



THE HOME AND COMMUNITY CARE PROGRAM – 2.0

Team-based inter-professional training for health profession students serving urban underserved patients in the home setting

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Introduction

The Home and Community Care (HCC) Program is an intensive training program for health professionals enrolled in the Urban Service Track/AHEC Scholars Program.

The project aims to:

- Introduce students to concepts and practice of team-based care.
- Identify patient-specific social determinants of health.
- Design a care plan based on community and neighborhood

Phase 1 – Neighborhood Survey

15 students from 5 disciplines participated in an orientation program focused on community health, family medicine and the patient base at the Family Medicine Center at Asylum Hill (FMCAH).

- In preparation for meeting their patients at home, students participated in a community immersion experience led by RN homecare professionals in 6 neighborhoods served by FMCAH.
- The community immersion included completing a windshield assessment and identification of neighborhood resources.

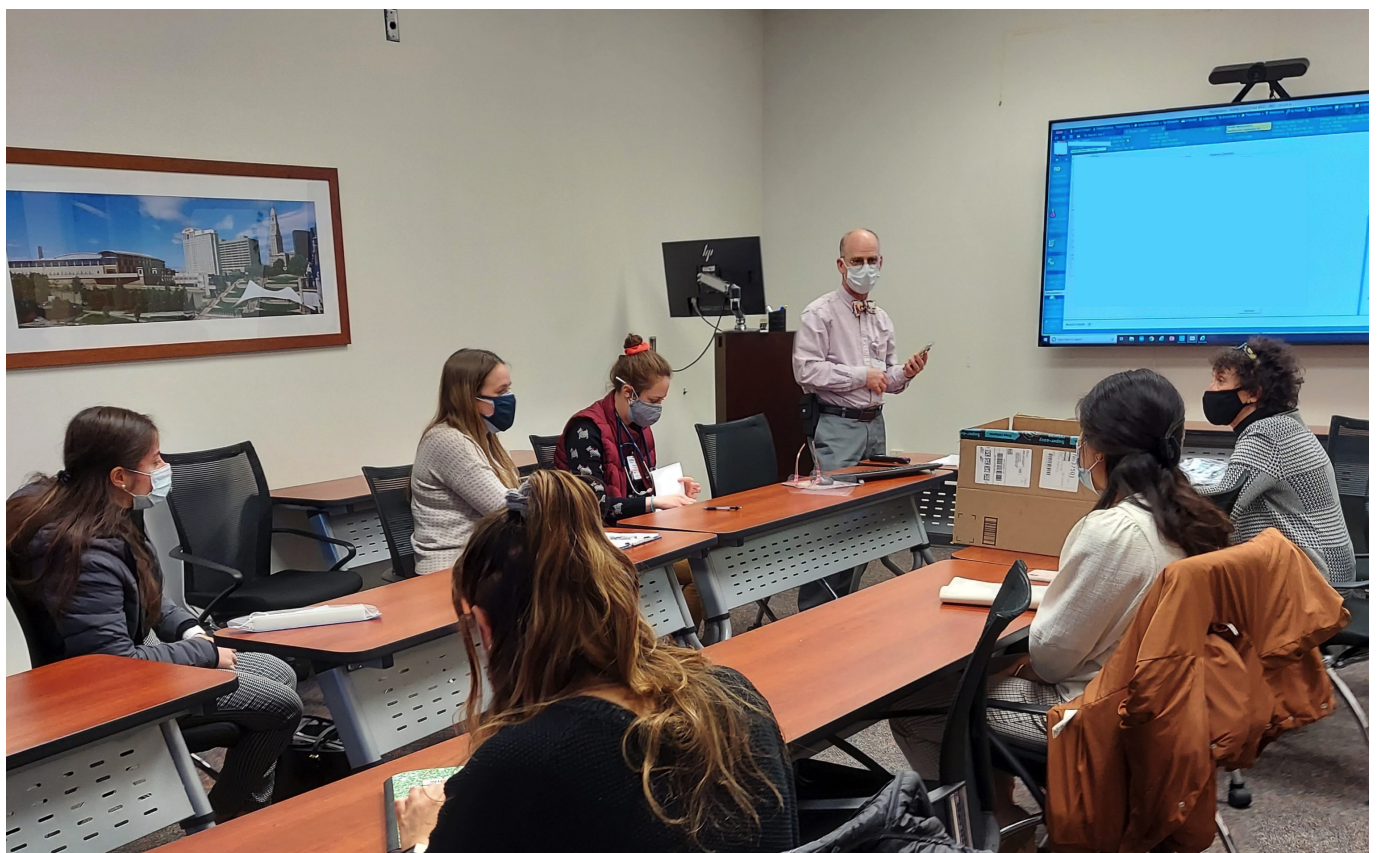


Figure 1. Students review patient medical records prior to home visit.

