

## **Safety Net Medical Home Initiative: *Transforming Practices into Medical Homes***

### ***PCI Pt. 2: Self-Management Support in the PCMH***

#### **Moderated by:**

**Nicole Van Borkulo, MEd, Quality Improvement Consultant, Qualis Health**

**Judith Schaefer, MPH, Research Associate, MacColl Institute, Group Health Research Inst.**

#### **with Guest Speakers:**

- **Monette Sutphin, Operations Officer, High Plains Community Health Center, CO**
- **Emily Montoya, Registered Dietician, High Plains Community Health Center, CO**
- **Dawn Heffernan, RN, MS, CDE, Diabetes Program Manager, Holyoke Health Center, MA**
- **Michael Meza, MD, Clearwater Valley Hospital, Orofino, ID**
- **Joan Pernice, RNC, MS, Clinical Health Affairs Director, Massachusetts League of Community Health Centers**

# **HIGH PLAINS COMMUNITY HEALTH**

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**Monette Sutphin, Operations Officer**

**Emily Montoya, Registered Dietician**

# HIGH PLAINS COMMUNITY HEALTH

- ✘ Rural, agriculture area in SE Colorado
- ✘ In 2009, served 7,814 patients / 27,878 visits
- ✘ 3 MD's, 4 mid-levels, 2 dentists, 2 hygienists
- ✘ Have been involved in HD Collaboratives since 1999
- ✘ Office redesign 2002
- ✘ Patient facilitators & cross-training

