

Overcoming Barriers of Adherence: Academic – Community Partnership

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Interprofessional Service Learning to Improve the Health of the Community

Background

The University of Cincinnati launched its chapter of IHI Open School in May 2010, bringing together students and faculty from the academic health center. The Open School chapter at UC aims to train health professionals to become leaders in healthcare quality improvement. The Open School at UC's service site, the UC Interprofessional Clinic (UCIC), expands services at the Society of St. Vincent de Paul, a local charitable organization in the city of Cincinnati. UCIC fills a gap in community health and wellness through its holistic approach to improving outcomes and healthcare quality.

**UNIVERSITY OF CINCINNATI
INTERPROFESSIONAL CLINIC
at the SOCIETY of ST. VINCENT DE PAUL**

- College of Allied Health
- College of Medicine
- College of Nursing
- College of Pharmacy
- UC Health

Mission

To provide quality, comprehensive, locally-relevant, health and social services to uninsured and underserved individuals and families in Cincinnati using academic-community partnerships between the University of Cincinnati, key community members and the Society of St. Vincent de Paul.

UCIC Timeline

6 months: The Open School at UC is launched; Student leaders are identified; UCIC is started; Community outreach begins
12 months: Monthly speakers on healthcare improvement begins; Business plan is written; Faculty scholars program is launched
18 months: Grant applications are submitted; Undergrad students are recruited; Referral network is established; Training guide for student volunteers is finalized; Interprofessional volunteer base is expanded



UCIC Goals

- *Screen community members for hypertension, diabetes, obesity, and other risk factors for cardiovascular disease
- *Use self-management support and partnerships with local free clinics to improve chronic care outcomes and decrease emergency room visits
- *Use a community-based approach to increase health literacy and nutritional competency
- *Employ quality improvement principles of effectiveness, efficiency, equity, patient safety, patient-centeredness and timeliness in the clinic



Acknowledgements

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- Ruth Anne Van Loon, PhD
- Tina Whalen, MHA, DPT

Students

- UC Open School Leaders and Volunteers



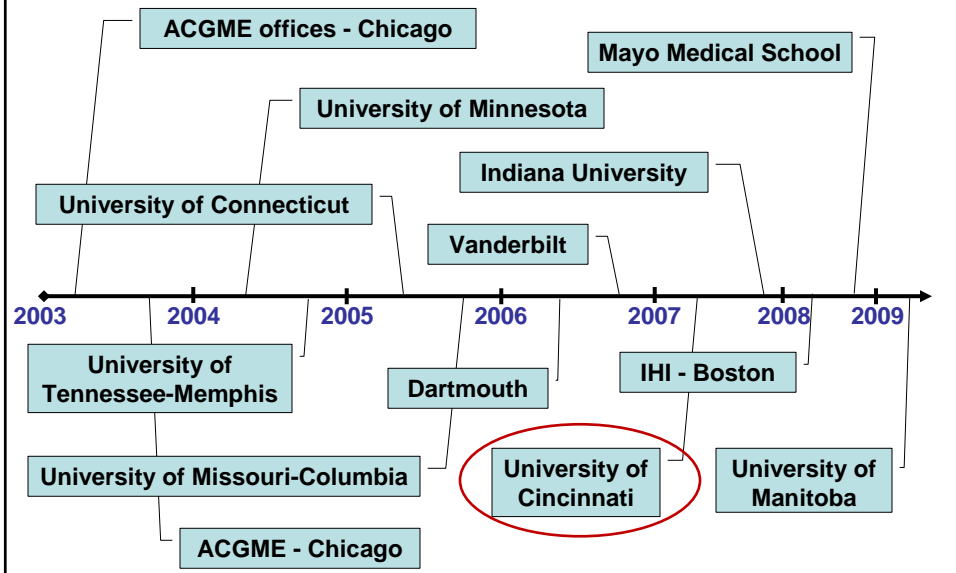
Background

IHI* Health Professions Educational Collaborative (HPEC) is a collaborative of academic health centers committed to the creation of exemplary learning and care models that ***promote the improvement of health care*** through both discipline-specific and ***interprofessional*** learning experiences.

