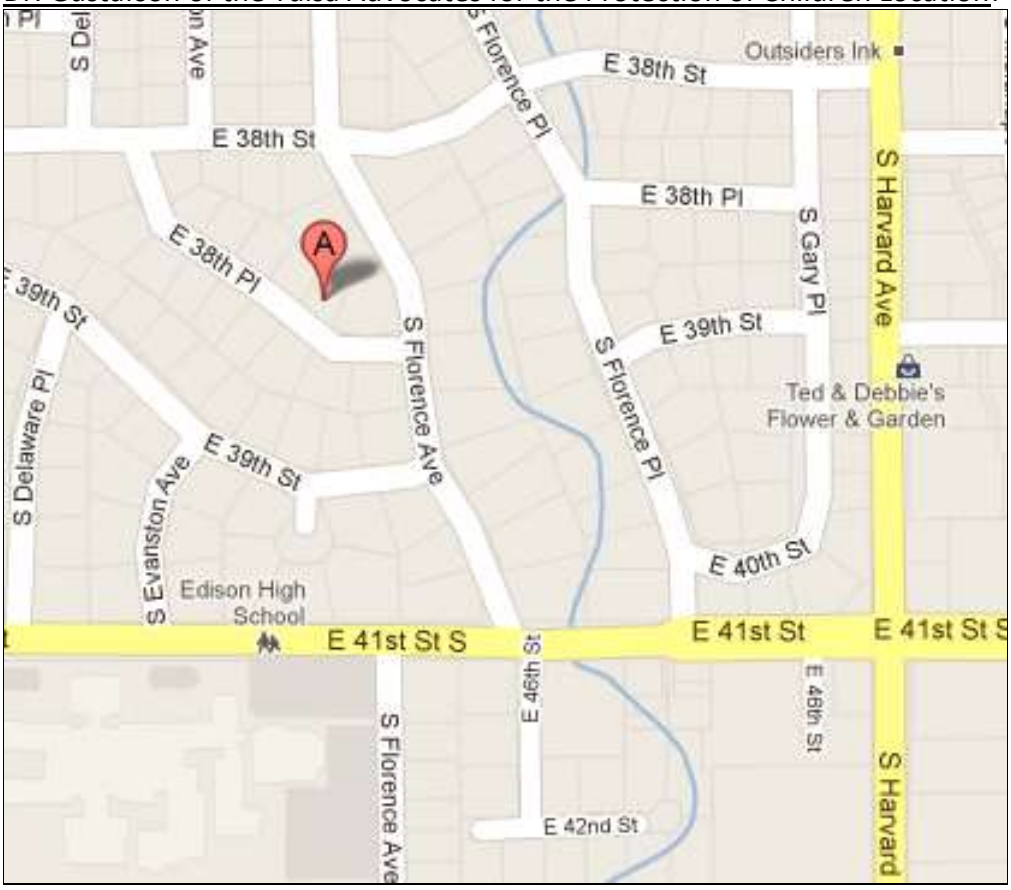
- They started the parent-child center programs to address situations surrounding child abuse
- They are willing to challenge the status quo to effect change in legislation
- They have a passion to help others and are very generous with their time to help underserved populations
- Organize retired physicians as volunteers for useful medical work
- Prompted legislation allowing the donation of nursing home medications to free medical clinics

About Tulsa Advocates for the Protection of Children

Tulsa Advocates for the Protection of Children (TAPC) partners with the Oklahoma Department of Human Services (OKDHS) to improve the lives of abused and neglected children in Tulsa County through advocacy, resource development, best practice service provision and community outreach.

For more information please visit: http://www.tapchelps.org/ or call 918-728-6726.

Dr. Gustafson of the Tulsa Advocates for the Protection of Children Location:



Tulsa CARES

3507 East Admiral Place
Tulsa, OK 74115

Mission Statement

Delivering social services to people affected by HIV and AIDS.



For people with this disease (HIV), this is a soft place to land. – Sharon Thoele, Tulsa CARES



Admiral east from Tulsa CARES

Interview Summary

Tulsa CARES provides social and housing support services to persons living with HIV/AIDS illness in the Tulsa area. It provides mental health services, nutrition assistance and education, case management, housing assistance and medical treatment to individuals living with HIV/AIDS in the Tulsa community. They serve approximately 500 people a year and offer support for family, friends, and loved ones. Tulsa CARES provides referrals for clients to access community services. Ms. Thoele's wish for the future is a good working relationship with the medical community. According to Ms. Thoele, there are fewer and fewer physicians willing to work with this population. She explains that when individuals first come into their agency, medical care is at the bottom of their priority list. They are usually in immediate need of housing and food. Tulsa CARES believes a community model of different agencies and disciplines working together is what it will take to be successful.

