

GE-NMF PCLP/Matthew Walker Comprehensive Health Center Patient Needs Assessment

Adrienne NH Baksh

GE-NMF PCLP Scholar

University of Illinois at Chicago College of Medicine

Overview

- Introduction
- Background
- Methodology
- Results
- Discussion

Overview

- **Introduction**
- Background
- Methodology
- Results
- Discussion

Introduction

- Interests:
 - Maternal and child health
 - Urban Medicine
 - Community health
 - Teen sexual health
 - Long-term birth control
 - Global Health
 - Distance learning
 - Healthcare professional training
- GE-NMF PCLP Scholar, 2012
 - Matthew Walker
Comprehensive Health
Center, Nashville, TN



Adrienne NH Baksh
UIC College of Medicine
MD Candidate,
UMed Curriculum

Overview

- Introduction
- **Background**
- Methodology
- Results
- Discussion

Background

- Importance of creating relationship with community
- 200 hours limits time for background research
- Needs assessment= Searching

“A Searcher admits he doesn’t know the answers in advance...A Planner believes outsiders know enough to impose solutions. A Searcher believes only insiders have enough knowledge to find solutions, and that most solutions must be homegrown.”


- *The White Man’s Burden: Why the West’s Efforts to Aid the Rest Have Done So Much Ill and So Little Good* by William Easterly.

Overview

- Introduction
- Background
- **Methodology**
- Results
- Discussion


Methodology

- Cross-sectional study
- 50 patients
- English and Spanish
- Survey
 - Primary health issues
 - Health-related goals
 - Interest and availability for health programs
 - Alternative methods of health education
- UDS Info



"The groundwork of all happiness is health."
-James Leigh Hunt

Nosotros los miembros de de GE-N residentes de Nashville tengan u ofrecen varios programas y clas encuesta nos ayudará a aprender sugerencias de cuales servicios po



"The groundwork of all happiness is health."
-James Leigh Hunt

We at the GE-NMF Primary Care Leadership Program want the residents of Nashville to have a happy and healthy life. Community health centers offer a variety of programs and classes to help you be you healthiest. The following questionnaire will help us learn more about you and your health care needs. Feel free to offer any suggestions as to what services we can provide to help you have your happiest and healthiest life!

¿Es MWCHC su proveedor de atención médica? Y/N

¿Cuáles servicios médicos recibe de MWCHC?

¿Recibe atención médica de otros centros de atención médica? Y/N

___United Neighborhood Health Services
___Vine Hill Clinic
___Nashville General Hospital at Metcalf

¿Con qué frecuencia viene a MWCHC?

¿Qué modo de transporte usa para venir a MWCHC?
___Conduzco ___Alguien me conduce ___Autobús ___Otro: _____

¿Cuánto se demora para llegar a MWCHC?

¿Tiene alguna pregunta sobre su salud?

(Si quiere respuestas, dénos su información de contacto: _____)

¿Tiene metas para mantener buena salud? Si sí, ¿cuáles son?
___Sí, ___No

¿Has probado lograr estas metas en el pasado? Si sí, ¿ha obtenido algún éxito? Si sí, ¿qué cree que podría ayudarle a conseguirlo?
___Sí, ___No

¿Qué tipo de apoyo puede ofrecerle MWCHC?

¿Cuáles es la probabilidad de que venga a clases? ___Muy probable ___Poco probable ___No sé

¿Qué tipos de programas podríamos ofrecerle?
___Clases ___Grupos de apoyo ___Otro: _____

¿Ha sido diagnosticado alguien en su familia con Diabetes Hipertensión o Pre Hipertensión? Y/N

¿Tiene algunas enfermedades crónicas? Si/N, ¿qué preguntas tiene sobre cómo manejarlas?
___Sí, ___No

Is MWCHC your primary healthcare provider? Y/N

What healthcare services do you receive from MWCHC?

Do you receive medical care from any other community health centers? Y/N

___United Neighborhood Health Services ___Emergency Room (Hospital: _____)
___Vine Hill Clinic ___Other: _____

How often do you come to MWCHC?

What mode of transportation do you use to get to MWCHC?
___I drive myself ___Someone drops me off ___Bus ___Taxi ___Walk ___Other: _____

How long does it take you to get to MWCHC? _____

Do you have any questions about your health?

(If you would like answers to these questions, please provide contact information: _____)

Do you have any health-related goals? Y/N

If yes, what are they?

Have you tried to accomplish these health-related goals in the past? Y/N

If yes, did you have any success? If yes, for how long were you successful?

What do you think could have helped you continue to be successful?

What kind of support do you think MWCHC can offer to you to help you be more successful at achieving your health-related goals?

How likely are you to attend classes or workshops at MWCHC? ___Not likely ___Somewhat likely ___Very likely

What kinds of programs could we offer that would interest you?

Have any of your family members been diagnosed with one of the following:
Diabetes Hypertension Cancer Stroke

Overview

- Introduction
- Background
- Methodology
- **Results**
- Discussion

Results

- GE-NMF/MWCHC Patient Needs Assessment Report
- Nashville health stats
- PPACA, 2014 and FQHCs
- MWCHC UDS Info
- Needs assessment design and analysis

GE-NMF PCLP/Matthew Walker Comprehensive Health Center Patient Needs Assessment

Adrienne NH Baksh, GE-NMF PCLP Fellow, MD Candidate, University of Illinois at Chicago College of Medicine
 Site Mentor: Dr. Michele Williams, Medical Director, Matthew Walker Comprehensive Health Center
 Faculty Advisor: Dr. Carol Freund, Assistant Professor, Dept. of Professional Medical Education, Meharry Medical College
 Site: Matthew Walker Comprehensive Health Center, Nashville, TN, July 16-August 17, 2012

