

AHEC Team Report Form

Regional AHEC: Northern RHEC, Winding Roads & Kanawha Valley RHEP – collaboration

Dates of AHEC rotation: 7/6/2006 to 7/24/2006

Students/Residents Participating:

Name	Discipline	School/Residency Program
Erica Master	Pharmacy	WVU
Tara Drake	PA	George Washington Univ.
Rosalind Jones	PA	George Washington Univ.
Jane Klaes	Family Medicine Resident	Michigan State Univ.
Jessica Robinson	Pharmacy	WVU
Melanie Sayre	PA	MSU
Rebecca Taylor	Medical	WVSOM
Mark Wilhelm	Medical	WVSOM
Ghazaleh Zavareh	Nursing	WVU

Preceptor(s) in charge of AHEC team:

Dr. Sarah Chouinard

Continuing education of faculty development events (*please include number of people attending, broken down by faculty, students/residents, and community members*):

n/a

AHEC Team Member education:

Team held weekly meetings at Clay Primary Care, Inc. At the first meeting, Dr. Chouinard spent considerable time discussing the type of care provided at Clay and the unique Chronic Care Model that is being piloted at same. She and Dr. Jane Klaes, the resident leading the team, challenged the IDT to identify several issues discussed and had the IDT narrow these issues down to patient and provider education. Lew Holloway discussed team project parameters, expectations and goal setting in the first meeting. At subsequent meetings, Dr. Chouinard and Klaes presented a case study that built on information provided weekly, culminating with the final diagnosis at the final weekly meeting.

Counties assessed by students/residents:

Clay County

Healthy People Objective(s) addressed:

The team addressed **Diabetes objective 5.9**, increase to 52% the proportion of persons with diabetes who have received diabetes education in the past year from someone other than their physician, such as a registered dietician or certified diabetes educator. (Baseline: 29.5% in 1997). **Smoking Cessation objective 27.4**, increase to at least 80% the proportion of health care providers who routinely advise cessation and provide assistance and follow-up and document charts for all their tobacco-using patients. **Physical Activity & Fitness objective 22.7**, increase to 60% the proportion of respondents who reported receiving advice and/or counseling from their primary and/or allied health care providers regarding their physical activity practices. **Substance Abuse objective 26.1**, increase the number of persons who receive

residential and outpatient treatment according to their needs by 5% for adults 18 and older and by 2% for adolescents.

Assignments given students/residents:

1. Contact health department, physician's offices, FRN, churches, senior centers, YMCA, Pretera, school system, & wellness center to research programs/classes offered, including: format, times, location, content, cost, sign-up procedure, contact person, how long classes have been running, if they are grant-dependent, and telehealth capacity.
2. Compile list in Word, copy and distribute list to Health Department, physician's offices, FRN, school system, senior center, Pretera, & wellness center.
3. Give list to health department for web posting on their site. This assignment was not completed.
4. Determine contact at health department to update list quarterly. This assignment was not completed.
5. Survey patients at PCS to determine level of awareness of classes offered.
6. Compile survey results.
7. Inform providers of survey results

Pew Competencies selected by students/residents: *(number in parentheses is number of students who selected that competency):*

The paperwork for the Pew Competencies was mistakenly shredded. This information is unavailable for this IDT.

Interventions implemented by students/residents *(include brief description of intervention, including number of community members impacted):*

After several attempts to visit and speak with representatives from the health department, physician's offices, FRN, churches, senior center, YMCA, Pretera, school system, & wellness center the Team compiled a listing of the health/fitness related classes available in and around Clay (town of). This information was shared with eight organizations throughout the local community. Organizations were encouraged to share this information with their client base. Also, the information will be distributed during the next scheduled Clay Primary Care, Inc. staff meeting and will be distributed by staff (when appropriate) to patients.

In addition, a short survey was conducted in the waiting room of Clay Primary Care, Inc. to determine what programs/classes identified by the IDT were known to patients visiting that day. Three students interviewed 7 patients. See attached data.

Sample of data collected:

See attachments.

Summary of community interventions:

After several attempts to visit and speak with representatives from the health department, physician's offices, FRN, churches, senior centers, YMCA, Pretera, school system, & wellness center the Team compiled a listing of the health/fitness related classes available in and around Clay (town of). This information was shared with organizations throughout the local community and will be distributed by clinical staff when appropriate to patients of Clay Primary Care, Inc.