Gifts

- Assisting a population that others sometimes disregard
- Compassion for the sick as well as their family and loved ones
- Safe place for people with disease to come
- Stability

Needs

- Connection with medical people to work as a team for the benefit of the clients
- A true one-stop shop of all services

About Tulsa CARES

Tulsa CARES was founded in 1991, in direct response to the growing need for compassionate care for those affected by HIV/AIDS. Community leaders came together and developed a one-stop-source plan to respond to the AIDS epidemic. This model brought all of the social services together under one roof which helped to reduce the fragmentation, encouraged collaboration and cooperation among providers and eased the burden on clients and family members.

The Tulsa CARES model, developed as a result of a community needs assessment study conducted by the Community Service Council of Tulsa, and was replicated throughout communities across the country.

For more information please visit: http://www.tulsacares.org/about.html or call 918-834-4194.

Tulsa CARES Location:



Tulsa County Medical Society

5315 South Lewis Avenue
Tulsa, OK 74105

Mission Statement

To be the advocate for both physician and patient, to support quality health care, to be a leader in health care reform and to sustain a continuing dialogue between the membership and the community in which we live and work.



The TCMS provides support to local physicians they wouldn't otherwise be able to obtain if they weren't members
– Mona Wright, Executive Director



Looking south on Lewis from 53rd street

Interview Summary

Our interview with Mona Wright enlightened us about the prestigious Tulsa County Medical Society. The society currently has 1,000 active members and holds quarterly meetings. In 1963, they offered community-wide polio vaccinations whether the patients could pay for it or not. The society provides many programs and committees for their members that focus on advocacy and community support. They are accredited to offer CME to physicians in the area, and also provide scholarships to medical students. One of their most important resources is retired physicians who currently are the primary members of the Concern for Older Tulsans Group. The group started the redistribution of nursing home medications. TCMS is very active in lobbying in legislation for their members. Their main concern is that no bill restricts a physician's practice or penalizes a physician. The Society has been supporting the Community Development Fund and is currently re-inventing the program. They would like to start target donations for areas like childhood obesity and diabetes screening.

Gifts

- Unite the local physicians in promoting community health
- Offers medical education accreditation (CME)
- Preservation of medical history in Tulsa

Needs

- Increase participation of physicians

About Tulsa Medical Society

Established in 1907, the year Oklahoma became a state, Tulsa County Medical Society is the professional organization for over 1,300 physicians and 200 resident and student members in the metropolitan Tulsa area.

For more information please visit: http://tcmsok.org or call 918-743-6184

Tulsa Medical Society Location:



Tulsa County Pharmacy

2401 Charles Page Boulevard
Tulsa, OK 74127

Mission Statement

Provides a variety of pharmaceutical products either free of charge or at discounted prices.



We've recycled over 5 million dollars worth of prescriptions. We didn't start this program to save taxpayer dollars; we started it to fill the needs of our constituents.
– Linda Johnston, Tulsa County Pharmacy



Neighborhood view outside the Tulsa County Pharmacy

Interview Summary

The Tulsa County Social Services Office includes a homeless shelter for women and children, provides for an indigent care clinic, food assistance, as well as an operating pharmacy. Medications are purchased at lowest available costs and sold at the wholesale price to the public. Unused, unexpired, and packaged medications are also donated from area Long Term Care facilities and donated to the Tulsa County Pharmacy. As of April 2009, the pharmacy had recycled over $5 million worth of medications. This was the first program of the kind and has been used as an example by other states.

Gifts

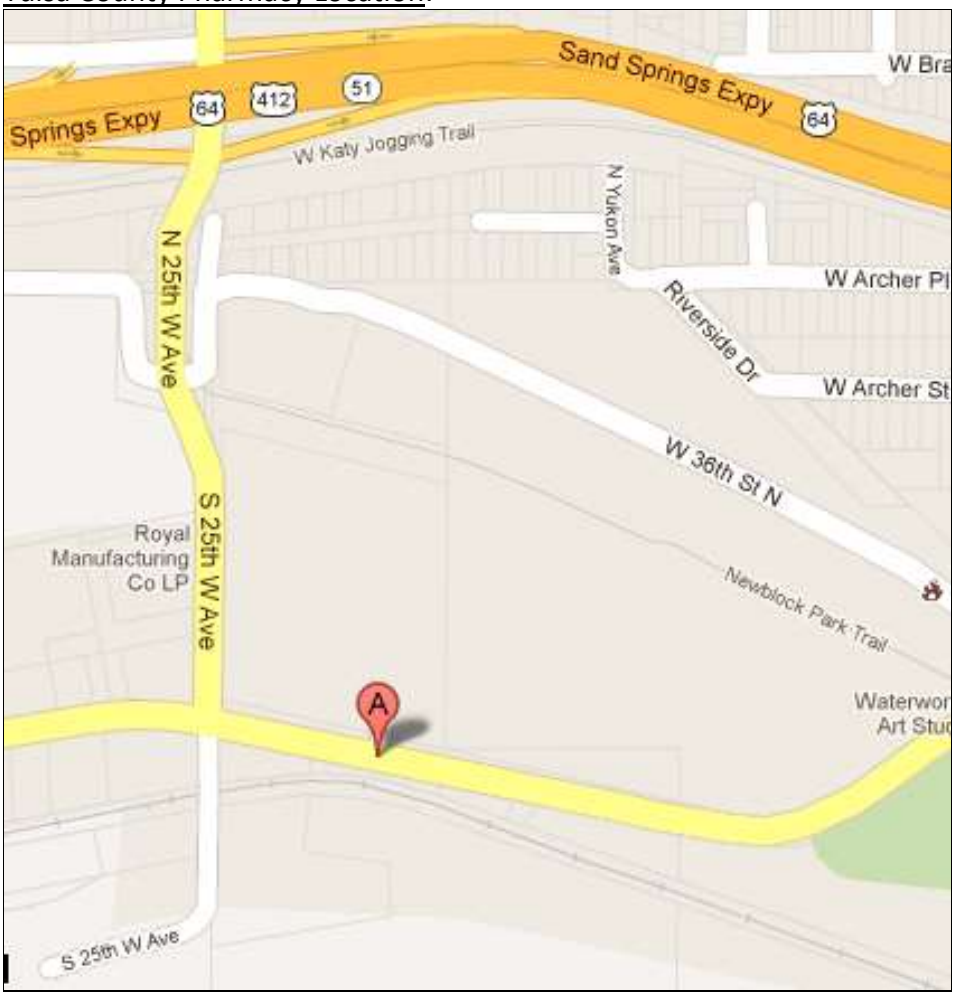
- Recycled Meds program - $5 million recycled
- Spreading nationally - 37 states and now internationally
- Tenacious - never give up, never be denied
- Connection with volunteers and "Coots"