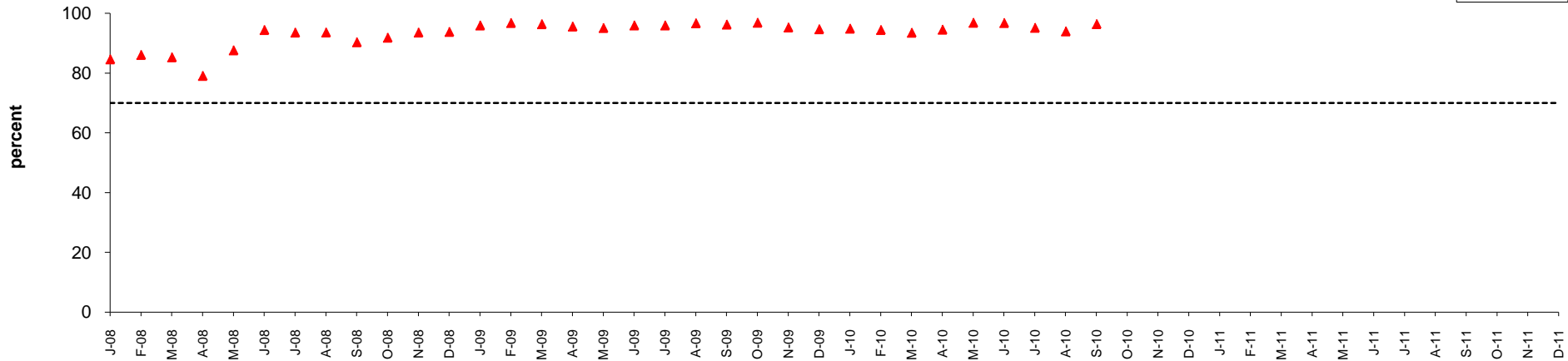


# WHY HEALTH COACHES?

## Percent of DM Patients with Self Management Goal Setting

96.5

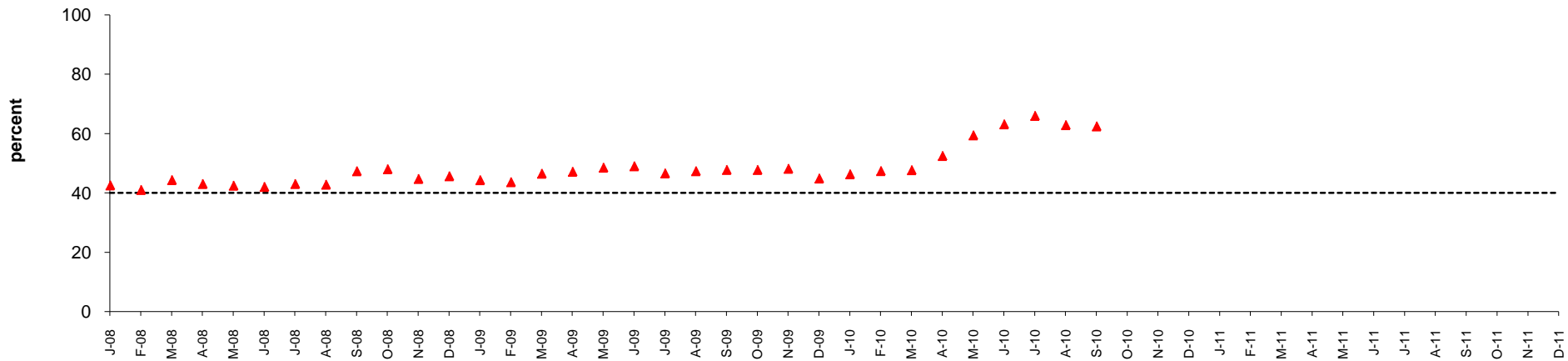
▲ Total



## Percent DM patients with BP < 130/80 (12 months)

62.9

▲ Total





# FUNDING, RECRUITMENT, & TRAINING

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- ✘ 2 funding sources:
  - + Federal: HRSA Outreach grant
  - + State: Office of Health Disparities grant
- ✘ Recruitment: growing our own experts
- ✘ Training:
  - + Motivational Interviewing
  - + Consistent messaging

# ROLE OF A HEALTH COACH

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- ✘ Health coach interaction initiated by provider
  - + Provider communicates with HC—provides some focus for the interaction.
- ✘ Patient Centered:
  - + What is the one thing you would really like to work on right now to improve your health?
  - + What is the hardest part about taking care of your diabetes right now?

# ROLE OF A HEALTH COACH

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- × **Collaborate** to set Self-Management Goal
- × **Create** action plan
- × **Assess** barriers
- × **Connect** to clinic and community resources
- × **Support** change: follow-up
- × **Provide** patient education and skill building



# CONNECTIONS TO RESOURCES

Plan and Return | Consults | **CLASSES/RESOURCES** | Instructions/Goals | Fitness RX | Outline View

## REFERRAL RESOURCES

### Diabetes Class

Aug 12 and 19, Sept 16 and 23, Thursdays Part 1- What Is Diabetes and How to Care For It by Mary Shy, FNP and Certified Diabetes Educator. Part 2- How to Eat Right for Diabetes by Emily Montoya, Registered Dietitian.

### Nutrition Class

By Emily Montoya, Registered Dietician. FREE! 5:45-7:30, OCT 7-HEARTY HEATING, Oct 14 FAMILY FEAST, Nov 18, HEART HEALTH, Food and recipes provided.

### Healthier Living Colorado Classes

FREE 6 week class. Patients get help with the challenges of living with an ongoing condition like heart disease, lung disease, diabetes, or arthritis. Helps patients cope with fatigue, frustration, pain, and stress.

### Tomando Control Classes

FREE SPANISH 6 week class 5:30-8 pm. Patients get help with the challenges of living with an ongoing condition like heart disease, lung disease, diabetes, or arthritis. Helps patients cope with fatigue, frustration, pain, and stress.

### Silver Sneakers

Tues and Thurs 9-10 am LCC Fitness Center. Muscular strength, range of motion, activity for daily living skills, hand held weights, elastic tubing with handles, resistance ball. A chair is used for seated and/or standing support. \$37.12 /4 mos. FREE w Mcaire + AARP, Humana, Secure Horizons

### Saturday Stroll

### LCC Fitness Center

### Lamar Community Bldg Workouts

### Community Building Punch Card

### Tobacco Cessation

### Patient Navigator

Kacee Lucero, Heart Smart Patient Navigator, helps patients overcome barriers to medical care, assists with making appointments, paying for medications, and finding resources for patients.

### Community Health Worker

Crystal Cook, Community Health Worker, provides community outreach and education, helps community members better manage and understand their chronic conditions, and provides info on cardiac risk, blood pressure checks, and FREE cholesterol screenings.

### Registered Dietitian

Meet one on one with Emily Montoya, Registered Dietician, to learn how food choices play a role in energy level, bone health, weight management, and risk for heart disease, diabetes, and some cancers.

### SBIRT Health Educator

Meet one on one with Lisa Thomas, SBIRT Health Educator, to learn healthy levels of alcohol use, alcohol and substance use risk to health, education about substance use, and, if necessary, referral to treatment.

### Health Coach

### Hispanic Health Coach

Culturally competent assistance for Spanish speaking patient who need help with SM goals, education, and removal of barriers to better health

### Prowers Co Community Referral Team

CERT: Assistance for you, your child, your family or someone you care about. Amy Hobbs, Project Coordinator, will help families with info about services in Prowers County, referrals, advocacy, case management, planning and problem-solving.

### Outreach Department

Becky Olivas and Maura Gonzales enroll eligible patients into assistance programs: CICP, HPC Slide, Migrant, Women's Wellness Connection, Medicaid, CHP+, and OB programs.

### Compassionate Drug Program

Pharmaceutical companies offer many assistance programs for patients who cannot afford their medications. See Rome in our dispensary.

### Mental Health

Mental Health Clinician, sees patients in our main medical facility to integrate physical and behavioral health.

### Provider Appointment

### Other: FREE TEXT

### Dentist / Dental Care

A healthy mouth is important for overall health. Some chronic diseases cause poor dental health and poor dental health contributes to some chronic diseases. See a dentist regularly