

Presenter Disclosure

Presenters: Maciej Kowalski, Dr. Angela Carol, Jude Nnamchi, Dr. Kevin Singh, Dr. Avijeet Sarker, Gaibrie Stephen, Christine MacCauley

Relationships to commercial interests:

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Consulting Fees: None
Other: None

Client-Centered Care Through Creative Collaboration

Association of Ontario Health Centres
Annual Conference

Wednesday June 8, 2016

Panel Members:

Maciej Kowalski – Community Health Program Manager
Dr. Angela Carol- Physician, Hamilton Urban Core Community Health Centre
Jude Nnamchi - Community Health Worker, Hamilton Urban Core Community Health Centre
Dr. Kevin Singh – MD Class of 2016, McMaster University
Dr. Avijeet Sarker – MD Class of 2016, McMaster University
Gaibrie Stephen - MD Candidate, Class of 2017, McMaster University
Christine MacCauley - MD Candidate, Class of 2017, McMaster University

MacHealth DNA

- Student led clinic
- Initially, a six week pilot project
- Today, a regular program within the Hamilton Urban Core Community Health Centre



Overview

- Who Are We?
- Partnership Process
- Partnership Attributes
- Client Engagement
- Challenges
- Future Directions

Who Are We?

Partnership exists between:

- Hamilton Urban Core Community Health Centre
- MacHealth DNA
- Micheal G. DeGroote School of Medicine
- McMaster University

Hamilton Urban Core

- Mission
- Vision
- Values



Hamilton Urban Core

Our Clients:

- Immigrants and refugees
- Individuals who are homeless or at risk of becoming homeless
- Individuals and families living in poverty with low/no income
- Street-involved youth
- Isolated and vulnerable seniors
- Individuals with mental illness /mental health issues and addiction issues
- Individuals living with complex health and social conditions






Hamilton Urban Core

Client Complexity:

- Multiple chronic diseases – diabetes, hypertension
- Social & housing issues
- Barriers – systematic, physical, language, social
- Mental health issues and addiction issues
- Marginalized populations






McMaster University

Students:

- 21,598 undergraduate students and 1413 faculty members

Six Faculties:

- DeGroote School of Business
- Faculty of Engineering
- Faculty of Health Sciences
- Faculty of Humanities
- Faculty of Science
- Faculty of Social Sciences

