

Patient Engagement in an Interprofessional Wellness and Care Coordination Clinic: The Richmond Health & Wellness Program



The 4th Annual Emswiler Interprofessional Symposium

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Program Overview

- Patient population:
 - Low-income seniors with high chronic disease burden and low health literacy
- Pilot site: Dominion Place apartments in 2012
- Community engagement grant through the VCU School of Nursing, later became HRSA government funded
- Expansion to 4 other sites owned by Better Housing Coalition and Richmond Redevelopment Housing Authority:
 - Carter Woods
 - Randolph Place
 - Fay Towers
 - 4th Avenue



Goals of Care

- Assist older adults to safely age in place
- Decrease ER utilization and improve health outcomes
- Provide interprofessional experience for VCU students before graduating into the workforce
- Provide exposure to geriatric care



Role of the Project Coordinator

- On-site clinical faculty
- Assistance with clinic operations
- Transitional care
- Care coordination



Services

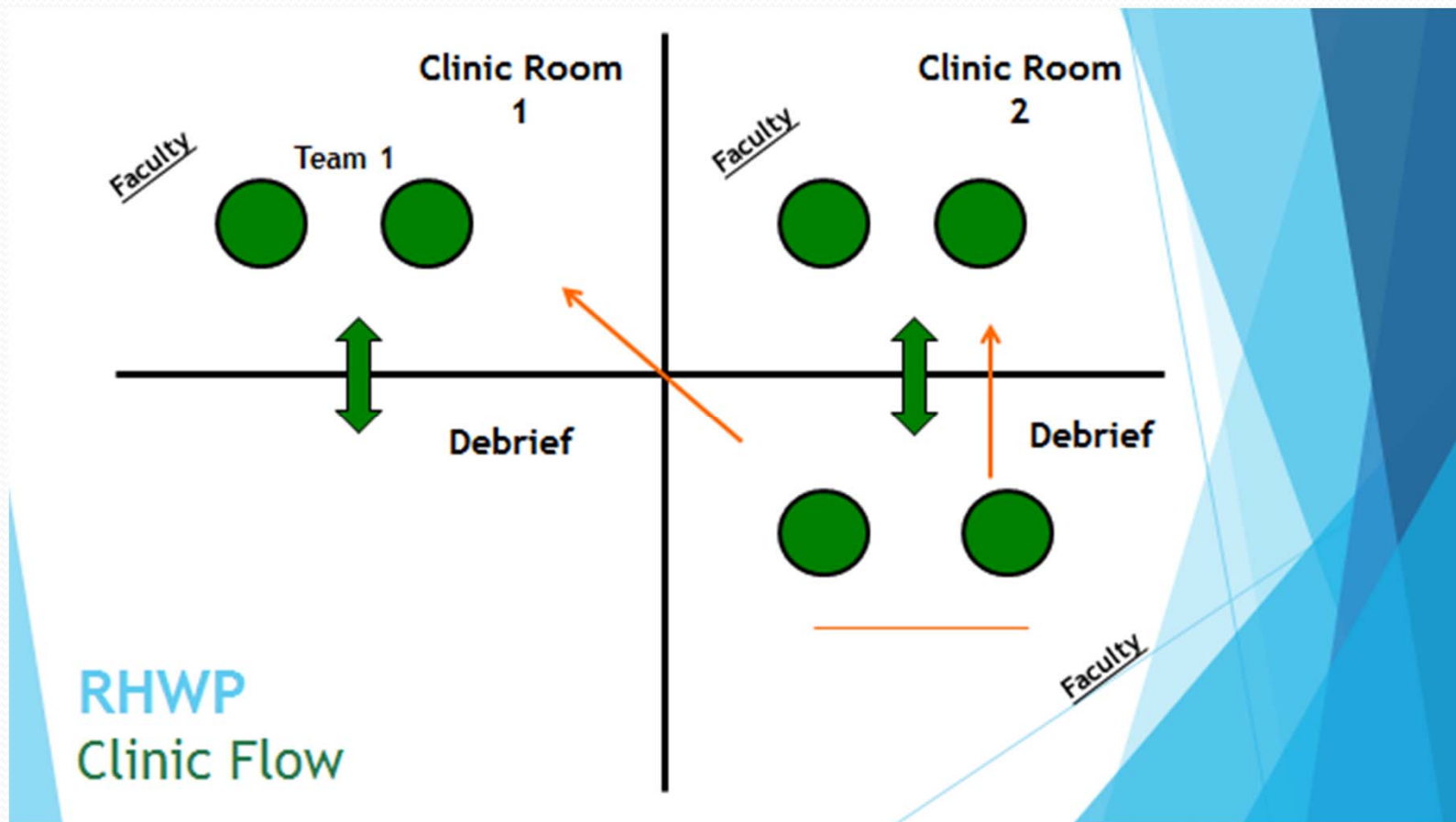
- Care coordination
- Surveillance
 - Diabetes
 - HTN
 - Medication counseling
 - Cholesterol monitoring
 - Weight management
 - Education
 - Triage
 - Post- hospital or facility discharge
 - Behavioral health at 2 sites



Interprofessional Teams

- Nursing, medicine, pharmacy, social work, and OT
- Learning goals include:
 - Interprofessional collaboration experience
 - Exposure to transitional care
 - Core geriatric competencies through the use of validated, age-appropriate screening tools

Clinic Flow





Patient Engagement

- Town hall meeting at each site before implementation of program
- Optional service that allows residents choose what services they'd like to have available
- Flexible model
 - Interprofessional team dynamics



Motivational Interviewing

- One training session per semester
- Students are taught how to:
 - Engage and empower residents to participate in their care
 - Assess their readiness for change



Engagement on Multiple Levels

- Students
- Faculty
- Building management
- Community healthcare providers



Barriers to Engagement

- Different culture at each site
- Lengthy grant-related measures
- Trust-building takes time
- Faculty numbers

Questions



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