Background

The program was piloted in 2020 under the leadership of Dr. Hugh Blumenfeld. Utilizing student feedback from the pilot, the 2021 HCC Program incorporates a community immersion experience, neighborhood survey, home visit and hybrid virtual/live didactic sessions.

HCC helps students gain insight and skills regarding:

- practice of healthcare in a home-based setting
- fundamental needs of inner-city patients
- various resources available in urban neighborhoods
- value of working in an interdisciplinary team

External Resources: Family Physician Resident (MD), Social Worker (LCSW), 2 Nurses (RN)

Resource	COVID #2010	Description	Email/Contact	Phone Number	Address	Navigation QR Code	Website Link
Reduced Fare Transit Photo ID Card Application for persons with disabilities		This is a photo ID card in which you can receive bus passes at a discounted price. Two-hour pass - \$0.85 All-day pass - \$1.70 10-ride ticket - \$7.65 31-day pass - \$30.60		(860) 522-8101, ext. 288	60 State St, Westfield, CT 06109		http://www.cttransit.com/line/index.html
Hartford Public Library 2020 CT DMV Practice Test in Spanish and English		Hundreds of questions and a series of stop-by-stop DMV practice tests that will help you pass like a pro.	reference@pict.org	(860) 695-6300	550 Main Street, Hartford, CT 06103		http://hcc.hartfordlibrary.org
Department of Motor Vehicles (driver manual spanish)		The Driver's Manual can be listened to in Spanish.		(860) 263-5700	N/A		https://portal.ct.gov/DMV/0,10341,32433_32434_32435_32436_32437_32438_32439_32440_32441_32442_32443_32444_32445_32446_32447_32448_32449_32450_32451_32452_32453_32454_32455_32456_32457_32458_32459_32460_32461_32462_32463_32464_32465_32466_32467_32468_32469_32470_32471_32472_32473_32474_32475_32476_32477_32478_32479_32480_32481_32482_32483_32484_32485_32486_32487_32488_32489_32490_32491_32492_32493_32494_32495_32496_32497_32498_32499_32500,00.html
Dial-a-ride		Persons 18 years or older who has a permanent disability is eligible to use Dial-A-Ride services. Persons with temporary disability will be transported case-by-case. Riders are in service Monday-Friday for medical appointments, grocery shopping, and nutrition programs at Senior Centers. Saturday for special medical appointments, grocery shopping, and weekend elderly services lunch program. Sunday for religious services and medical taxi rides and wheel chair services.	metabere@tda.org	(860) 722-9473	N/A		http://www.hartforddiala-ride.org
ACE transportation		Contact Services: http://www.ace-transport.com/contact-services		(860) 222-2222	40 Talbot Stage Rd, Toward, CT 06087		http://www.ace-transport.com/index.html
CTtransit Hartford Dash Shuttle		Free circulator bus in downtown Hartford	Feedback Form: https://www.cttransit.com/contact-us/feedback_form	860-525-9181	N/A		http://www.cttransit.com/hartford-dash-shuttle

Figure 2. HCC master database of neighborhood resources for utilization by patients and providers.

Phase 2 – Patient Home Visits

- Students were assigned to 5 teams of 3. In advance of the home visit, the student team reviewed the patient's medical chart including medications, as well as identifying questions to better understand the patient's interest in participating in HCC. (Figure 1)
- During the visit, student teams assessed general vitals, home safety, social history and performed medication reconciliation.
- Following the home visit, student teams identified patient priorities and created a corresponding care plan incorporating appropriate resources
- Teams further contributed to the master database of resources and potential community partners created by the 2020 HCC students. (Figure 2)

Phase 3 – Care Plan Presentation

- Students presented their patient-centered care plans to the patients' primary care physicians (PCPs).
- Students recognized the importance of the social determinants as they influenced patients' health.
- PCPs act upon the recommendations.

Conclusions

- HCC is an opportunity for health profession students to learn with and from each other.
- Providing real team-based care through the sharing of a complex patient is key to students developing a common vocabulary and experience.
- Immersion and appreciation for diverse patient populations is critical for culturally appropriate, community-oriented healthcare.
- Addressing social determinants of health is critical for robust community partnerships and better patient outcomes.
- Student evaluations were crucial in the evolution of HCC and response to this year's changes will be used to make quality improvements for HCC-3.0!

Acknowledgements

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