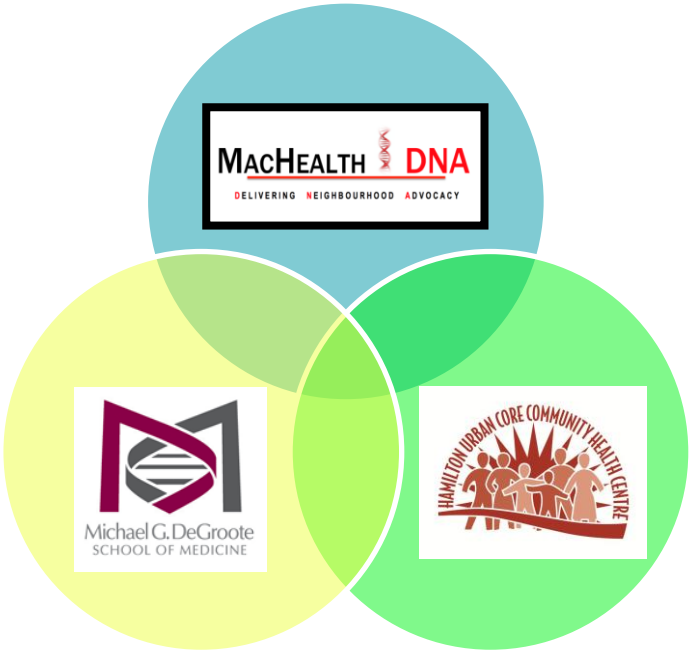


Michael G. DeGroote School of Medicine

- About us



MacHealth DNA



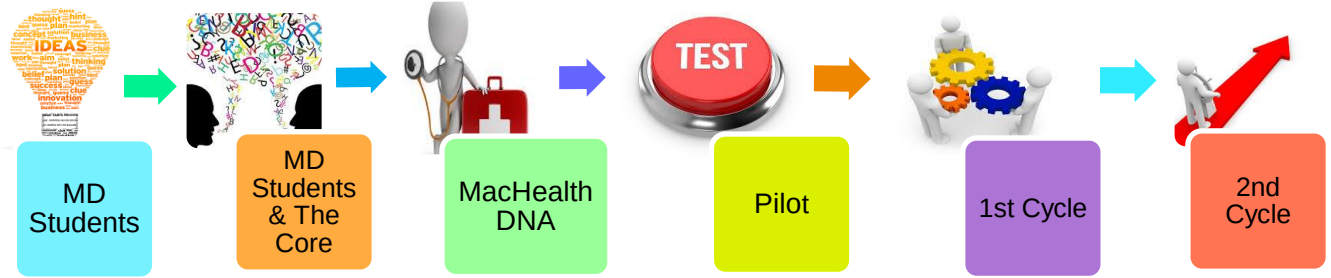


HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE
MacHealth DNA
DELIVERING NEIGHBOURHOOD ADVOCACY
Michael G. DeGroote
SCHOOL OF MEDICINE
McMaster University
HEALTH SCIENCES

How this collaboration came to being…



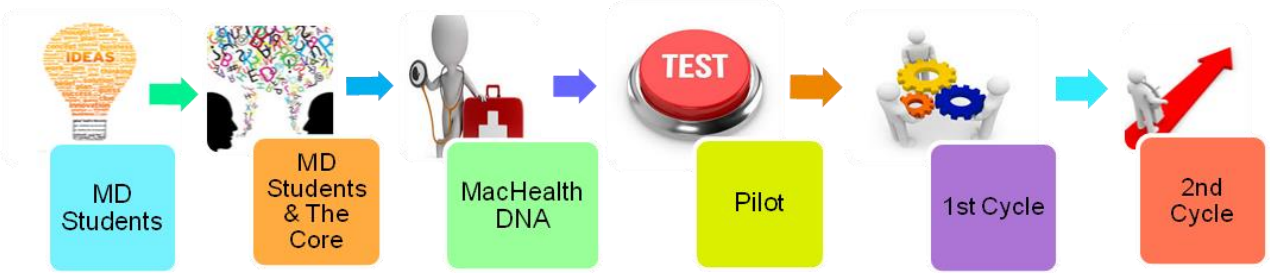
Partnership Process



MD Students

Initial Idea:

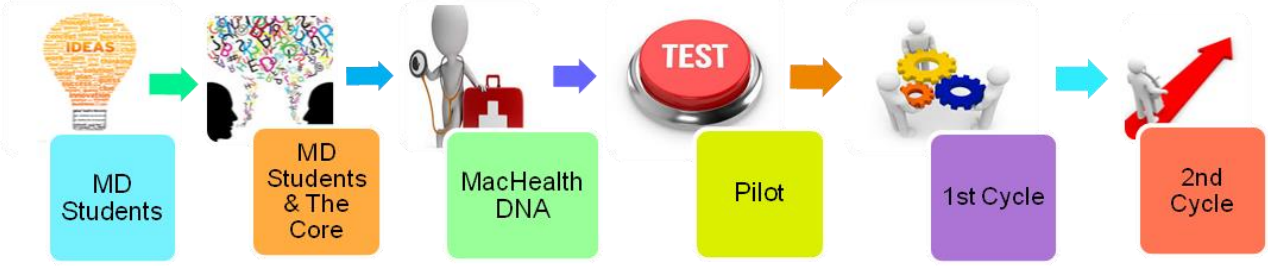
- Professional Competencies
- Code Red
- Community Initiative
- Smoking Cessation



MD Students & Hamilton Urban Core

Conversations and Meetings:

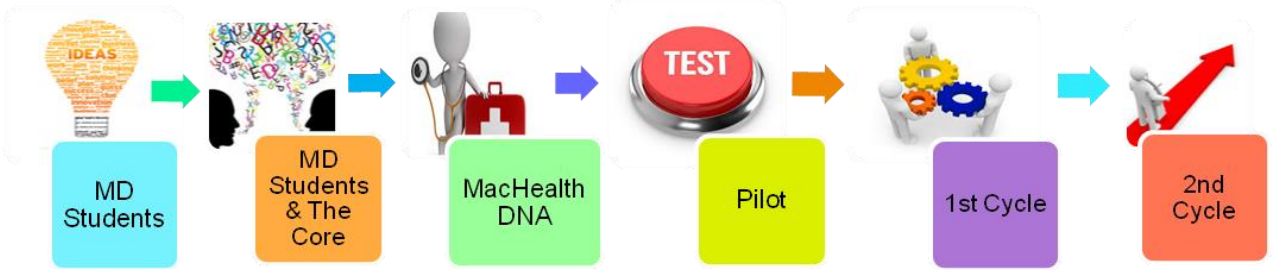
- Students' priorities
- Centre's' priorities
- 1 year



MacHealth DNA

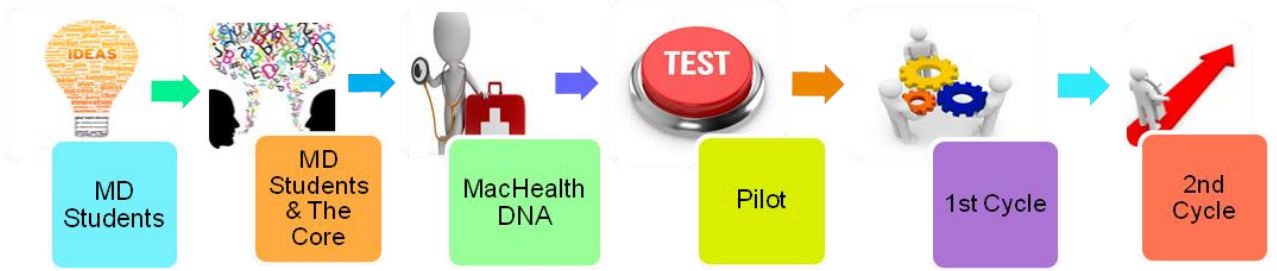
Clinic Outline:

- Objectives
- Client focused
- Model of Health & Well Being
- Social Determinants of Health
- Integrated into Hamilton Urban Core
- Longstanding initiative



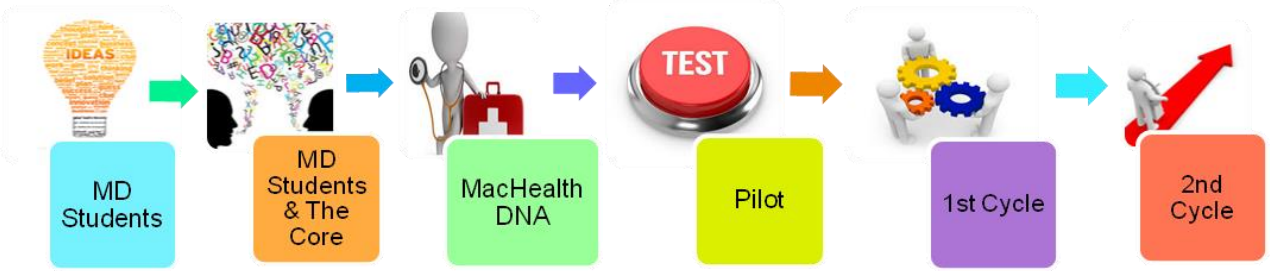
Pilot Program

- 6 weeks
- May – June 2015
- 12 MD students
- Hamilton Urban Core providers
- McMaster Leadership
- Hamilton Urban Core Leadership



