



**Building a Foundation
for a Sustainable
Primary Care Clinic
in a Low Income Neighborhood**

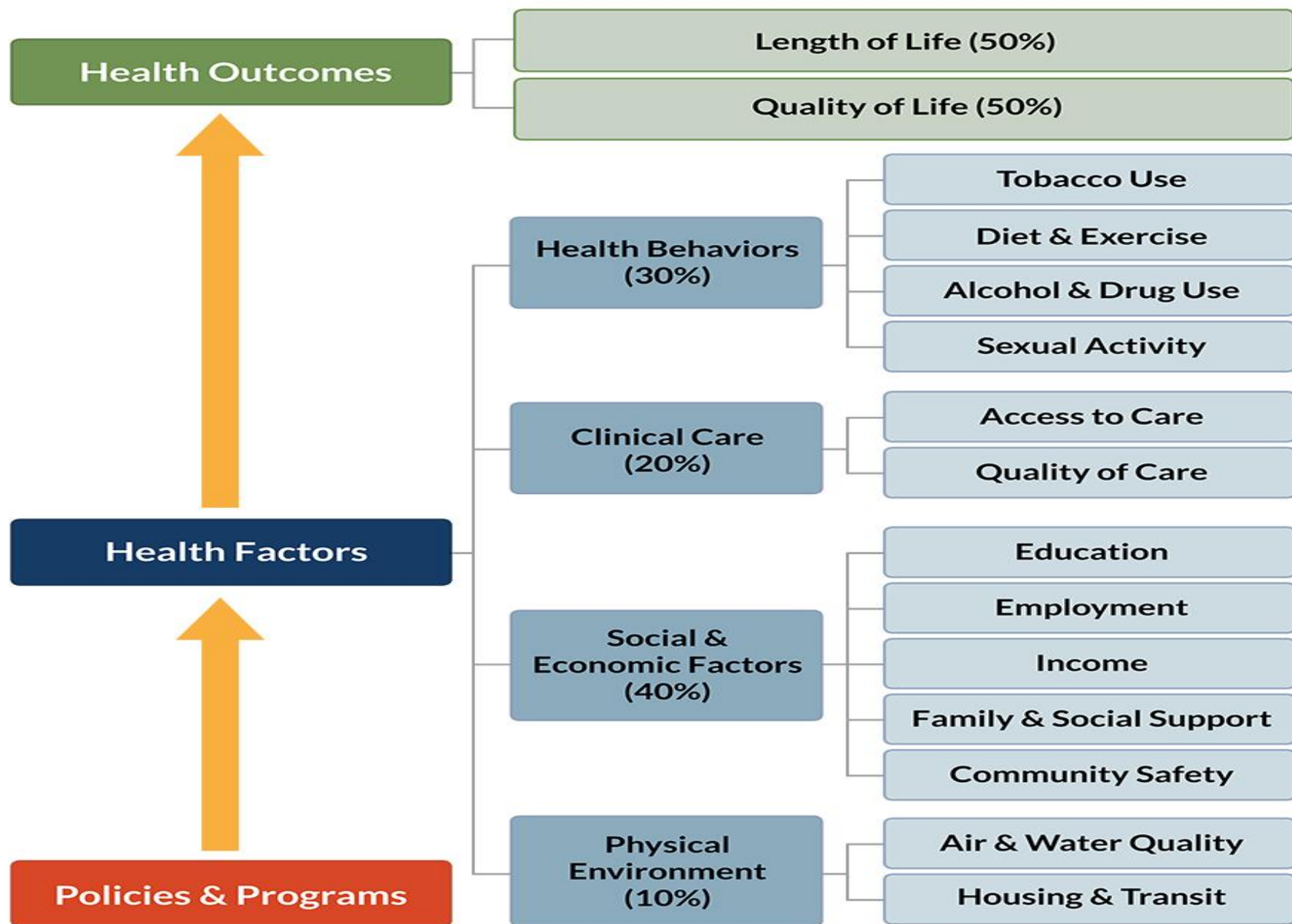
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Why Here? Why Now?