About Tulsa County Pharmacy

Provides a variety of pharmaceutical products either free of charge or at discounted prices. Many citizens access services through this program because of the ever-increasing cost of medications. This pharmacy is the only one of its kind in the State of Oklahoma.

For more information please visit: http://www.tulsacounty.org/TulsaCounty/dynamic.aspx?id=716 or call 918-596-5560

Tulsa County Pharmacy Location:



Tulsa Educare

2511 East 5th Place
Tulsa, OK 74104

Mission Statement

The Tulsa Educare Center is located in the Kendall-Whittier neighborhood and serves 200 low-income children in a state-of-the-art learning center, providing a range of educational, medical, and social-emotional supports for each child and family.



My only hope is that a program like this is available to all children regardless of income level. – John Dodd



View extending from the entrance to the school to the surrounding neighborhood

Interview Summary

Mr. John Dodd is the site director for Tulsa Educare, Inc., a pilot program for high-quality early childhood development. There are two Educare facilities in Oklahoma, with plans for a third to be built in the near future. Mr. Dodd has many years of experience in the education arena and oversees a beautiful facility that provides excellent early childhood care to impoverished families in the surrounding area. Children at the facility range from six weeks to five years in age. Part of the mission of Educare is to help support and educate the families, as well as the children, from underserved areas. The facility clinic is staffed with an OU Family Physician, and also provides social work and other forms of psychosocial support to both the children and their parents. There are more than 2,000 people on the waiting list to enroll children in the Educare system. One of the goals of the program is to have children from Educare enter into kindergarten at the same functional level as children who are not from impoverished areas.

Gifts

- Provides excellent early childhood education for low-income children in a state of the art facility to encourage literacy and biopsychosocial development.
- Offers a full array of support services, including mental and physical health care and access to community resources in addition to Health care to meet the needs of students and families
- Nutritious delicious fresh food
- Provides social capital for the community by providing a safe environment that fosters relationships.

Needs

- Community involvement and support, including continued financial support.

About Tulsa Educare

Educare is a research based program with a foundation in the best of early childhood practices that ensure school readiness of children most at risk for school failure. It is in a specially designed place that nurtures early learning and sends a clear message that we must invest in early childhood education because children are born learning. It is an innovative partnership between private philanthropists, Head Start/Early Head Start, Tulsa Public School officials and community partners dedicated to narrowing the achievement gap for children in their communities. Everyone works together on this compelling platform to raise awareness and drive change among policymakers, business leaders and early childhood providers of the vital importance of learning during a child's first five years of life on long term success.

For more information please visit: http://www.tulsaeducare.org/ or call 918-779-6233.

Tulsa Educare Location:



Tulsa Fire Department
Station 22
7305 East 15th Street
Tulsa, OK 74112

Mission Statement

The Tulsa Fire Department is dedicated to the protection of life, health, property and the environment by delivering quality life and fire safety services.



About 20% of our calls are fire and 80% medical related. Our station responded to over 4000 calls last year. – Randy Steed



View across from fire station, near 15th and Sheridan

Interview Summary

Far from simply a group of firefighters, Ladder Company 22 is composed of men and women qualified not only as firefighters, but paramedics as well. Their roles in the community extend far beyond saving the lives of those they protect. They are very active in the community in many different ways, from allowing access to their pop machines to the local children, to airing up bicycle tires, to installing and checking smoke detectors and car seats. Their general interest in the welfare of the community is at once genuine and inspiring and they are, without a doubt, one of the hidden assets of the Tulsa community.