In addition, a short survey was conducted in the waiting room of Clay Primary Care, Inc. to determine what programs/classes identified by the IDT were known to patients visiting that day. Three students interviewed 7 patients. See attached data.

Findings of the AHEC Team:

1. The team was surprised to learn that in such a small community this information was not better distributed/ known by community members and possibly more important the medical staff of the host facility.
2. During the gathering of information, several team members indicated they were received suspiciously by agency staff and attributed this to the fact they were from out of the community and not known by community members.
3. Organizations were interested in providing classes but were unable to find resources to do so. This included funding, trained personnel.
4. Team members initially felt the project was stalled and would not go anywhere, but when the information was finally put together and distributed the community seemed to give the students the impression it was valuable.
5. During the brief waiting room survey of patients to determine awareness of programs/classes available the students were surprised more did not know about the programs/classes.
6. The face-to-face interaction with community was more successful in gathering info than attempts to do so by phoning.
7. It was good to interact with students from different disciplines, but the nature of this particular project did not permit very much interdisciplinary exchanges outside of the case study portion of the project.
8. Students beginning their rotation in the middle of month felt awkward joining the team and found it difficult to contribute significantly.

Recommendations of the AHEC team:

1. Follow-up to see if the distribution of this info increases the enrollment of identified programs/classes.
2. Expand outside of Clay area.
3. Develop website w/updates on classes.
4. ID a community individual who would be willing to input updates of programs/classes onto website.

Data Collected

Clay County Health Department

P.O. Box 36, Clay WV 25043 (304) 587-4269

- *Childbirth and Breastfeeding Education Classes*
 - Topics covered: breast feeding, anatomy during pregnancy, newborn care, and labor/birthing process. Informational sessions and discussion is encouraged.
 - Class is offered last Monday of each month from 1-3 pm
 - Primarily serves Right From the Start and WIC clients but the public is welcome to attend
 - Anyone can go to class (family members, dads, anyone in the community)
 - Can accommodate up to 75 per class
 - Class is offered first Monday of each month
 - Free of charge
 - Class is taught by a registered nurse
- *Chiropractors*
 - Third Wednesday of each month
 - Insurance is not billed, but patients are given receipts to submit to insurance. \$40 for the initial visit.
 - Appointment required. No referral required. As of now walk-ins can be accommodated.
 - Call 286-2905 to make appointment.
- *DNA Testing*
 - Paternity testing
 - Must be referred by DHHR
- *Drug Testing*
 - Social worker, Heather, can provide substance abuse counseling services.
 - Must be referred by DHHR
- *Environmental Health*
 - Well permits, septic system permits, food handlers class (4 times a year – anyone serving food to the public must have a permit); inspects schools, restaurants and retail stores; bacterial test for water.
 - Daily (April, July, October, January, subject to change)
- *Family Planning and Breast and Cervical Cancer Screening Program*
 - These services are also provided by Primary Care Systems
 - Family Planning
 - Covers annual exam (if under age of 30 perform test for chlamydia/gonorrhea), oral contraceptives, depo-provera, ortho evra. Condoms available. Sterilization may be covered depending on funds in the program
 - STD program – follow-up with fluid contacts, will start doing confidential HIV testing with pre- and post counseling
 - Occurs one Tuesday a month (either the 2nd or 4th Tuesday of the month)
 - Available to the under insured or those without insurance
 - Sliding scale fees apply
 - BCCSP
 - No patients under the age of 25
 - Fee scale
 - Call to make appointment
- *Immunization*
 - Anyone 18 and younger
 - Can provide Gardasil (HPV vaccine) to anyone up to age 18.
 - Guidelines apply

- Given every Monday (8-3:30) and the remainder of the week (call to make sure a nurse is available)
- *Medicaid Waiver*
 - Homemakers' services for aged and disabled. Based on how well individuals are able to care for themselves, they are allotted so many homemaker services hours per week. Homemaker services includes: beds/baths, cooking, errands.
 - Guidelines apply
 - Contact our office for referral before being admitted. WV Bureau of Medical Services approval after WVMi assessment. Nancy at the Health Dept can be of help is more information is needed.
- *Right From the Start Program*
 - Participants are high risk infants and prenatales, offer home visits, preventive medical care. A nurse follows patient through pregnancy. Program stresses the importance of a prenatal vitamin, smoking cessation, avoiding alcohol/drugs during pregnancy. Home visit upon admission in the program is a must.
 - Anyone with a medical card can be admitted to the program. We will also assess anyone in the community regardless of income. Reimburse patients 44.5 cents a mile for doctor visits. Must live in Clay County.
 - Daily
 - Program is coordinated by registered nurses
- *WIC (Women, Infant and Children Program)*
 - Can accommodate anyone in the community that falls within the income guidelines
 - Guidelines apply
 - Services provide Monday, Wednesday and Friday from 8am to 4 pm

Clay Fitness Center

Panther Drive, Clay, WV

- Open to the public M-F 10am-8pm & Sat 10am-2pm
- Membership is \$17 per person per month (each additional person residing in the same home can join onto membership for \$7 each)
- Call fitness center to see if they are holding any individual classes (aerobic, yoga, etc.)
- Phone: (304) 587-9938

Clay Primary Care Systems

125 Center Street P.O. Box 147 Clay, WV 25043 (304) 587-7301

- *Asthma*
 - Basic asthma, controlling triggers, monitoring and managing asthma
 - Format: group
 - Three one-hour sessions
 - Free of charge
 - Contact: Ruth Bass 587-7301
- *Diabetes*
 - Diabetes basics, glucose monitoring, exchange lists, shopping, exercise
 - Format: Group. Telehealth from Tri-County Health or live at PCS in Clay
 - Four weekly one-hour sessions
 - Free of charge
 - Contact: Ruth Bass 587-7301 or Faith Moore 924-6262
- *Healthy Lifestyles*
 - Shopping, good carbohydrates/bad carbohydrates, healthy snacks, exercise
 - Format: group or individual

- Four one-hour sessions (call for times)
- Free of charge
- Contact: Ruth Bass 587-7301
- *Obesity in Schools*
 - Exercise, nutrition
 - Format: Group. Second to 6th graders in Clay schools
 - Thurs 11-1 (continuous during school year)
 - Free of charge
 - Contact: Ruth Bass 587-7301
- *Smoking cessation*
 - American Cancer Society's "Freedom from smoking" course - smoking cessation aides, establishing support network, setting quit date, staying smoke free
 - Format: group
 - Six weekly one-hour sessions (call for times)
 - Free of charge
 - Contact: Ruth Bass 587-7301

Diabetes Support Group

- Being formed.
- Call Debbie Friend at County Extension 587-4267 for more info.

Dining with Diabetes

- Called "Dining with diabetes", the course includes HgbA1c testing, BP monitoring, information booklet on DM, education on sweeteners, fats, vitamins and minerals, exercise, recipes, cooking school and tasting, as well as a 3-month follow-up.
- Four weekly two-hour classes, up to 25 participants plus their caregivers.
- Call Debbie Friend at 587-4267 for more info.

Head Start

P.O. Box 628, Clay WV 25043 (304) 587-1169

- Monthly classes for parents of children in head start. Parenting, budgeting, obesity, lead poisoning.
- 2 hour classes, ongoing
- Judy Vaughan 587-1169

Prestera

- *Alcoholics Anonymous*
 - Thursdays 7:00 pm
 - 163 ½ Main Street, Clay WV Prestera Cafeteria

WVU Extension Service

- (304) 587-4267

Community Awareness Survey Results

Organization	Program	Number Aware	Number Unaware
Clay Fitness Center	Membership	7	0
Clay Co Health Dept	Childbirth and Breastfeeding Education	5	2
	Chiropractor	2	5
	DNA Testing	2	5
	Drug Testing	3	4
	Environmental Health	5	2
	Family Planning and Breast and Cervical Cancer Screening	5	2
	Immunizations	6	1
	Medicaid Waiver	5	2
	Right From the Start	4	3
	WIC	6	1
Clay Primary Care Systems	Asthma	4	3
	Diabetes	6	1
	Healthy Lifestyles	6	1
	Obesity in Schools	4	3
	Smoking Cessation	6	1
Prestera	Alcoholics Anonymous	6	1
Head Start	Parent Workshops	6	1
WVU Extension Service	Dining with Diabetes	1	6

Total Number Surveyed =7