“A person’s ZIP code is a much more powerful predictor of health than their genetic code, especially in those communities and populations experiencing the greatest health disparities.”

Harry J. Heiman, 2014



Welcome



Pine Ridge Partnership

Shawnee County



96 th of 105	91 st of 105
Children in Poverty	Smoking
Education	Obesity
Parental Employment	STIs
	Teen Births
	Drug Overdose Deaths

Shawnee County



- HRSA health professional shortage area
- 80% of uninsured adults living 200% below PL
- 31% of 30,433 households < \$35,000/year
- Low rates of post-secondary education
- 9,984 residents in the 66607 zip code
- 5,649 residents with low-income (57%)

(US Census Bureau, 2014 and Shawnee County Safety Net Report, 2016)



Community-Based Participatory Research



Community Members Are Partners

The knowledge of the community is used to:

- Understand factors that influence health
- Design meaningful strategies to improve health care
- Provide immediate benefits from the results of the research

(Minkler, Garcia, Rubin, & Wallerstein, 2012)

Ethical Considerations



Community At-Large

Action Oriented

Community Driven

Culturally Appropriate

Beneficial

Forthcoming

(Khodyakov, Mikesell, Schraiber,
Booth, & Bromely, 2016)

Research Team

Involve the Community

Equal Partnership

Grounded in Trust

Scientifically Valid

***Humility**

*Added

Methods



- CBPR – Democratic, Descriptive Qualitative Process
- Convenience Sample of Adults 18 and Older
 - Family Holiday Event at Pine Ridge Prep
 - Newsletter, Facebook, Flyer Distribution
 - Incentive provided for participation funded by grant
- 2 Focus groups with semi-structured interview guides
 - Pre-Survey and Post-Survey
 - Constant Comparison and Content Analysis
- 25 item survey development – iterative process

Survey Development



- Combination of 3 developed surveys
- Mirrors Healthy People 2020 Goals
- Designed to learn about:
 - ✓ Community's strengths and concerns
 - ✓ Access and barriers to healthcare
 - ✓ General health questions
 - ✓ Health and financial literacy
- Reviewed by the C2C Curriculum Team
- Narrowed to 25 items – 8th – 9th grade readability
- Entered into Survey Monkey with built in consent process

Pre-Survey Focus Group



- 1) What are your most important health issues?
 - *Cost, Access, Environment, Youth, Knowledge*
 - 2) What keeps others from getting health care?
 - *Access, Resources, Support*
 - 3) What would a clinic in Pine Ridge look like?
 - *Flexibility, Access, Health Education & Counseling*
- ❖ Completed the 25 item survey

