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

Adrienne NH Baksh
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Overview

• Introduction
• Background
• Methodology
• Results
• Discussion
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• 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

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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.
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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

UDS Info

We at the GPHA primary care assistant 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 healthier. The following questionaire 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 healthiest and healthiest life.

UDS Info

We are the GPHA primary care assistant program. How do you get to MWAHC?

How often do you go to MWAHC?

What do you do when you get to MWAHC?

What kind of care do you receive from MWAHC?

What is the impact of MWAHC on your health?

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

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

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