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

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Elizabeth Pohoreskey, MSN, FNP-C
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

- Clinic Room 1
  - Faculty
  - Team 1
  - Debrief

- Clinic Room 2
  - Faculty
  - Debrief

RHWP
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