Survey Implementation

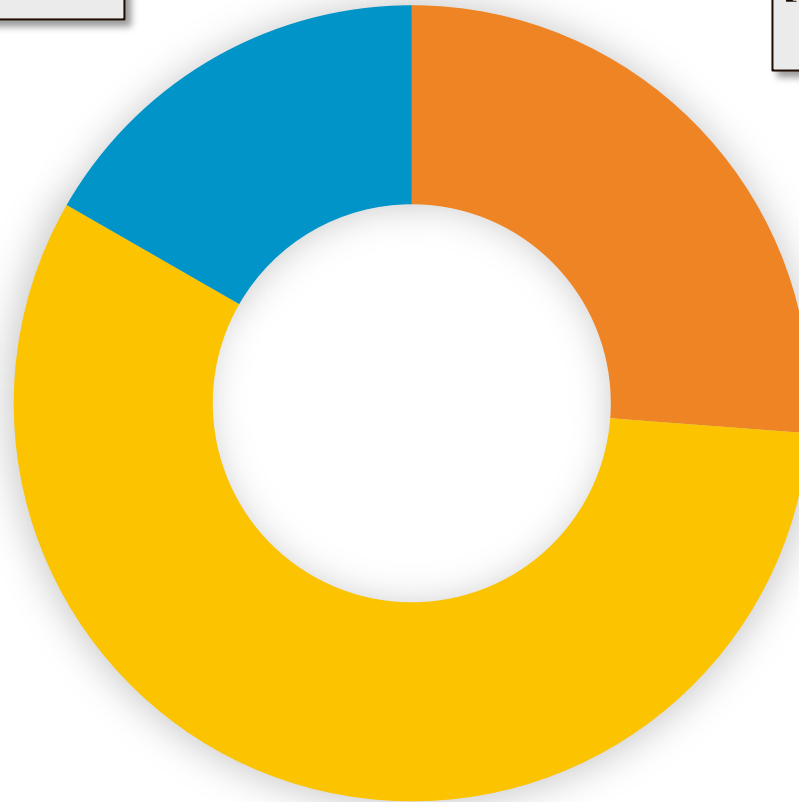


- Worked with THA & Pine Ridge Prep to establish a date, space, process, and incentive
- Recruited volunteers to assist
- Acquired 10 iPads and loaded the Survey
- 6 Volunteers tested the survey – data then erased
- Emailed specific instructions – 18 volunteers
- Team huddle prior to the event
- Celebrated with a group pictures and hugs

Age

[CATEGORY
NAME],
[PERCENTAG
E]

[CATEGORY
NAME],
[PERCENTAG
E]



[CATEGORY
NAME], 57%

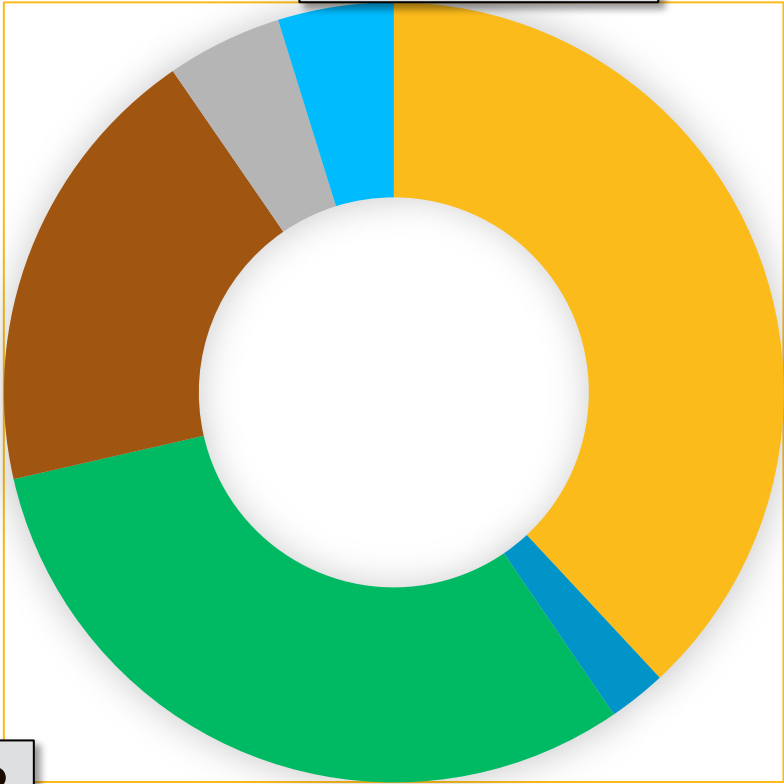
Race/Ethnicity

[CATEGORY NAME],
[PERCENTAGE]