Gifts

- Provides a multitude of different services to the community, including: saving cats in trees, educating youth at schools about fire safety, saving children or dogs locked in cars, handling water catastrophes from pipes, installing or repairing smoke detectors, repairing electric lines, doing welfare checks, extinguishing grass fires, addressing funny odors, and installing car seats for children.
- The Fire Station also supplies a safe venue for members of the community to come and receive assistance with various issues, like homework, refreshments, and bikes.

About Tulsa Fire Department

The Tulsa Fire Department has an authorized strength of 724 employees, 694 uniformed and 26 civilian personnel. The Department has 30 Fire Stations housing 30 Engines, 12 Ladder Trucks, a HazMat Unit, provides Technical Rescue and Airport Firefighting capabilities.

For more information please visit: http://www.cityoftulsa.org/public-safety/fire.aspx or call 918-596-9444.

Tulsa Fire Department Station 22 Location:

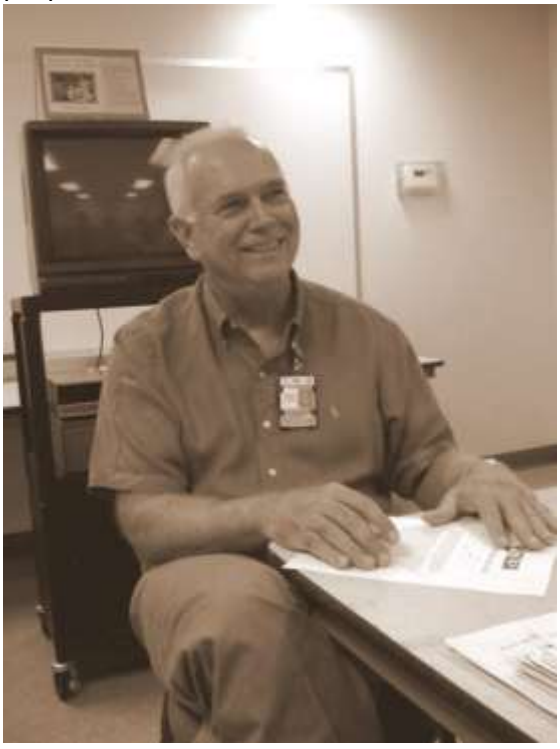


Tulsa Health Department

315 South Utica Avenue
Tulsa, OK 74104

Mission Statement

To sustain an equitable system that prevents disease, promotes healthy living, and ensures preparedness.



We've been filling gaps for 100 years...
– Doug Ressler



Street view outside the Tulsa Health Department

Interview Summary

Mr. Doug Ressler is the associate director of the Tulsa Health Department. He has been with this department for over 20 years. His goal before he retires is to get rid of the misconception that the services at the Health Department are free. He wants to get rid of the clinical services at THD and focus more on preventative measures for the public. He says that now many private physicians are willing to perform clinical services for the public because Medicaid pays more. Therefore, there is no reason for THD to still have these services. He says that health is all about the kids and that preventative measures would be more beneficial for Tulsa.

Gifts

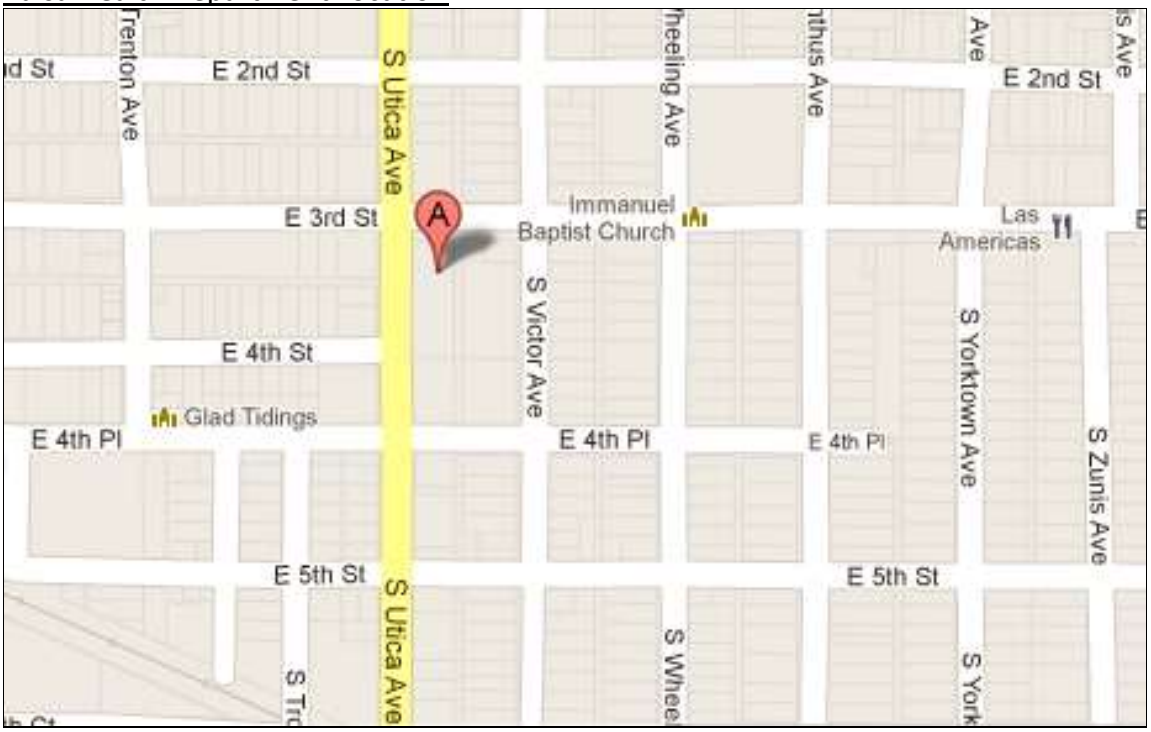
- Family planning
- Anti-poverty programs
- 150,000 immunizations