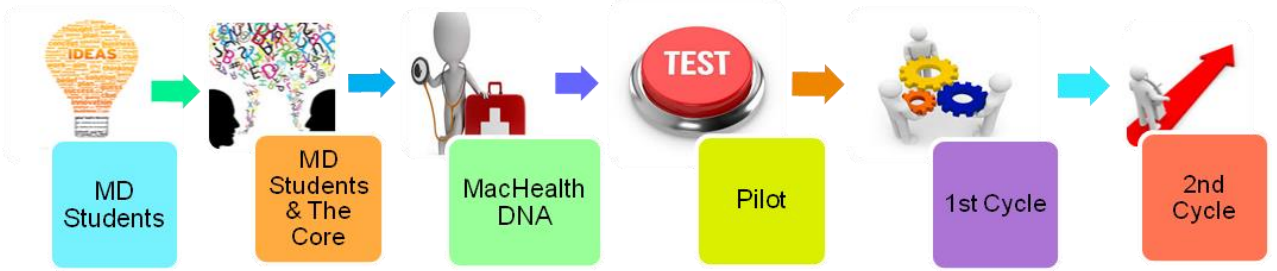
1st Cycle

- October, 2015 – September, 2016
- 12 students
- Hamilton Urban Core providers
- McMaster Leadership
- Hamilton Urban Core Leadership



2nd Cycle

- June, 2016 – September. 2017
- 12 students
- Hamilton Urban Core providers
- McMaster Leadership
- Hamilton Urban Core Leadership



Partnership Attributes

- Client centered model
- Shared participation and decision making
- Continuity & sustainability
- Collaborative model
- Reflective

Partnership Attributes

Client-Centered Model

- Model of Health and Wellbeing
- Responds to client needs



Partnership Attributes

Shared Participation and Decision Making

- Scheduled monthly meetings
- MD program administration, MacHealth DNA team representatives, Hamilton Urban Core leadership, and staff representatives
- Joint strategic planning for projects
- Hamilton Urban Core priorities
- MacHealth DNA student priorities



Partnership Attributes

Continuity and Sustainability

- Engagement and investment of teams
- Buy in from Hamilton Urban Core staff



Collaborative Model

MacHealth DNA Team Structure:

- 2 Clinic Directors
- 2 Clinic Managers
- 8 Clinic Members



Collaborative Model
Hamilton Urban Core Team



Primary Health Care Team

- Physicians provide student supervision
- Nurse Practitioners, Registered Nurses, and Physician Assistants provide additional client care support within their scope of practice as needed

Community Health Workers

- Provide outreach and community engagement supervision
- Facilitate opportunities for client care within program delivery setting
- Provide ongoing service delivery support aligned with the specific client populations served at Centre

Collaborative Model

Student Recruitment Process

- Call out for interested students
- Hamilton Urban Core staff selection
- Applicant screening through MacHealth DNA Directors & Hamilton Urban Core Leadership



Collaborative Model

Orientation Process

- Orientation at McMaster by outgoing MacHealth DNA Directors
- Orientation at Hamilton Urban Core by Primary Health Manager, Community Health Manager, Data and Information Analyst



