

Safety Net Medical Home Initiative: *Transforming Practices into Medical Homes*

PCI Pt. 2: Self-Management Support in the PCMH

Moderated by:

Nicole Van Borkulo, MEd, Quality Improvement Consultant, Qualis Health

Judith Schaefer, MPH, Research Associate, MacColl Institute, Group Health Research Inst.

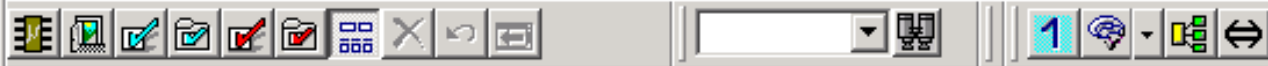
with Guest Speakers:

- **Monette Sutphin, Operations Officer, High Plains Community Health Center, CO**
- **Emily Montoya, Registered Dietician, High Plains Community Health Center, CO**
- **Dawn Heffernan, RN, MS, CDE, Diabetes Program Manager, Holyoke Health Center, MA**
- **Michael Meza, MD, Clearwater Valley Hospital, Orofino, ID**
- **Joan Pernice, RNC, MS, Clinical Health Affairs Director, Massachusetts League of Community Health Centers**

HIGH PLAINS COMMUNITY HEALTH

Monette Sutphin, Operations Officer

Emily Montoya, Registered Dietician



Age/Sex Specific | DM/HTN/Asthma/Depression | **SMG** | PHQ-9 | Mood Questions | SBIRT Brief Screen

PATIENT GOALS

- Patient Goals - Keep Fasting Blood Sugar Under 130 or A1C < 6.5.
- Patient Goals - Begin Regular Exercise, ___ times Per Week
- Patient Goals- Take Medications as directed
- Diabetic Diet _Low Fat
- Patient Goals - Decrease Weight By ___ (lbs)
- Start taking aspirin 81 mg daily
- Patient Goals - Cut Smoking To Zero Packs Per Day
- Annual Othamology/Retinal Exam
- Patient Goals - Keep Fasting Blood Sugar Under (70-180).
- Patient Goals- to improve my food choices
- Patient Goals reduce stress
- Patient Goals check feet daily
- Spiritual Counseling or Pastoral Care
- Psychological Counseling
- Other Patient Goals

What goal:
How much:
How often:

The patient states that the level of confidence is a ___ on a one to ten scale that they will be able to acheive this goal.

- Asthma SM Goals**
- Patient Education - Action Plan Asthma
- Environmental Control Measures
- Abstinence From Smoking
- Avoid Exposure Allergens
- Avoid Exposure Triggers

96% of DM & CVD patients have Self Mgmt Goal

Health Educator SM Goal F/U

Entry details for current selection

Prefix Modifier Result Status Episode Onset Duration Value

ROLE OF A HEALTH COACH

- × **Collaborate** to set Self-Management Goal
- × **Create** action plan
- × **Assess** barriers
- × **Connect** to clinic and community resources
- × **Support** change: follow-up
- × **Provide** patient education and skill building

CONNECTIONS TO RESOURCES

Plan and Return | Consults | **CLASSES/RESOURCES** | Instructions/Goals | Fitness RX | Outline View

REFERRAL RESOURCES

Diabetes Class

Aug 12 and 19, Sept 16 and 23, Thursdays Part 1- What Is Diabetes and How to Care For It by Mary Shy, FNP and Certified Diabetes Educator. Part 2- How to Eat Right for Diabetes by Emily Montoya, Registered Dietitian.

Nutrition Class

By Emily Montoya, Registered Dietician. FREE! 5:45-7:30, OCT 7-HEARTY HEATING, Oct 14 FAMILY FEAST, Nov 18, HEART HEALTH, Food and recipes provided.

Healthier Living Colorado Classes

FREE 6 week class. Patients get help with the challenges of living with an ongoing condition like heart disease, lung disease, diabetes, or arthritis. Helps patients cope with fatigue, frustration, pain, and stress.

Tomando Control Classes

FREE SPANISH 6 week class 5:30-8 pm. Patients get help with the challenges of living with an ongoing condition like heart disease, lung disease, diabetes, or arthritis. Helps patients cope with fatigue, frustration, pain, and stress.

Silver Sneakers

Tues and Thurs 9-10 am LCC Fitness Center. Muscular strength, range of motion, activity for daily living skills, hand held weights, elastic tubing with handles, resistance ball. A chair is used for seated and/or standing support. \$37.12 /4 mos. FREE w Mcaire + AARP, Humana, Secure Horizons

Saturday Stroll

LCC Fitness Center

Lamar Community Bldg Workouts

Community Building Punch Card

Tobacco Cessation

Patient Navigator

Kacee Lucero, Heart Smart Patient Navigator, helps patients overcome barriers to medical care, assists with making appointments, paying for medications, and finding resources for patients.

Community Health Worker

Crystal Cook, Community Health Worker, provides community outreach and education, helps community members better manage and understand their chronic conditions, and provides info on cardiac risk, blood pressure checks, and FREE cholesterol screenings.

Registered Dietitian

Meet one on one with Emily Montoya, Registered Dietician, to learn how food choices play a role in energy level, bone health, weight management, and risk for heart disease, diabetes, and some cancers.

SBIRT Health Educator

Meet one on one with Lisa Thomas, SBIRT Health Educator, to learn healthy levels of alcohol use, alcohol and substance use risk to health, education about substance use, and, if necessary, referral to treatment.

Health Coach

Hispanic Health Coach

Culturally competent assistance for Spanish speaking patient who need help with SM goals, education, and removal of barriers to better health

Prowers Co Community Referral Team

CERT: Assistance for you, your child, your family or someone you care about. Amy Hobbs, Project Coordinator, will help families with info about services in Prowers County, referrals, advocacy, case management, planning and problem-solving.

Outreach Department

Becky Olivas and Maura Gonzales enroll eligible patients into assistance programs: CIGP, HPC Slide, Migrant, Women's Wellness Connection, Medicaid, CHP+, and OB programs.

Compassionate Drug Program

Pharmaceutical companies offer many assistance programs for patients who cannot afford their medications. See Rome in our dispensary.

Mental Health

Mental Health Clinician, sees patients in our main medical facility to integrate physical and behavioral health.

Provider Appointment

Other: FREE TEXT

Dentist / Dental Care

A healthy mouth is important for overall health. Some chronic diseases cause poor dental health and poor dental health contributes to some chronic diseases. See a dentist regularly