About the Tulsa Health Department

Our work touches each person in Tulsa County, every day. We strive to prevent the spread of disease by protecting the food we eat, the water we drink and the air we breathe. We promote healthy behaviors and work to prevent illness and injuries. We work to improve access to care with an emphasis on prevention and early detection. Through it all, we help spread the word on what our citizens and health care community can do to help. Public health, after all, is all of our concern. Thank you for your interest in THD and for your part in making our community a healthier, safer place to call home.

For more information please visit: http://www.tulsa-health.org or call 918-582-9355.

Tulsa Health Department Location:



Tulsa Health Department
Children First
315 South Utica Avenue
Tulsa, OK 74104

Mission Statement
To sustain an equitable system that prevents disease, promotes healthy living, and ensures preparedness.



We're in the home and can help prevent child abuse by making better parenting. – LaDonna Heintzelman, Priscilla Haynes, Cathy Sullivan



Utica Avenue and 6th looking west

Interview Summary
Children First provides services to mothers who are parenting their first child until the child reaches two years of age. Children First exists in all 77 counties of Oklahoma and the Tulsa branch serves over 450 clients currently. Home visits are made by RN case workers to low-income, high-risk patients. They give care to the mothers as early as 12 weeks of pregnancy and starting as late as 29 weeks. They provide home services to the mother and baby on healthy living habits and education on how to raise a child. They are solution-focused in their delivery model, "teaching the mother how to fish, instead of doing it for the mother." Children First sends out a nurse to each of their patients to teach the mother and give medical support. They also provide mental support to the mother via the nurse. Children First is providing a great service to the community by helping high-risk mothers in the Tulsa area.

Gifts
- Equip high-risk mothers in the Tulsa area to succeed in parenting
- Provide a wealth of resources and support to first time mothers
- Contributions to better parenting and a lower infant mortality rate
- Strive to help clients navigate the system and encourage life course development

Needs
- Would love to have an infant mental health pediatrician for their use
- To see physicians perform a more holistic assessment of the patients' needs

About Tulsa Health Department – Children First

Children First is a family-centered program that utilizes home visits by registered nurses (RNs) to help first-time mothers and their families prepare for parenthood. Mothers receive information on promoting a healthy, safe lifestyle for their family while gaining a greater understanding of the types of help and resources available to them in the community. Teaching materials are provided at no cost.

For more information please visit: http://www.tulsa-health.org/personal-health/maternal-health/children-first/ or call 918-732-4600.

Tulsa Health Department – Children First Location:



Tulsa Health Department
STD Clinic
315 S Utica Ave
Tulsa, OK 74104

Mission Statement
To sustain an equitable system that prevents disease, promotes healthy living, and ensures preparedness.



We give 1000 flu shots at our drive-through clinics. – Janice Sheehan



15th Street and Urbana Avenue – street view of the STD Clinic

Interview Summary
We met with Janice Sheehan at the STD Clinic. Primarily, their work involves STI screening and some treatment, vaccinations, and TB testing and treatment. She was straightforward about the reality of diseases in the Tulsa community, and seemed to be acclimated to the magnitude of these issues. One of the interesting distinctions that was made during the conversation was the differences in perception, assessment, and treatment between HIV and every other sexually transmitted disease. We were surprised to learn that it is a felony to knowingly transmit HIV to other partners, but it is not a felony to knowingly transmit other STIs.

Gifts
- Provide free immunizations up to age 18 for all individuals that cannot afford the immunizations
- No patients are turned away if they cannot afford the $20 co-pay
- Free screening
- Consultation and treatment for those with tuberculosis

Needs
- More nurses and more space
- They need a place to conduct their drive-through immunization program

About Tulsa Health Department STD Clinic

Sexually transmitted diseases, or STDs, are diseases that are spread by having sex with someone who has an STD. They affect both men and women and require medical treatment.

