

# Partnerships that Promote Integrated, Multidisciplinary Training Models Increasing Healthcare Access for the Ohio Medicaid Population in a School-Based Health Center in an Appalachian Neighborhood

Saundra Regan PhD<sup>1</sup>, Daniel Hargraves MSW<sup>1</sup>, Diana McIntosh PhD APRN PMHCNS-BC<sup>2</sup>, Joe Kiesler MD<sup>1</sup>, Anisa Shomo MD<sup>1</sup>, Marilyn Crumpton MD<sup>3</sup>, Christopher White MD<sup>1</sup>, Kathryn Cosse MPH<sup>2</sup>, Kathleen Fulton MPH<sup>2</sup>

<sup>1</sup>Univ. of Cincinnati Dept of Family & Community Medicine, <sup>2</sup>Univ. Of Cincinnati College of Nursing, <sup>3</sup>Cincinnati Health Department



## Background

Cincinnati's East End neighborhood runs seven miles along the Ohio River, populated by a high concentration of residents of Appalachian descent since the 1800's. New residential development to the west along with central historical homes helps shape the economic diversity, including incomes over \$100,000 and 21% living below the poverty line.

The area's lower income residents include multi-generational families whose culture is characterized by its reluctance to engage with those considered outsiders. With the 2013 abrupt closing of the East End clinic that provided healthcare for the area, trust for those outside the community further eroded, presenting a challenge for those both seeking and providing services.



In May 2014, the Medicaid Technical Assistance and Policy Program (MEDTAPP) Healthcare Access Initiative (HCA) at the University of Cincinnati facilitated an innovative partnership between the Academic Health Center and local Medicaid- serving primary care and mental health clinics, including school-based health centers (SBHC).

Cincinnati Public Schools, Cincinnati Health Department, and Interact for Health formed a partnership to build a SBHC at Riverview East Academy to serve both students and the community. In September 2014, Riverview East SBHC opened as a clinical site for students and the community. Children's Home of Cincinnati (CHC) also has a satellite office for behavioral health care in the SBHC module. Through MEDTAPP, interprofessional learners from the Academic Health Center now have clinical experiences at Riverview East with the goal of further developing the integrated care infrastructure. Outreach efforts remain at the forefront for the center to retain and attract new patients. Some MEDTAPP and outreach activities thus far are described here.



## SBHC Community Outreach

- SBHC is staffed by one family physician, one nurse practitioner, one school nurse, one medical assistant, and one case work associate
- Two family medicine residents also spend a few clinical hours per month at the center
- Staff engages in outreach activities to increase consent rate for students and promote services as a primary care site for community members (Table 1 below illustrates some patient outcomes that may have resulted from outreach efforts)

### SBHC Outreach Activities

#### Community Members

- SBHC flyers in local businesses
- SBHC family physician attending community council meetings for services promotion
- SBHC staff coordinating with local businesses for family-centered community events
- SBHC family physician moved to community to establish trust and understanding of culture and needs
- Parents encouraged to make appointments for themselves during a child's visit

#### Students

- SBHC staff posted at school drop off area to promote student services
- SBHC staff coordinating with local businesses for family-centered community events
- SBHC family physician and learner-led after school wellness program



Table 1. SBHC User Outcomes Year 1 vs. Year 2

Age (years)	Unique Users Y1	Unique Users Y2	% Increase	Total Visits Y1	Total Visits Y2	% Increase
Under 5	35	43	23%	64	80	20%
5-18	388	434	12%	1122	1540	37%
19 and over	109	239	119%	263	743	183%
Totals	532	716	35%	1449	2363	63%

## Riverview East MEDTAPP Learner Integration

- Ohio Department of Medicaid-sponsored initiative aims to increase retention of care providers in high Medicaid populations in interprofessional care environments
- Learners come from the:
  - **University of Cincinnati:**
    - College of Nursing Psychiatric Mental Health Nurse Practitioner Post-Master's Certificate Program (one advanced nurse practitioner student)
    - Department of Family and Community Medicine/ Family Medicine Residency at The Christ Hospital (two residents)
  - **Cincinnati Children's Hospital Medical Center:**
    - Division of Child & Adolescent Psychiatry (one Community Mental Health fellow)
    - Division of Developmental and Behavioral Pediatrics (faculty and fellows)

L-R: Advanced nurse practitioner student Karen Ross NP, UC Family Medicine resident Annie Adams MD, and SBHC family physician Anisa Shomo MD at the student-planned fair at Riverview East.



## Riverview East MEDTAPP Learner & SBHC Activities

Learners with clinical time at Riverview East work with staff and providers at the SBHC and CHC on several initiatives and curriculum activities with the goal of increasing awareness of and improving care communication and guidelines among and between interprofessional partners.

### Effective Communication Curriculum (ECC)



ECC aims to improve and develop skills to increase provider effectiveness with patients with mental and behavioral health diagnoses. Learners audio record a patient visit to listen back and self-evaluate themselves in the visit domains of: (1) building a relationship; (2) gathering information through discussion; (3) understanding the patient perspective; and (4) reaching an agreement with the patient on how to move forward with care.

### Community Partner Project (CPP)

The CPP involves a research method approach to improving patient care and office protocols to serve the community and their needs specific to the SBHC and CHC. The project begins with identification of the culture of the community and patients, staff and providers, school administration, neighbors, etc. to assist in targeting a gap in care.

Partners decide on a research question, develop a project outline to collect data (surveys, interviews, focus groups), and build an intervention based on their initial findings. The intervention is implemented and further data is collected to measure any levels of success.



The current CPP at Riverview East is focusing on 6<sup>th</sup>-8<sup>th</sup> graders in the after school care program. The project is in its second year with the advanced nurse practitioner student and family medicine resident leading the intervention with the SBHC family physician. The first intervention of a six-week block of education sessions designed around improving self-esteem was completed in October. The sessions ended with a capstone event planned by the students during the six weeks. A second six-week session block is planned for Spring 2017.

### Interprofessional Case Conference

The Case Conference is an initiative designed to enhance collaborative care efforts across disciplines and practices at Riverview East. It includes all learners, staff and providers from the SBHC and CHC, and select faculty from each partner to develop and improve team care for patients. These occur four times per academic year.

The case conference introduces a new topic each session that addresses the core competencies for interprofessional education and practice including Teamwork, Values & Ethics, Roles & Responsibilities, and Communication. A faculty member presents a brief didactic, followed by a case presentation by a learner and a group discussion facilitated by faculty regarding a patient case that illustrates the competency.

Here, learners and providers build on each other's professional strengths and identify barriers and challenges to interprofessional care through open discussion on how to approach care for the patient in the case. This also assists in developing care protocols and guidelines within each office for internal and cross discipline care.