* The Institute for Healthcare improvement (IHI) is an international organization that works with healthcare professionals to apply improvement science to healthcare settings



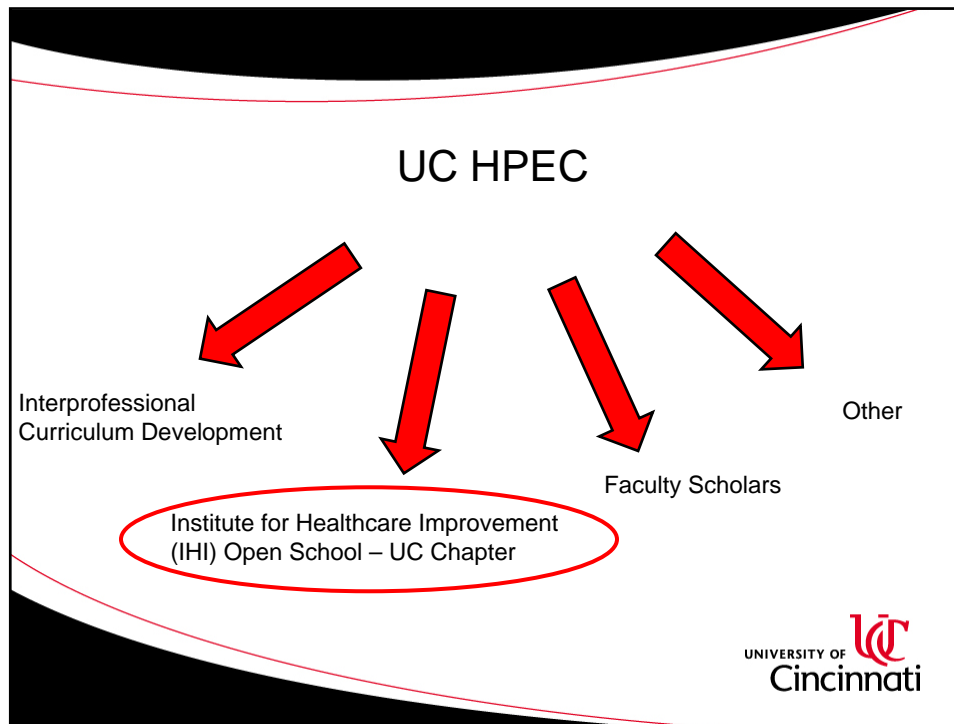
Institute for Healthcare Improvement (IHI)
Health Professions Educational Collaborative (HPEC)



UC HPEC Disciplines

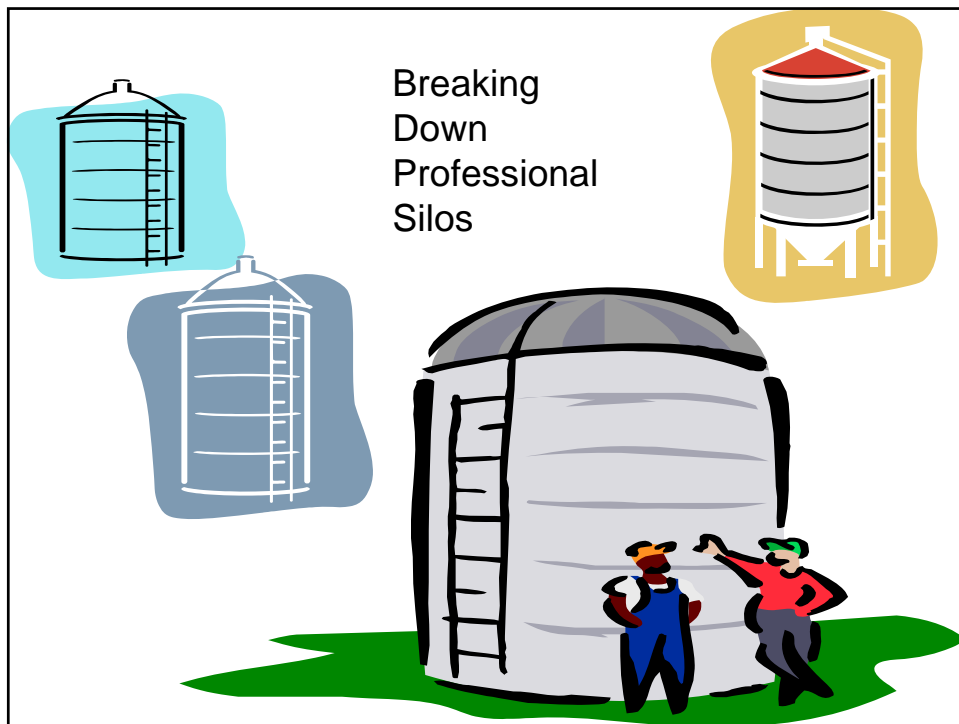
- Medicine
- Nursing
- Pharmacy
- Nutrition
- Social Work
- Physical Therapy





IHI Open School

- ***Interprofessional*** educational community that gives ***students*** the skills to become change agents in health care improvement
- UC Chapter – Spring 2010
 - Medicine, Nursing, Pharmacy, Nutrition, Social Work, recent addition of Physical Therapy