The Tulsa Health Department's Sexually Transmitted Disease Clinic provides diagnostic testing for STDs, treatment for STDs, and education and counseling of sexual behavior and disease processes. Disease intervention specialists and a Spanish-speaking interpreter are available.

For more information please visit: http://www.tulsa-health.org/testing-immunizations/testing/stds/ or call 918-595-4104.

Tulsa Health Department STD Clinic Location:



Tulsa Health Department
TFIMR

315 South Utica Avenue
Tulsa, OK 74104

Mission Statement

To sustain an equitable system that prevents disease, promotes healthy living, and ensures preparedness.



We need to do a better job of getting our women healthy before they become pregnant.
– Pam Rask, Tulsa Fetal and Infant Mortality Review



View from outside the Tulsa Health Department - TFIMR

Interview Summary

The TFIMR system is based on data collection and case review that leads to community change. It is a review of infant and fetal deaths of babies from Tulsa County. This program focuses on maternal infections, safe sleep environment, and smoking cessation. The infant mortality rate for 2006 in Tulsa was 8.2% and the projection for 2010 was 9.6%, whereas the national rate for 2006 was 6.7% and the projection for 2010 was 4%. Therefore, Tulsans are not observing the same safe practices that other individuals from other states are observing. Mrs. Rask stated there needs to be a "universal message" that is clear and culturally sensitive. She has noticed an increase in community awareness and the community has begun to come together to address the problem. One system change that she advocated was immediate assessment and prenatal education of pregnant females.

Gifts

- Provide free education materials in stores and clinics where people purchase pregnancy tests
- Provide free education to mothers-to-be about safe sleeping for infants, importance of smoking cessation while pregnant, and about general health

Needs

- More human resources
- Working to expand their free services to Creek, Rogers, and other surrounding counties

About Tulsa Health Department –TFIMR

The TFIMR program studies fetal and infant deaths in our community in order to identify trends and implement preventive measures to reduce the infant mortality rate.

A TFIMR Case Review Team examines local cases of fetal or infant death by reviewing information collected from physician and hospital records, parent interviews, relevant documents, etc. The team also identifies barriers to care and trends in service delivery, and suggests ideas to improve policies and systems that affect families.

For more information please visit: http://www.tulsa-health.org/community-health/tfimr/ or call (918) 582-9355

Tulsa Health Department – TFIMR Location:



University of Oklahoma
Medical Informatics

4502 East 41st Street
Tulsa, OK 74135

Mission Statement

To provide the best possible educational experience for our students through excellence in teaching, research and creative activity, and service to the state and society.



The patient-centered medical home is a place where the patients know you, and you know them back. – Dr. David Kendrick

Interview Summary

Dr. Kendrick believes that the health system we have created is far too complicated. This is where the new idea of patient centered medical homes comes in. The goal is to match the appropriate care with the appropriate needs so that more patients can be seen on more levels. This concept is showing up at the federal level in all the medical reform bills. Each home will have a "team" of health professionals. The partnership with IBM will help create the technological support and infrastructure system to support the patient centered medical home model. Currently in the works is a simulator program that would be able to accurately predict the smallest changes in health care in a population. Greater Tulsa Health Access Network is another project in the works that would help share data between medical facilities. These programs could health track the uninsured and help them get appropriate care. It could also reduce the load of patients currently showing up in the hospital ERs. Dr. Kendrick is also involved with making patients' medical information available through medical informatics. Dr. Kendrick explained that health information exchange would save billions of dollars in Oklahoma and improve health outcomes for patients. Although sharing health information is a positive step in health care technology, the health care system structure does not create a sharing philosophy. Therefore, health care systems do not want to share their patient information with other health care entities.