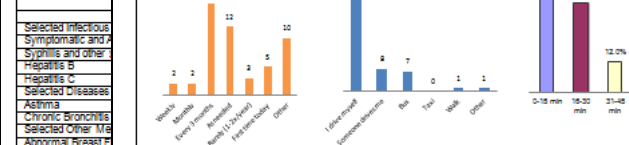
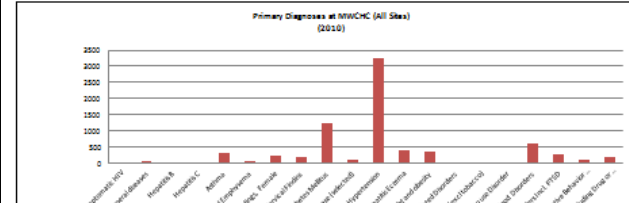


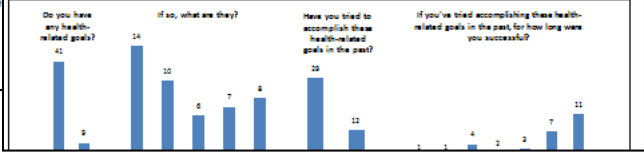
Fig. 8: MWCHC Needs Assessment Survey Patient Logistics Information: #, Visit Frequency and Transport

- Selected Infectious
- Symptomatic and Asymptomatic
- Syphilis and other
- Hepatitis B
- Hepatitis C
- Selected Diseases
- Asthma
- Chronic bronchitis
- Selected Other
- Abnormal cervical
- Abnormal cervical
- Diabetes Mellitus
- Heart Disease (see
- Hypertension
- Contact Dermatitis
- Overweight and Obesity
- Selected Mental
- Alcohol Related
- Other Substance
- Tobacco use
- Depression and
- Anxiety Disorders
- Attention Deficit
- Other Mental

Needs Assessment Design
 Center in Nashville
 health issues, for
 MWCHC. Surveys
 have the survey
 answers were

Among patients who reported having health-related goals, the top categories were weight loss (34%), health eating (24%), smoking cessation (20%), hypertension management (17%), and exercise (15%) (Fig. 9). Seventy percent of these patients reported that they had tried accomplishing these goals in the past and of those who attempted, 38% reported no success, 24% reported being successful still, and of those who had temporary success, the greatest proportion (14%) reported success for 1-6 months. Very few were able to list things that would have helped them to be more successful and many did not ideas for what MWCHC providers could do to help them achieve their goals. After being led with examples of possible programs that MWCHC could offer to interest them, many expressed interest in exercise and nutrition classes. There was a nearly even distribution in patients' likelihood to attend classes or workshops at MWCHC, with 34.9% stating that they were very likely, 27.9% somewhat likely, and 37.2% not likely to attend. For most, timing and transportation time were the determining factors. There was little difference in day/time availability, but weekdays were preferable to weekends for activities (Fig. 10).

b).



Overview

- Introduction
- Background
- Methodology
- Results
- **Discussion**

Discussion

- **Targeting non-English-speaking patient population**
 - Spanish
 - Amharic
- **Strengthening MWCHC's relationship with surrounding community to east of center**
 - Most patients within 15 miles east of center
 - MWCHC staff concerned about possibility of losing patients post 2014
 - Patients planning to continue to receive care at MWCHC sited distance as primary factor
- **Primary health concerns and needs of patients**
 - Hypertension
 - Diabetes
 - Weight loss
 - Exercise
 - Nutrition
 - Smoking cessation
- **Addressing patient psychological needs**
 - Smoking cessation
 - Weight loss
 - Stress management

Discussion

- **Helping patients maintain and continue health improvement**
 - Most patients reported visiting MWCHC every 3 months
- **Existing MWCHC patient health education programs**
 - *Dial Down Diabetes* program
 - *Diabetes Days*
 - *Sickle-cell Days*
 - MWCHC free exercise classes
- **Best methods to deliver health information to patients**
 - Handouts/brochures
 - Patient education on *Diabetes Days* or *Sickle-cell Days*
 - Phone calls to reach patients at shorter notice
 - Community outreach
 - Churches
 - Community centers
- **National Health Center Week**
 - Second week of August
 - Offers great opportunity to reach patients for those scholars scheduled to work during this time

Discussion

- **Challenges:**
 - **More success with regularity**
 - Difficulty recruiting for one-day program with short span for advertising
 - Work cooperatively with preexisting MWCHC programs
 - **Pediatrics limited**
 - Choose broad pediatric patient populations
 - **Upcoming health care changes in 2014**
 - Interest in comparison to data before health care changes

Acknowledgements

- GE
- National Medical Fellowships
- Matthew Walker Comprehensive Health Center
 - Dr. Michele Williams, Site Advisor
 - Keith Belton, Development Director
 - Ta'Rese Gardner, *Dial Down Diabetes* Case Manager
 - Markeith Braden, Corporate Compliance Officer
 - Veronica Brown
 - Krystal Massey, Health Educator
 - Jeffrey McKissack, CEO
 - Vikeeta Coleman, CFO
 - Cynthia Pitts, Board Chair
- Meharry Medical College
 - Dr. Carol L. Freund, Faculty Advisor
- Spanish Proofreaders
 - Militza Machuca Franco
 - Charlene van Dijk
 - Felipe Jacome
- Additional Surveyor
 - Wanda Averhart Atkins, GE-NMF PCLP Scholar



Thank you,
Ms. Adrienne NH Baksh
GE-NMF PCLP Scholar
Summer 2012
MD Candidate, UIC College of Medicine