Caucasian,
19%

[CATEGORY NAME],
5%

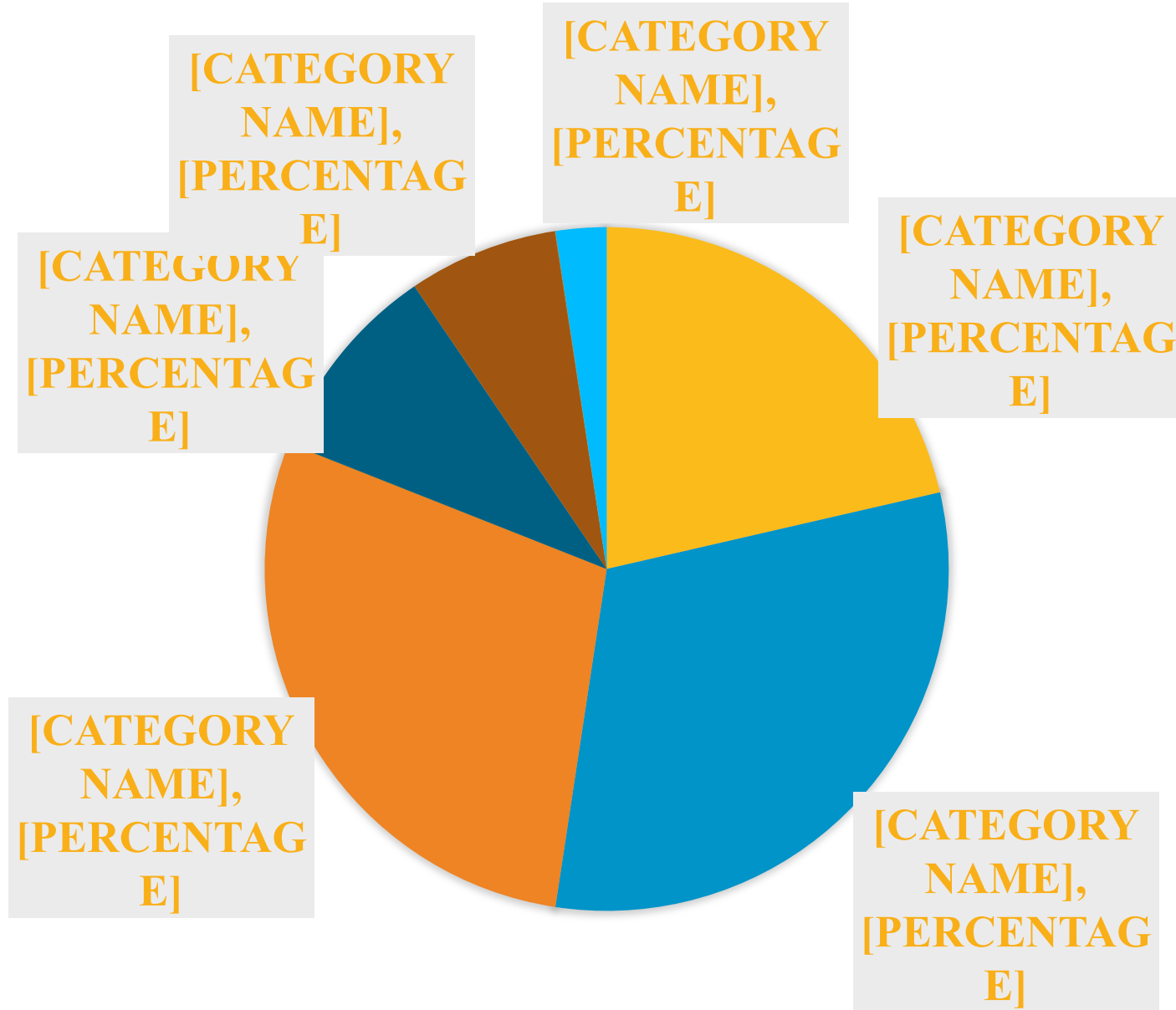
[CATEGORY NAME],
[PERCENTAGE]