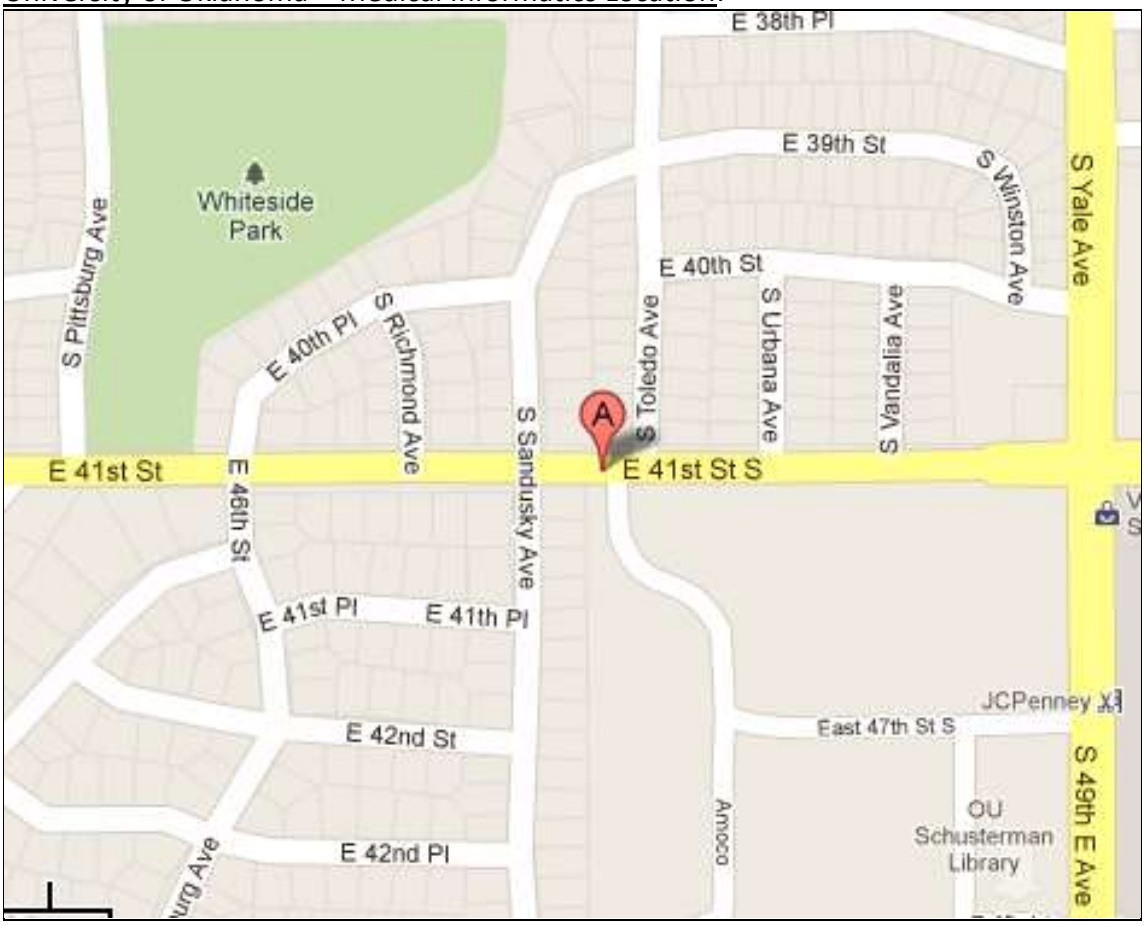
Gifts

- Centralization of electronic medical records network system through the collaboration of OU-Tulsa and IBM

Needs

- To accept and support the community medical informatics concept
- Healthcare providers in various clinical settings to connect to the same electronic medical records network system for improvement of patients' quality of care

University of Oklahoma – Medical Informatics Location:



Utica Park Clinics

1245 South Utica Avenue
Tulsa, OK 74104

Mission Statement

We have over 150 physicians in 32 locations throughout eastern Oklahoma, providing compassionate care in family medicine, internal medicine, pediatrics, and general obstetrics and gynecological services; and specialties in the area of general surgery, occupational medicine and dermatology.



Adherence is a shared responsibility between doctor and patient. You can't say no to a patient who loses insurance when you're in a long-term relationship. – Jeffrey Galles, Utica Park Clinics

Interview Summary

Dr. Galles is the medical director of Utica Park Clinics at Hillcrest HealthCare System. Utica Park Clinic provides almost exclusively primary care to their patients at over 40 clinics across Tulsa. They are a for-profit organization that accepts both paying and Medicaid patients. Dr. Galles acts as the overseer of care and is concerned with the whole process. He also acts as a physician in the group, so he offers a great perspective as an administrator and doctor. Utica Park Clinic tries to maximize productivity and quality for its patients and recognizes that if your productivity is very high, then your quality can decrease substantially. Dr. Galles feels that Utica Park Clinics are able to provide quality primary care but lack follow up with their patients.

Gifts

- Increase access to health care for their patients with over 40 locations in the Tulsa area
- Provides almost exclusively primary care to their patient
- Is a for-profit organization but still accepts Medicaid patients

About Utica Park Clinics

Utica Park Clinic is the physicians group of Hillcrest HealthCare System. It is made up of more than 180 providers including specialists in:

- Breast Care/Surgery
- Child & Adolescent Psychiatry
- Ear, Nose & Throat
- Endocrinology
- Family Medicine
- Gastroenterology
- Geriatric Medicine
- Internal Medicine
- Medical Oncology
- Neurology
- OB/Gyn
- Orthopedics
- Pediatric Neurology
- Pediatrics
- Physical Medicine & Rehabilitation
- Podiatry (Foot & Ankle Care/Surgery)
- Prenatal Care
- Rheumatology
- Surgery
- Urology

For more information please visit: http://www.uticaparkclinic.com/home or call 918-579-3998.

Utica Park Clinic Location:



Warren Clinics

6600 South Yale Avenue
Tulsa, OK 74136

Mission Statement

A hallmark of Warren Clinic is professional excellence, combined with compassion and caring. For many patients and families, Warren Clinic doctors are lifetime partners for health.