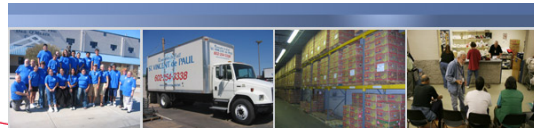


Service Goals for Student Chapter UC Open School

- Identify a site where students could work in interprofessional teams, expand clinical experience, utilize quality improvement tools, and improve community health
- Expanding access to care through academic/community partnership to meet unmet needs

Society of St. Vincent de Paul (SVdP)

- 140 years of experience in Cincinnati
- An organization with over 800 members and volunteers
- Local Cincinnati chapters
- Offers a comprehensive range of services
 - Choice Pantry
 - Charitable Pharmacy
 - Homelessness Prevention (rent and utility assistance)
 - Operation Bootstrap (job readiness)



SVdP Clients

- Vulnerable population
- Inconsistent access to healthcare
- Food pantry open on Saturday mornings
- Opportunity for development of self-management support for preventive medicine and chronic disease

Self-Management Support

- Self-management support is defined as the **systematic provision of education and supportive interventions by the health care system** to increase patients' skills and confidence in managing their health



IOM 2003

Self-Management Support

- Emphasizes the patient's central role in managing health



Bodenheimer et al. Helping Patients
Manage their Chronic Condition California
Healthcare Foundation, 2004 www.chcf.org

UNIVERSITY OF
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Self-Management

- *Self-management* is what people do every day
- Deciding what to eat, whether to exercise, if and when they will take their medications
- Everyone self manages; the question is whether or not people make decisions that improve their health

Bodenheimer et al. Helping Patients Manage their Chronic Condition California Healthcare Foundation, 2004 www.chcf.org



Self-Management Support: Growing Evidence

- Improved adherence to medication and treatment regimens
- Improved adherence to lifestyle changes
- Better health outcomes and quality of life
- Higher satisfaction with the service they are receiving
- Reduce hospitalizations, emergency department use, and overall managed care costs.”

Coleman and Newton. Supporting self-management in patients with chronic illness. *Am Fam Physician* 2005;72(8):1503-10
Anderson, B., et al.: Parental involvement in diabetes management tasks: relationships to blood glucose monitoring adherence and metabolic control in young adolescents with insulin dependent diabetes mellitus. *Journal of Pediatrics*, 130(2): 257-65, 1997
Gibson, P. G., et al.: Self-management education and regular practitioner review for adults with asthma. *Cochrane Database Syst Rev*, (1): CD001117, 2004
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Norris, S. L. et al.: The effectiveness of disease and case management for people with diabetes. A systematic review. *Am J Prev Med*, 22(4 Suppl): 15-38, 2002b
Toelle, B. G., and Ram, F. S.: Written individualised management plans for asthma in children and adults. *Cochrane Database Syst Rev*, (2): CD002171, 2004



Self-Management Support

- Interventions include:
 - Regular assessment of progress and problems
 - Goal setting
 - Problem-solving support



IOM 2003

UC Interprofessional Clinic (UCIC)

- Student directed self-management support, with faculty oversight
- Saturday clinic open 45 weeks out of the year
- Clients visiting the food pantry (and now pharmacy) are offered services



UCIC Services

- Hypertension and diabetes screening
- Nutrition counseling
- Healthy meal demonstrations
- Health education
- Healthcare referral information
- Influenza vaccination (seasonal)



UCIC Services



Training

- Health Screening Skills
- Quality Improvement Tools
- Advancing Communication and Care by Engaging Patients (ACCEPT)
 - Self-management support protocol developed by Cincinnati Children's Hospital Medical Center
 - Training in motivational interviewing skills
 - » Client-centered, directive therapeutic style to enhance readiness for change by helping clients explore and resolve ambivalence
 - Use of self-management tools
 - » Self Management Assessment
 - » Stages of Readiness*
 - » Action Plan*



UC Interprofessional Clinic (UCIC) 2010-2011 Summary of Service

20 student leaders
30 dedicated faculty members
170 trained students
3-15 patients/clinic
25 PDSA Ramps



Examples

- 2 month – on track regarding personal goal for weight loss; MS in remission
- 2 week – went another 2 weeks only drinking on the weekend

Examples

- 1 month – lost 5lb goal; continued no smoking
- 1 month – improved diabetes medication adherence

Examples

- 3 months – 4 visits
 - Established relationship with PCP
 - Improved BP and BS control
 - Better understanding and adherence of medications

Summary: Student directed, Interprofessional, Self-Management Support Clinic

Overcoming Barriers to Adherence



- Improved Adherence to Lifestyle Goals through Student Driven Self Management Initiative
- Breaking barriers among professional practice through interprofessional teamwork
- Expanding access to care through academic/community partnership