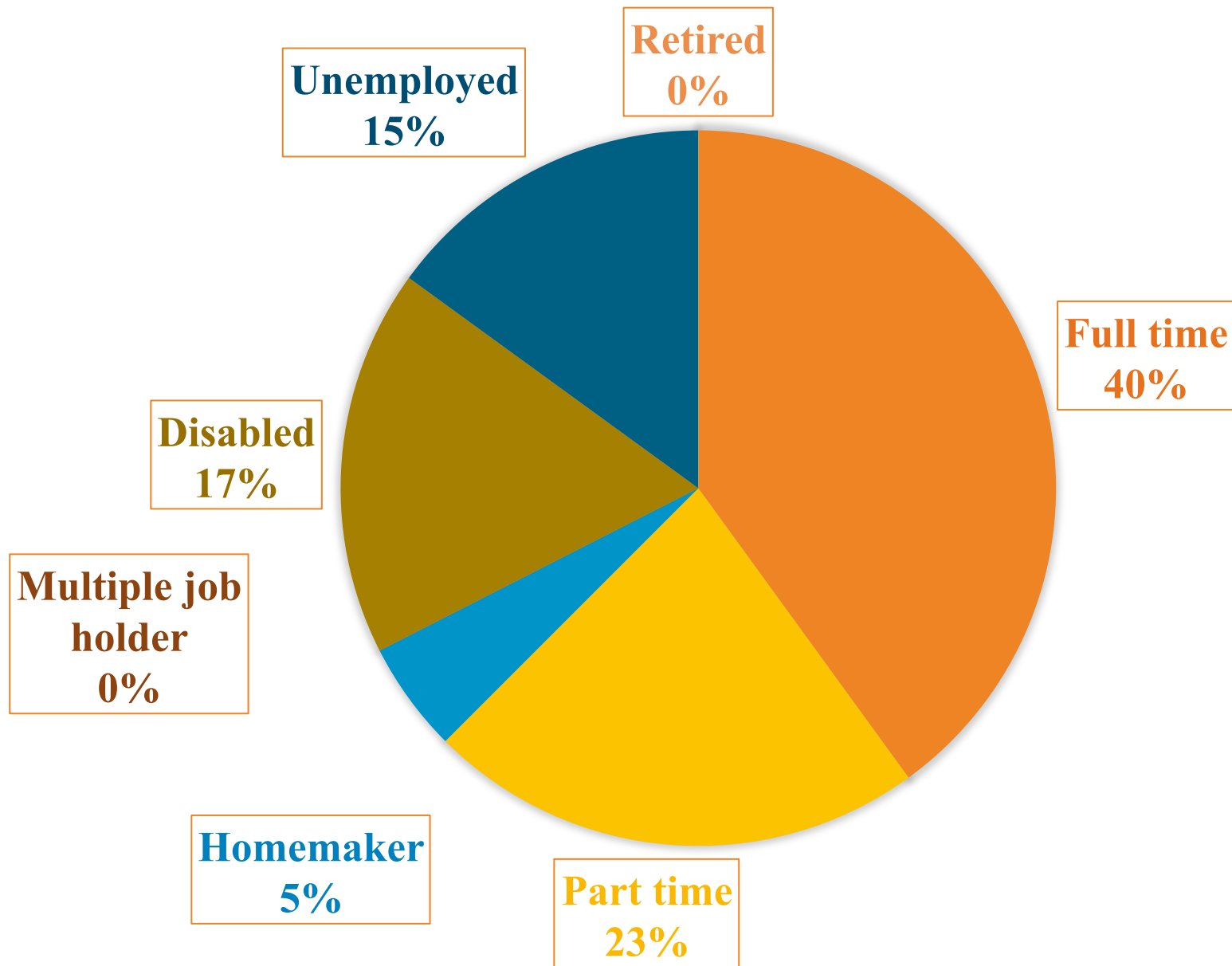
[CATEGORY NAME],
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