Collaborative Model

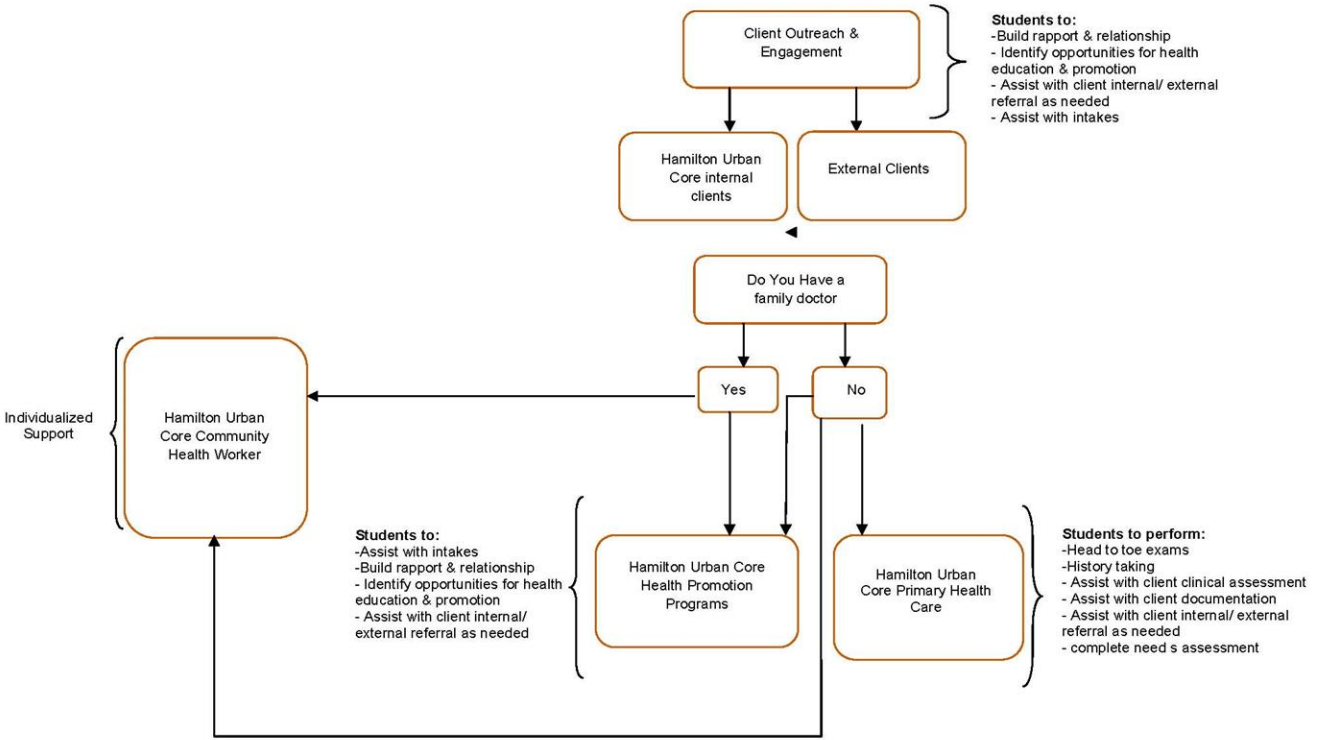
Day to day

- Student & Hamilton Urban Core staff scheduling
- Assignments
- Time
- Debriefing
- Documentation



Hamilton Urban Core Community Health Centre

Process to Engage Non-Medical Clients



Reflective

Quality Improvement

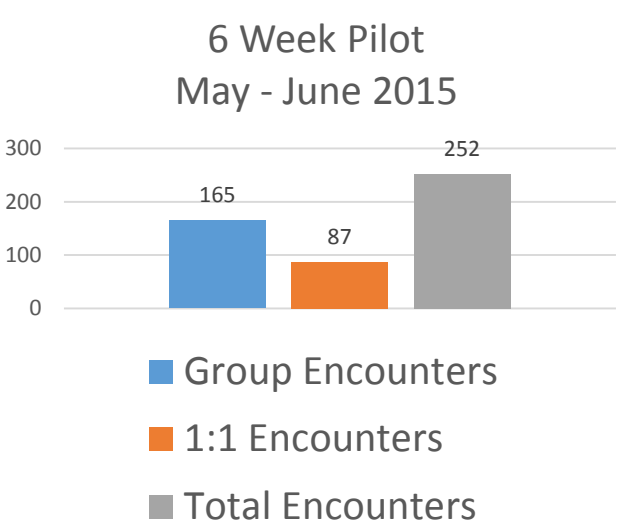
- Session debriefing
- Regularly scheduled monthly meetings
- Data analysis

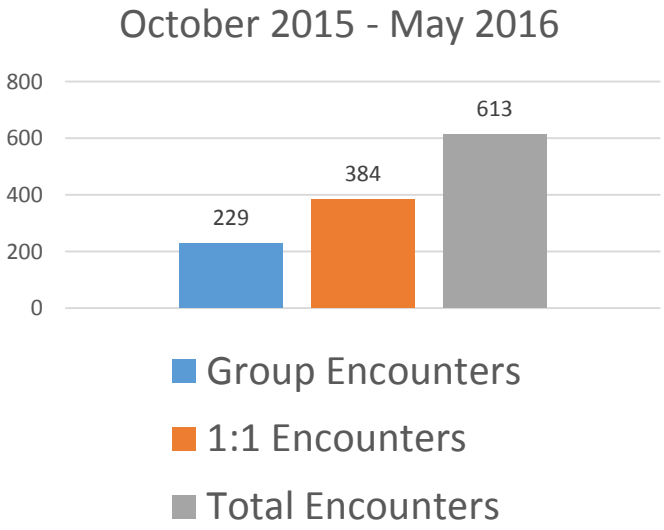


What Has Happened So Far…..



