

## CVS Health Zones Project

### Valleywise Health Center

Phoenix, Arizona



Valleywise Health, based in Maricopa County, Arizona, was founded in 1877 and has been growing for nearly a century and a half. Valleywise offers 16 sites for health care, including a hospital, two community health centers, behavioral health, and a state-of-the-art Burn Center. In 2021, Valleywise served 83,659 patients.

Valleywise used the funding from the CVS Health Zones project to offer diabetes management education and clinical practice to 50 patients with uncontrolled type 2 diabetes. Their initial plan was to include a formal assessment, 24/7 glucose monitoring and enrollment in a food pharmacy program. The key would be integrating the glucose monitoring software and data into patient electronic health records.

The grant started in January 2021 and the team spent months setting up the EHR, training staff, and establishing the Farm Express Bus. In July, they did an SDOH screening for those with an A1C over 6.9 and identified 75 patients who could participate in the program. Of that group, 25 patients enrolled. Though IT issues prevented the implementation of glucose monitoring, the enrolled patients come every other Monday and buy a bag of fresh produce with vouchers they receive from the health care center. Participants can also attend classes with a nutritionist to learn how to cook healthy meals with their produce.

To increase participation, a 2nd clinic was added to the program and vouchers increased from \$10 to \$20. Participants with transportation issues either have their produce picked for them by staff and saved in a refrigerator or are referred to Home Assist Health, where staff deliver food and patient education directly to their homes. Staff are continuing to work on the transportation issues and looking into offering bus passes to participants.

After six months, Valleywise hopes to see a success in lowering participants A1C levels.

Improving  
the way  
diabetes is  
managed  
with healthy  
foods and  
nutrition  
education.

### 2021 Health Center Data

- 83,659 total patients
- 80.52% racial and ethnic minority patients
- 41.76% of patients best served in a language other than English
- 27.69% of patients are uninsured
- 48.87% patients have Medicaid/CHIP insurance
- Special populations served: people experiencing homelessness, migrant and agricultural workers, and residents of public housing