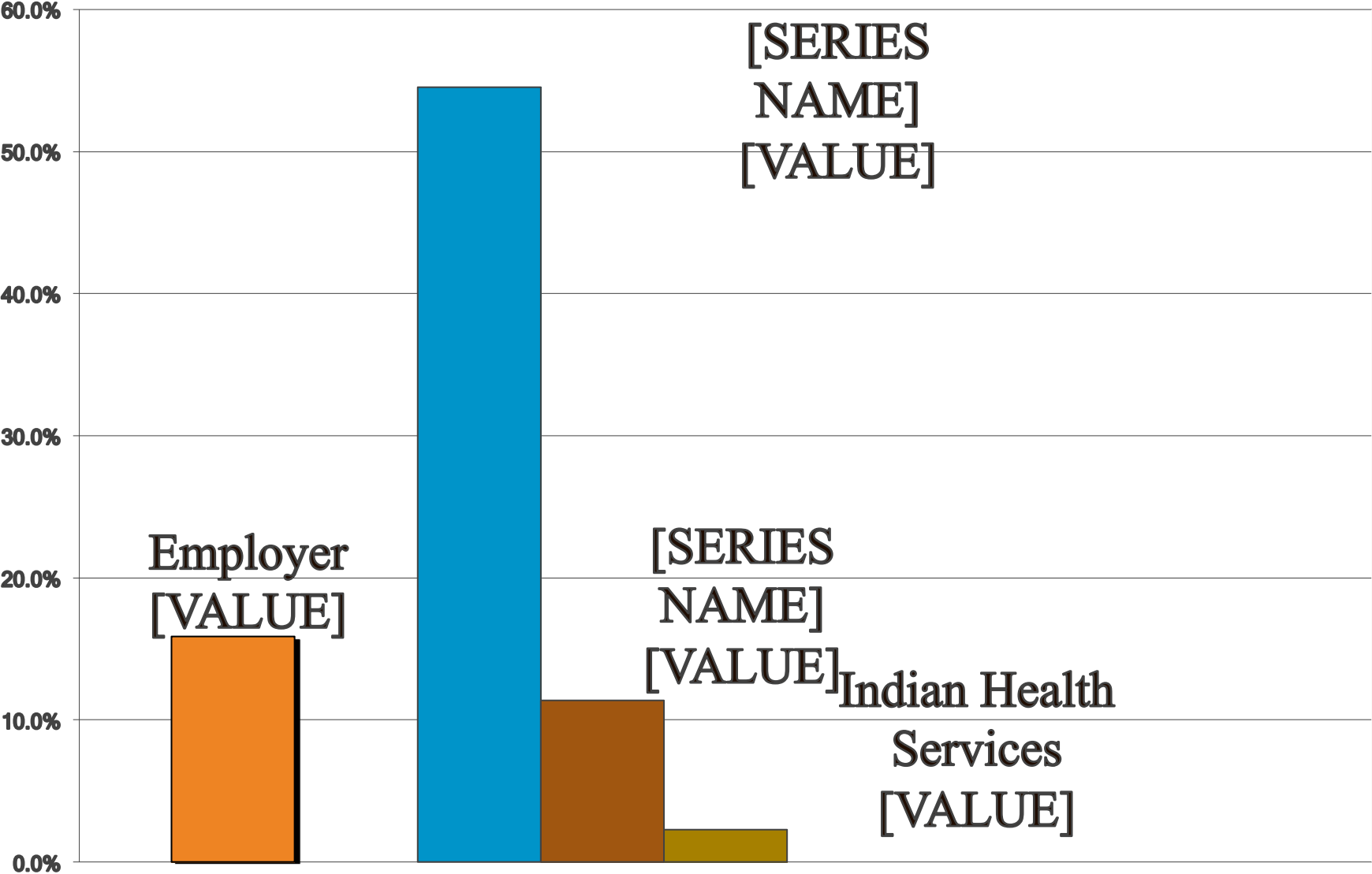
HIGHEST LEVEL OF EDUCATION