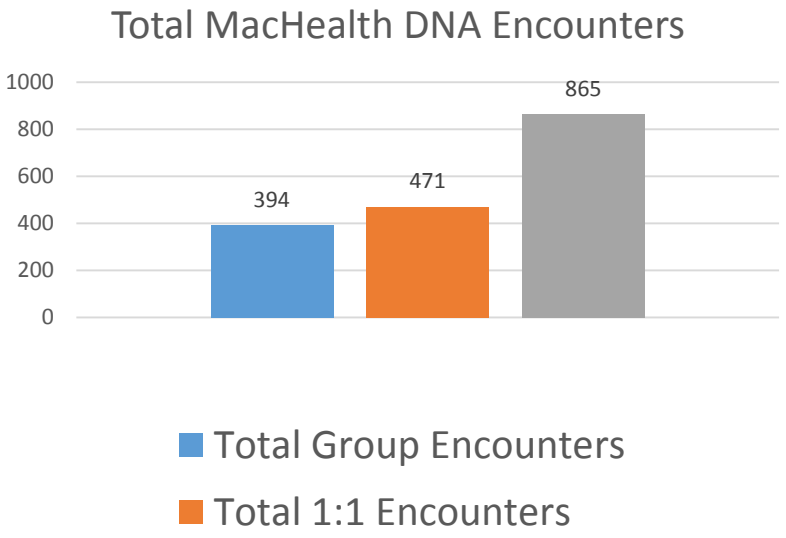
MacHealth DNA Client Engagement





6 week Pilot May - June 2015		Oct 2015 - May 2016	
Group Encounters	165	Group Encounters	229
1:1 Encounters	87	1:1 Encounters	384
Total Encounters	252	Total Encounters	613

MacHealth DNA Client Engagement



Total MacHealth DNA Encounters May 2015 – May 2016	
Total Group Encounters	394
Total 1:1 Encounters	471
Total Encounters	865

Challenges

- Consistently capturing client complexity
- Alternative availability – mornings and Saturdays



Future Directions

- Program Resources
- Research
- Evaluation



Reflections

"I like to meet new people and socialize; I have gotten a lot out of MacDNA and the various programs at Hamilton Urban Core Community Health Centre." ***Angelo – Hamilton Urban Core Program Participant***

Reflections

"MacHealth DNA has been a positive experience for me and has facilitated building a relationship of trust."
Lloyd - Hamilton Urban Core Program Participant

Reflections

"Change is possible if we all think and act positively in addressing the needs of marginalized individuals in our society. MacHealth DNA students have made a huge impact on the lives of clients at Hamilton Urban Core. We look forward to another year with the students."
Jude – Hamilton Urban Core, Community Health Worker

Reflections

" When we work together and unify our qualifications and efforts those who are in need the most always benefit. I think that the MacHealth DNA program is a great way for students to grasp the reality that is faced by inner-city communities. Having them serve creates a bridge point for their professional carriers."
Juan Carlos - Hamilton Urban Core, Community Community Health Worker

Reflections

"MacHealth DNA has been an invaluable opportunity for me to work with a unique, underserved population within the Hamilton community, and to empower these individuals to achieve their optimal health. I truly believe that advocacy is deeply embedded in the work of a physician, and MacHealth DNA has provided me the opportunity to be a health advocate throughout my medical school training. My encounters with patients at the Hamilton Urban Core have also made me much more comfortable working with challenging and complex patient populations, which will, without a doubt, allow me to be a better physician who can serve all members of her community with the care that they deserve."
Jasreen Cheema, MacHealth DNA Clinic Member, MD Candidate c2017

Reflections

"MacHealth DNA breaks down barriers, ploughs through new pathways to care that are patient-centered and makes sustainable differences in the lives they touch."
Dr. Carol, Hamilton Urban Core, Physician

Questions