If we do the right thing, we can make a difference.
Stan Schwartz, MD, Warren Clinics

About Warren Clinics

In 1988, Warren Clinic was founded by The William K. Warren Foundation to expand the base of available primary care physicians in northeastern Oklahoma.

Since then, Warren Clinic has expanded to over 210 physicians including primary care and specialists with locations in 10 northeastern Oklahoma cities including Tulsa, Stillwater, Vinita, Broken Arrow, Coweta, Haskell, Owasso, Jenks, Sand Springs and McAlester.

Most Warren Clinic physicians offer a wide spectrum of primary care medical services, from disease prevention to the management of patients with chronic medical conditions. A hallmark of Warren Clinic is professional excellence, combined with compassion and caring. For many patients and families, Warren Clinic doctors are lifetime partners for health.

For more information please visit: http://www.warrenclinic.com/default.aspx or call 918-488-6688.

Warren Clinic Location:



Xavier Clinic

10711 East 11th Street
Tulsa, OK 74115

Mission Statement

Xavier Medical Clinic seeks to provide free, limited outpatient primary healthcare services, facilitate referrals to volunteer specialists, educate in good health practices and increase access to traditional healthcare.



We just can't meet the need. The need is huge.
– Phyllis Lauinger, Director, Xavier Clinic



Xavier Clinic neighborhood view

Interview Summary

Xavier Clinic is a free clinic which sees roughly 5,000 patients a year. It provides healthcare access every Wednesday to over 100 patients. Additionally, Xavier Clinic has some specialty clinics once a month including cardiology and endocrinology. The Xavier Clinic population is roughly 95% Hispanic, with 20% children and 80% adults. It began in July of 2001, and quickly grew and expanded to serve the demands of its patients. It provides clients with indispensable access to lab work, radiology, prescriptions, and referrals. It is funded through St. Francis Hospital and Catholic Charities so that all medical care accessed at Xavier Clinic, and any referral care made, is free to all patients.

Gifts

- Large number of volunteer interpreters for Hispanic population
- Ability to provide specialty testing equipment to provide more comprehensive care
- Provide care regardless of documentation status
- Free healthcare to surrounding neighborhood
- Prenatal care and pregnancy services

About Xavier Clinic

Xavier Medical Clinic offers free services of volunteer physicians, nurses and other health professionals to those in the community who are uninsured or do not have access to adequate healthcare. Xavier Medical Clinic seeks to provide free, limited outpatient primary healthcare services, facilitate referrals to volunteer specialists, educate in good health practices and increase access to traditional healthcare. In addition, to help local women in need of prenatal care, the Xavier Medical Clinic also provides a pregnancy clinic with referrals for patients to local physicians for pre-natal care.

For more information please visit: http://www.saintfrancis.com/locations/xavier.aspx or call 918-583-7233.

Xavier Clinic Location:



YWCA

1910 S Lewis Ave # 200
Tulsa, OK 74104

Mission Statement

YWCA Tulsa is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.



What people of color want from you, the practitioner, is when we walk into your office for care, dressed in our sweat pants, you won't look at me surprised when I open my mouth and speak and I sound intelligent. – Felicia Collins-Correia



East view down 15th from YWCA

Interview Summary

The YWCA offers several programs in the Tulsa area. Their mission is to eliminate racism and empower women. According to Ms. Collins-Correia, their biggest program is the immigration program. They have assisted more than 16,000 undocumented immigrants in the past year. They provide assistance with citizenship, legal matters, and provide English as a second language classes. Ms. Collins-Correia believes this is their biggest gift to the community. Ms. Collins-Correia said, "What people of color want from you, the practitioner, is when we walk into your office for care, dressed in our sweat pants, you won't look at me surprised when I open my mouth and speak and I sound intelligent". What she wishes for the future of the program is to be able to pay higher salaries to highly qualified early education teachers.

Gifts

- Immigration program (16,000 people every year)
- Helping refugees and immigrants
- Advocacy

Needs

- Ability to raise teachers' salaries for the children's programs

About YWCA

Since its founding in 1914, YWCA Tulsa has continually adapted to the challenges of an evolving society and continued to serve the needs of women, their families and the community of Tulsa. In its earliest years, YWCA Tulsa offered inexpensive meals, lodging and occupational training to young women working to better their lives in a vibrant, growing city. In 1921, YWCA Tulsa opened a center in north Tulsa to provide housing, food and job training for young African American women left homeless by the Race Riot. In the 1930s, it helped hundreds of women and their families survive the ravages of the Great Depression. In more recent years, the YWCA has guided women through times of crisis, helped newcomers to America find their way in a bewildering new culture, and provided a variety of opportunities to help the young, the old and the physically disadvantaged reach their full potential. This year, YWCA Tulsa will serve more than 20,000 Tulsans through programs that include health & wellness, immigration services and activities for senior citizens.

For more information please visit: https://www.ywcatulsa.org/ or call 918-749-0203.

YWCA Location:

