Medical Education and Health Care: The Role of The Arc in a Unique Partnership

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The Arc National Convention, Seattle, 2013

The Arc
Lehigh & Northampton Counties

Lehigh Valley Health Network
A PASSION FOR BETTER MEDICINE.

Who We Are

- Largest academic community hospital in PA
- Largest Level 1 Trauma Center in region
- Certified Stroke Center
- Employees – 9,800
- Medical Staff – 1,200+
- Nurses – 2,334

- Magnet Hospital
- 163,000 ED visits
- 68,602 admissions
- 981 acute care beds
- 3 hospital campuses
- Revenues over $1 Billion

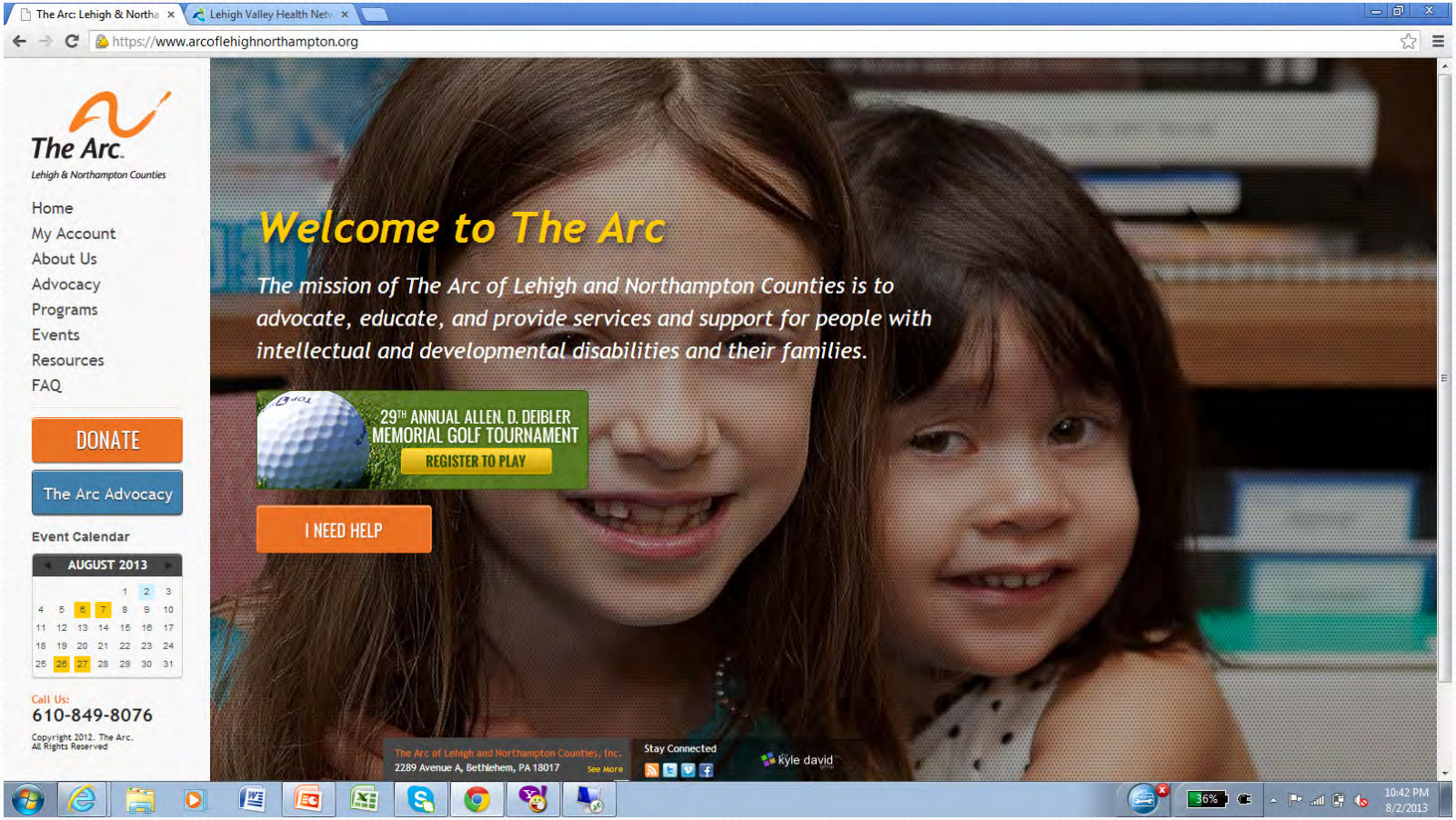

Cedar Crest


17th Street

Muhlenberg

Health Centers

The Arc of Lehigh and Northampton Counties



The Arc of MA Report, 2008 findings

- Health care professionals lack sufficient training in and exposure to patients with ID/DD
- Lack of direct communication between health care professionals and patients with ID/DD
- Lack of resources across agencies, community
- Adults with ID/DD continue to remain with their pediatricians' programs, and medical offices
- The need for formal care coordination

Collaborative efforts

- Lehigh Valley Family Health Center- Health care of vulnerable populations
- The Arc of Lehigh and Northampton Counties- Advocacy for quality of life (including health care) of a vulnerable population

Medical Home Project (MHP)

Medical Home Project (MHP)

Mission Statement:

The Medical Home Project is committed to improving the quality of health care for individuals with disabilities by educating medical personnel about patient-centered care, respectful communication, and effective coordination of *community-based resources.*

MHP team

- Established in 2007
- Currently has 30 individual members
- Member agencies- The Arc, LVCIL, PA Elks Home Services program, Health Care Quality Unit, Good Shepherd Rehabilitation Hospital, Residential service providers, Patients with disabilities, Parents of children and youth with disabilities, LVHN's Depts. of Family Medicine, Pediatrics and Internal Medicine, LVHN (*Dept. Of Obstetrics and Gynecology)

MHP Vision Statement

The Medical Home Project, Lehigh Valley Health Network of Family Medicine, will integrate its model program of patient-centered care into all medical practices in the Lehigh Valley Region. All persons involved in health care for individuals with disabilities will be educated on ways to provide care that is accessible, continuous, comprehensive, patient centered, coordinated, compassionate, and culturally competent

The two major goals of MHP

1. Educate health care providers in care of people with disabilities
2. Improve health care and quality of life of individuals with disabilities through practice improvement

#2 can be achieved only by achieving #1.

MHP works on **IFIR** format (**I**dentification of barriers/ problems, **F**inding solutions, **I**mplementing changes, **R**evisiting the changes implemented)- similar to the Plan, Do, Study, Act (PDSA)model

How does MHP work

- Monthly one hour meetings
- One member presents about their organization at each meeting- assists in educating the team members
- The agenda items - Patient care issues, Education issues, Transition, Research, Upcoming events and conferences and other items as they come up
- Minutes distributed and filed systematically
- Participants on phone (for convenience, increased participation)
- Group email list/MHP coordinator

Role Of The Arc

- Integral member with leading role in MHP
- Steering committee member
- Arc members have assisted in most decisions made in the past years
- MHP Director, Physicians, Residents tap into their expertise on all occasions
- Executive Director (Karen Grady) and Director of Programs(Michelle Townsend)are members of MHP

Accomplishments of MHP

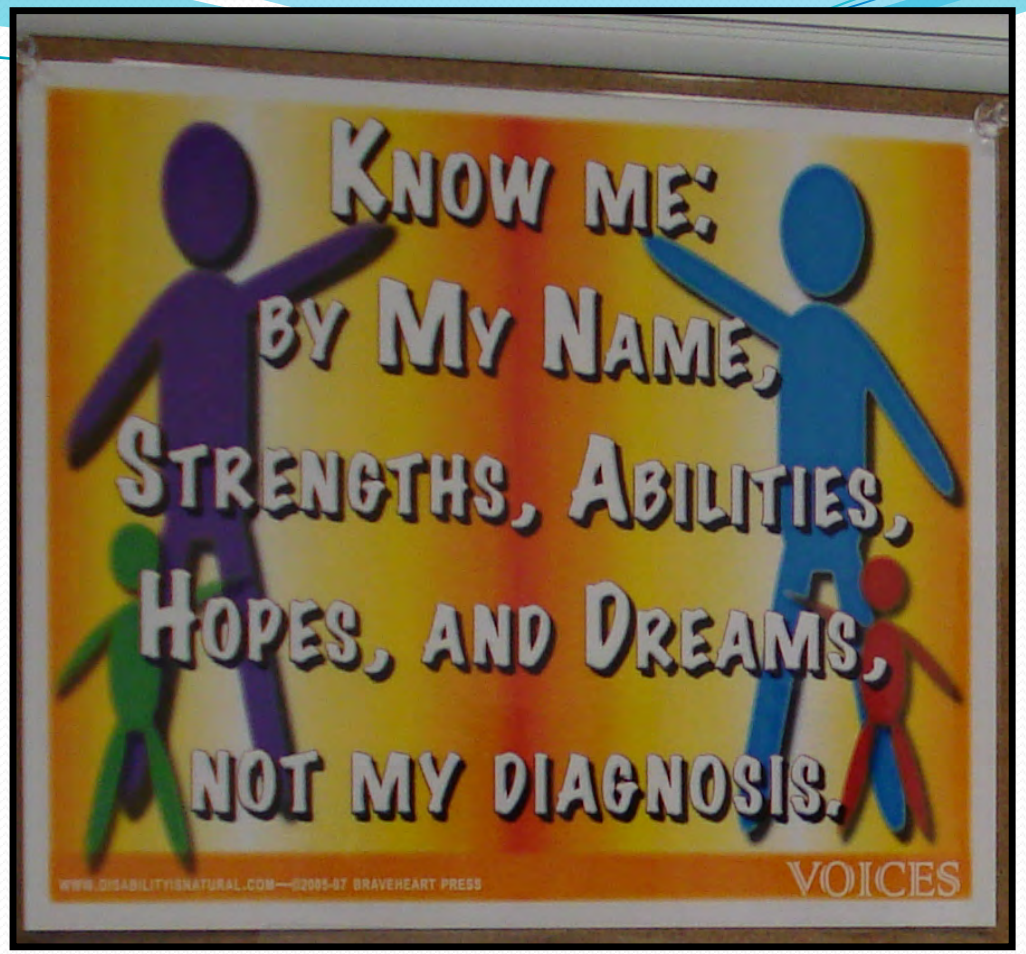
- Patient care and Practice improvement
- Education of health care professionals- Patients with Disabilities as Teachers(P-DAT) program
- The MHP Art Show, 2012
- Grants and Awards
- Presentation and Publications

Patient care and Practice improvements

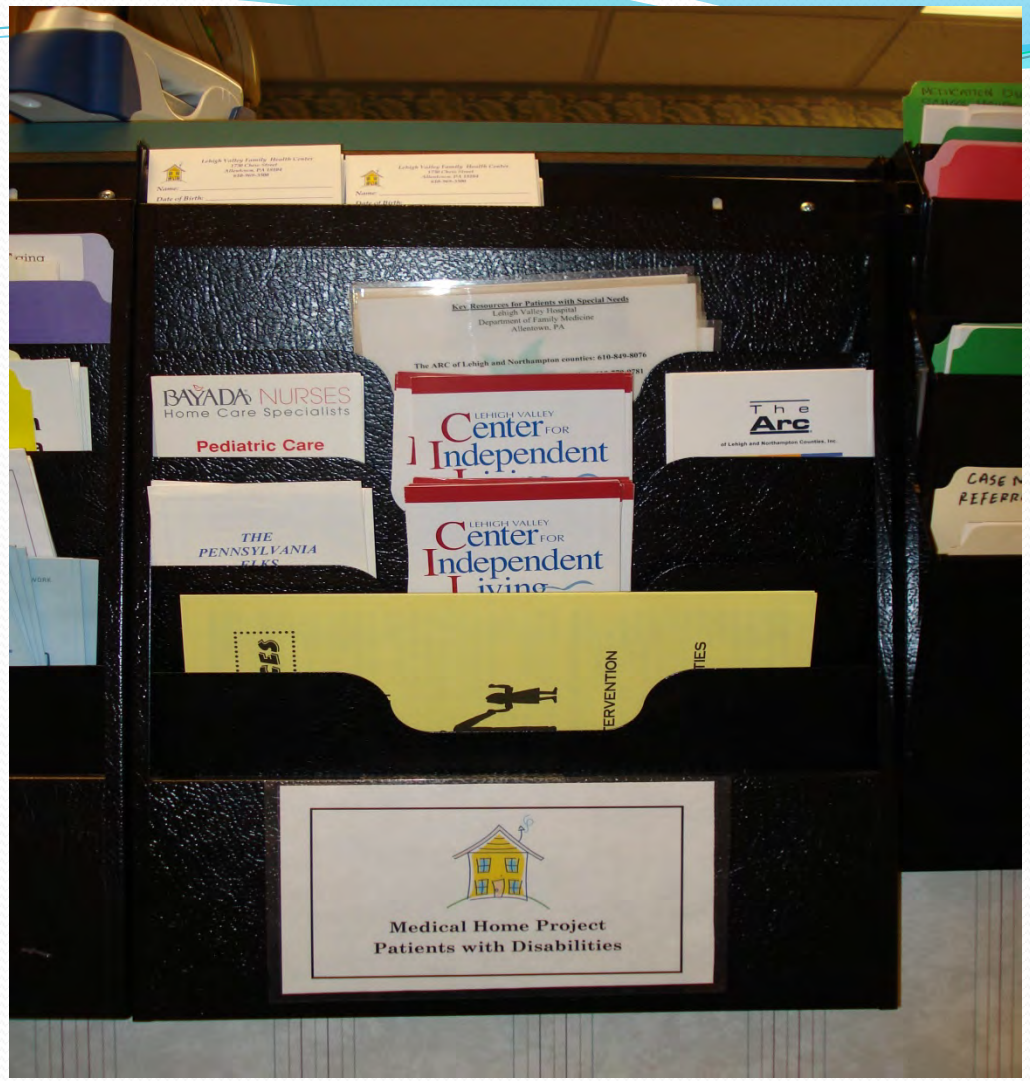
- Physical Changes, Personnel changes
- System changes
- Collaborations/Partnerships
- Dissemination of the efforts

Physical Changes

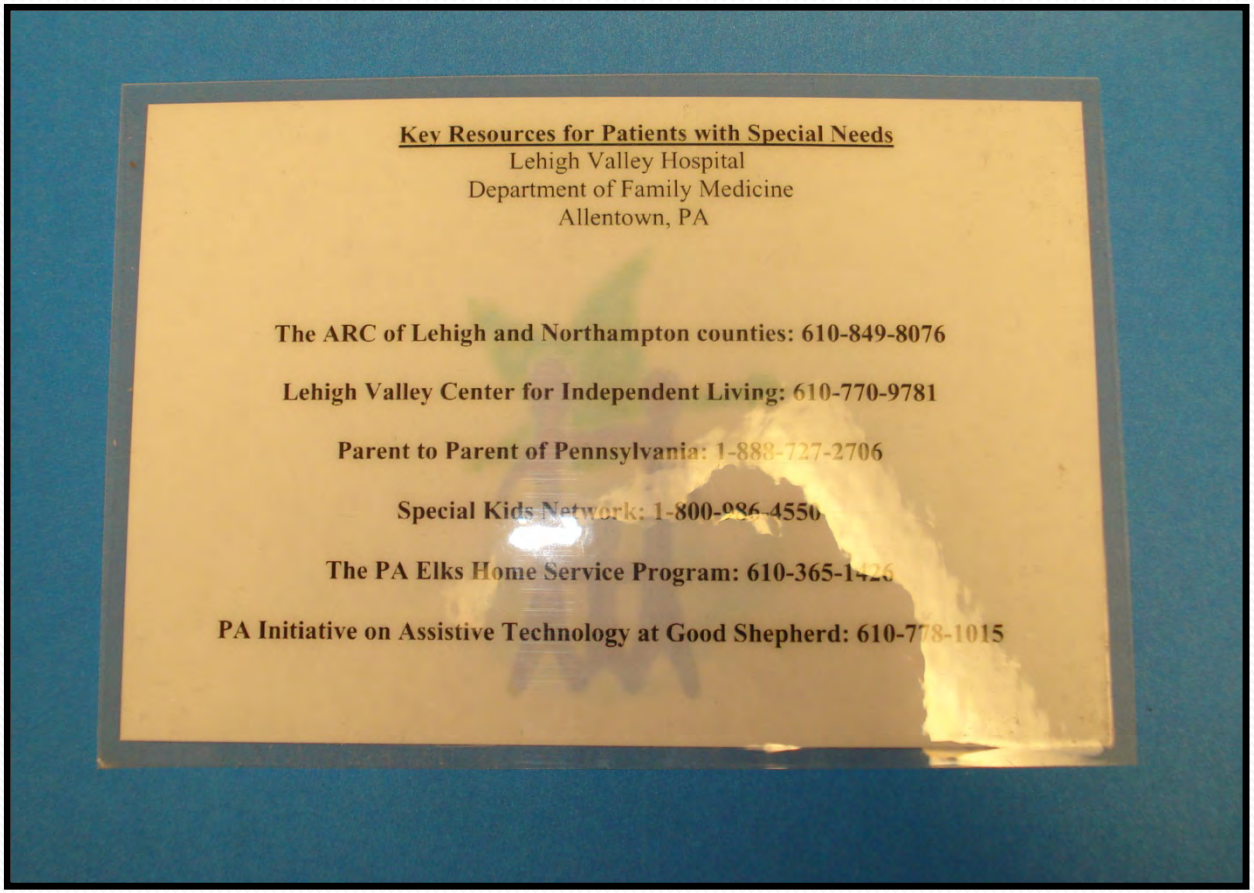
- Sensitivity Posters
- Wall pockets
- Resource cards
- Medical summary wallet cards
- MHP Information packets
- Staff feedback forms



Sensitivity Posters in Patient Rooms



Wall pockets with information brochures



Laminated resource cards for patients with six key resources

Medical Wallet Cards for patients

MEDICAL HOME PROJECT

AGENCY STAFF FEEDBACK FORM
(following medical appointments)

Name of Patient: _____
Date of Appointment: _____
Name & Title of Accompanying Caregiver: _____
Name of Agency: _____

Performance Assessment during Visit:

1. **Did the caregiver come prepared with the necessary paperwork/information?**
   Well Prepared / Somewhat Prepared / Not Prepared
2. **Was the caregiver willing to obtain the necessary information?**
   Yes / No / Not Applicable
3. **Did the caregiver demonstrate concern for patient's comfort and well-being?**
   Yes / No
4. **Was the caregiver attentive and not distracted (e.g., on cell phone) during the visit?**
   Yes / No
5. **Did the caregiver show interest in the patient's condition/treatment plan?**
   Yes / No

Additional Comments:

_____
_____
_____

Name and signature of FHC staff person completing this assessment:

_____
Print Name

_____
Signature / Title

Lehigh Valley Family Health Center, Allentown, PA

Personnel

MHP TEAM

- MHP Care coordinator (Tasha Creazzo)
- Transition Coordinator (Damary Patton)
- Patient advisors (Rebecca Dubin)
- Parent advisors (Cheryl Dougan, Trieste Kennedy, Ellen Hunt, Lori Deturck)
- Patient educators in P-DAT (Patients with disabilities as teachers) program (Cheryl Dougan, Trieste Kennedy, Lori Deturck and Rebecca Dubin)
- Resident Leaders (Rebecca Royce Hickey)
- Medical Student Champions (students have advocated for educational P-DAT in their medical schools) and have presented at conferences

System Changes

- Flagging of charts to identify patients
- 40 min appointments (for new patient visit and annual physicals)
- MHP Registries based on ICD codes for all MHP patients for assigning PCPs and future research
- Templates for Physical exams- Quick text
- Email List(Fam_Med_MHP@lvhn.org)
- Dedicated phone line

Collaboration and Partnerships

- Network level: IM, Pediatrics and ObGyn
- Lehigh Valley: MHP team, Partnership for a Disability Friendly Community (PfaDfc)
- Regional: Family Medicine Educational Consortium(FMEC)
- State level: Pennsylvania Academy of Family Physicians(PAFP), Pennsylvania Chapter of the American Academy of Pediatrics(PA AAP)