EMPLOYMENT STATUS



Health Insurance *Average Annual Income \$8,677*



Community Strengths



- “People are friendly, helpful, & supportive” (84%)
- “People are involved in the community” (68%)
- “People have different backgrounds” (64%)
- “People include others without judgement” (50%)
- “I can contact and talk to local leaders” (50%)
- “I can make a difference” (48%)

Community Concerns



<i>Access*</i>	<i>Social</i>	<i>Costs*</i>
Mental Health	Crime Prevention	<i>Insurance*</i>
Primary	Youth Activities	<i>Health Services*</i>
Dental / Vision	Exercise & Fitness	<i>Prescriptions*</i>
Specialist	Childcare / Education	<i>Transportation*</i>
Wellness / Prevention	Jobs / Poverty	Healthy Foods
Healthy Foods	Privacy	
Birth Control / Domestic Violence	Poor Treatment / Stigmatism	<i>*Barriers to Care</i>

Chronic Conditions



- *High Blood Pressure (34%)*
- *Depression or Anxiety (34%)*
- *Asthma (31%)*
- High Cholesterol (21%)
- Obesity / Overweight (11%)
- Mental Health Problems (8%)
- High Blood Sugar / Diabetes (8%)
- Heart Disease / COPD (5%)
- Cancer / Drugs and Alcohol (3%)
- Seizures, Hypoglycemia, Crohns (Other)

General Health Findings



Children	Adults
46% ER visit for illness	43% ER visit for illness
19% ER visit for injury	14% ER visit for injury
35% Mental Health	23% Mental Health/Substance
70% Dental Exam	39% Dental Exam
68% Eye Exam	59% Eye Exam
3% Substance Abuse	11% domestic violence

55% of women over 40 – no mammogram
25% of women over 21 – no pap

Health Literacy: Rapid Estimate of Adult Literacy in Medicine (REALM)



- The Short Form is a 7 item word recognition test
 - Behavior, Exercise, Menopause, Rectal, Antibiotics, *Anemia, Jaundice*
- Provides clinicians with a valid quick assessment of patient health literacy
- 5.75 (n=45) word recognition
 - Seventh to eighth grade; will struggle with most patient education materials; will not be offended by low-literacy materials.

Financial Concerns, Situation, and Literacy



Concerns:

- Ability to pay bills and afford food, health care & education
- Job insecurity

Situation:

- 35% Pay bills on time and have no debts in collection
- 58% Struggle to pay bills on time & have debts in collection

Literacy:

- 45% indicated they know their credit score
- 41% Budget and track spending
- 27% No budget and no tracking of spending

Post-Survey Focus Group



- Shared personal stories and affirmed needs
 - Youth activities / Childhood Safety
 - Cost & Access to services are challenging
 - Wellness exams, screenings, & vaccinations
- Ideas for greater community engagement
 - Improve communication methods
 - Food as an incentive
- Ideas for door-to-door survey to reach elderly

Limitations



- Lack of cultural awareness to inform question design
- Lack of skill in survey development to inform what was missing
- Readability level may have been too high for some
- No data for the 65 years and older residents
- Post-survey focus group had 3 fewer residents
- Internet disconnections on iPads
- Space and flow during survey administration
- Spanish versions of the survey and REALM-SF

Impact on Care Delivery



- Community input & ownership of Primary Care Services
- Richer community profile of assets and needs
- Describes the evidence indicating whether the problem should be a priority issue
- Foundational data source to support funding endeavors
- Foundational data to monitor improvements/outcomes
- Data to support teaching modules for DNP students
- Illuminate social inequity and concerns
- Trustworthiness supports Transferability

Financial Case



- Nearly 50% of emergency room visits are non-emergent in nature, with 13.75% to 27.1% treatable in an urgent or primary care setting.
- ER costs average over \$1,300 per visit
- Uncompensated care \$18 million annually



A Framework for
Safe, Reliable, and
Effective Care

**Shirley, Monica, Amanda, Trey, Mallory, Pine Ridge
Residents, Teachers & Staff at Pine Ridge Prep,
Norma, Tracy, Karl, Mari, Bobbe, Annie, Anne, Jane,
Caren, Trey, Mike, Cynthia, Alexander, Sarah, Brittney,
Shelbi, Women's Empowerment: Sheyvette, Regina,
Camille, Ajay, Shampayne, Erin, and Joel**