Collaborations

- National Level: National Curricular Initiative in Developmental Medicine(NCIDM), Alliance, Society of Teachers of Family Medicine (STFM)
- Others: Schwartz Center, Inglis House and Foundation, Several universities

Communication/Dissemination

- E-mail list Fam_Med_MHP@lvhn.org
- Website (in progress)
- Facebook (Medical Home Project)
- Presentations at conferences: Medical students, Residents, Patients, Parents, Faculty
- MHP Grand rounds by MHP team
- Publications : Medical students, Residents, Patients, Parents, Faculty
- MHP art and music show at LVHN, March 7, 2012

Patient and advocates training the physicians: Hospital Grand Rounds

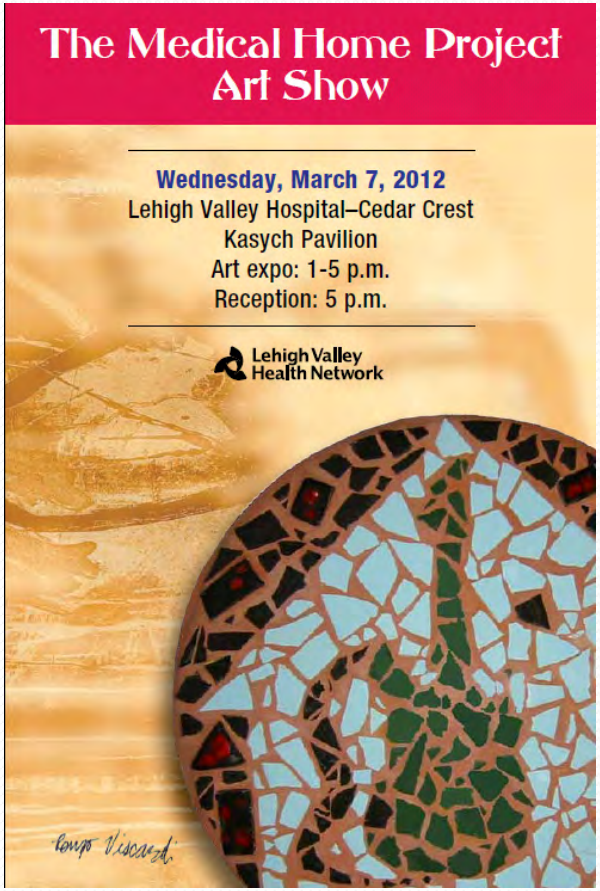
Our patient and our Residents: the doctor-patient bond made forever!

P-DAT (Patients with disabilities as teachers) session


EXIT

Resident at a store – patient's loom work on display

The MHP Art and Music Show



Transition for young adults to Adult Medical Practices

- An important area of much needed work
- New models being piloted
- State wide efforts in place
- Adult practices need training and resources

What is being done at the Pediatric end?

- Transition coordinator (TC) appointed through funds from AAP as a pilot
- A spotlight list exists in Pediatrics : Children ready for transition are selected from this list
- TC does the following: 1) Contacts the families, 2) Discusses transition and gives them options for transition of care, 3) If the family chooses FHC, gives them handbook, 4) Calls FHC front desk coordinator, 5) Checks in with patient and family after visit, 6) Offers to accompany patients at first and any visits

Successful Transition

- Patient and family should be satisfied
- Family Physician, his/her office staff should be happy welcoming the patient to their practice
- Pediatrician and his staff should feel satisfied with the adult providers and the staff
- Transition coordinator should be satisfied with the transfer process

Grants and Awards

- Kenneth B. Schwartz Grant
- Award for Continuing Excellence from Inglis Foundation
- Dr. Mark Young Award for Service Excellence
- The Arc Allen D. Deibler Advocacy Award

Replication of the MHP model

- Can The Arc take the lead?
- What will the process look like?
- Will The Arc Member/leader build the team?
- Can they use tools used by LVHN MHP?
- Can similar models be piloted in different states through grant funding?

Your thoughts?

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