The Journey to Sustainability for Nurse Managed Wellness Centers

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Purpose of this session

Identify strategies utilized to develop and maintain sustainability of Nurse Managed Wellness Centers
Objectives

Participants will

– identify care delivery models for wellness that meet baccalaureate education competencies,
– differentiate between health outcome data and utilization outcome data to describe wellness service impact,
– identify opportunities for collaboration to integrate nurse managed wellness model care into primary care.
Planning process

- Articulate mission and purpose
- Develop care model to achieve student clinical objectives
- Identify responsibilities of Housing Partner/YCP Nursing
- Communicate “what we do” to all stakeholders
Mission and Purpose

Mission

York College of Pennsylvania’s Stabler Department of Nursing operates Nurse Managed Centers where students are provided service learning opportunities and underserved populations in York are provided health promotion services.

Purpose

1. To provide clinical learning experience that centers on health promotion and disease prevention. Major areas of focus include:

   - Individual and aggregate level health assessment
   - Individual and aggregate level intervention
   - Referral to community resources

2. To offer health and wellness services to economically disadvantaged and medically underserved York city residents. Interventions are intended to foster the following outcomes:

   - Improved health status
   - Improved chronic disease self-management
   - Safe, independent living
   - Fewer visits to emergency departments
   - Fewer admissions to hospitals and nursing homes
Nurse Managed Wellness Center Model of Care

The Upside

• Robust clinical experience for community health competencies
• Cross cultural learning
• Long term therapeutic relationship with client
• Faculty practice
• Autonomy
• Community service
Nurse Managed Wellness Center Model of Care

The downside

- Off semester staffing needs
  - Maintain continuity of care
  - Reduce case finding burden for regular semester

- Expenses
  - Internet
  - Supplies
  - Incentives for participation
REPORTING NURSE MANAGED WELLNESS CENTER OUTCOMES TO SUPPORT SUSTAINABILITY
Reporting Encounters
Zip Code Data Project – Community College of Philadelphia

**Group Encounter**
- Group event
  - Event type
    - BP screening, immunization, health education program
  - Total number of individuals at event by:
    - Sex
    - Age (range)
    - Race

**Individual Encounter**
- One on one encounter
  - Home visit
  - Clinic visit
- Category breakdown by
  - Demographic
  - Type of intervention
    - Surveillance
    - Teaching
Total Encounters in Academic Year

- Total # of group events: 174
- Total # of individuals at group events: 2,278
- Total # of individuals in one-on-one: 1,369
- Total # individual encounters: 3,648
Health outcomes – Omaha System

REPORTING NURSE MANAGED WELLNESS CENTER OUTCOMES TO SUPPORT SUSTAINABILITY
Reporting Health Outcomes
Omaha System

Standardized taxonomy (classification)
– Problem Classification Scheme
– Intervention Scheme
– Problem Rating Scheme for Outcomes
# Omaha System for YCP Documentation

## Problem List

<table>
<thead>
<tr>
<th>Date Identified</th>
<th>Problem Number</th>
<th>Problem Name</th>
<th>Type</th>
<th>Ratings K B S</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/8/11 cwt</td>
<td>29</td>
<td>Circulation</td>
<td>AP</td>
<td>2 3 3</td>
</tr>
<tr>
<td>Goal: Patient will have blood pressure &lt;130/70</td>
<td>D/C 9/8/11</td>
<td>4 4 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date Identified</td>
<td>Problem Number</td>
<td>Problem Name</td>
<td>Type</td>
<td>Ratings K B S</td>
</tr>
<tr>
<td>3/22/11 cwt</td>
<td>41</td>
<td>Health Care Supervision</td>
<td>AP</td>
<td>2 3 2</td>
</tr>
<tr>
<td>Goal: Patient will obtain prescription medications through Healthy York Network</td>
<td>D/C date 9/8/11</td>
<td>4 5 5</td>
<td></td>
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</tr>
</tbody>
</table>

## Rating Scale

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Behavior</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>1 No Knowledge</td>
<td>Never Appropriate</td>
<td>Extreme Signs/Symptoms</td>
</tr>
<tr>
<td>2 Minimal Knowledge</td>
<td>Rarely Appropriate</td>
<td>Severe Signs/Symptoms</td>
</tr>
<tr>
<td>3 Basic Knowledge</td>
<td>Inconsistently Appropriate</td>
<td>Moderate Signs/Symptoms</td>
</tr>
<tr>
<td>4 Adequate Knowledge</td>
<td>Usually Appropriate</td>
<td>Minimal Signs/Symptoms</td>
</tr>
<tr>
<td>5 Superior Knowledge</td>
<td>Consistently Appropriate</td>
<td>No Signs/Symptoms</td>
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</table>
Frequency of health problems describe NMWC practice

<table>
<thead>
<tr>
<th>Most Frequent Problems</th>
<th>n</th>
<th>(%)</th>
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</thead>
<tbody>
<tr>
<td>Circulation</td>
<td>191</td>
<td>15.3</td>
</tr>
<tr>
<td>Health Care Supervision</td>
<td>139</td>
<td>11.1</td>
</tr>
<tr>
<td>Pain</td>
<td>121</td>
<td>9.7</td>
</tr>
<tr>
<td>Nutrition</td>
<td>120</td>
<td>9.6</td>
</tr>
<tr>
<td>Mental Health</td>
<td>111</td>
<td>8.9</td>
</tr>
</tbody>
</table>
Knowledge, Behavior, Status Outcomes

Statistically significant improvement in knowledge, behavior and status for overall sample, and for selected health problems

- Pain
- Nutrition
- Mental health
- Skin
- Health care supervision
# Grant Funding History

<table>
<thead>
<tr>
<th>Before Omaha System Outcomes study</th>
<th>After Omaha System outcomes study</th>
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<tbody>
<tr>
<td>2004 - 20010</td>
<td>2011 - present</td>
</tr>
<tr>
<td>- York City Health Bureau</td>
<td>- Gladfelter Foundation</td>
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<tr>
<td>$1,250</td>
<td>$75,000</td>
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<tr>
<td>- York County Community Foundation Weyer</td>
<td>- HighMark</td>
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<td>$3,200, $10,000</td>
<td>$25,000 technology</td>
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<tr>
<td>- WellSpan Community Foundation</td>
<td>- WellSpan Collaborative Partnership</td>
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<td>$25,000</td>
<td>$50,000</td>
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<tr>
<td>- Cancer Prevention Education Grant</td>
<td>- York County Community Foundation</td>
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<tr>
<td>$10,000</td>
<td>$20,000</td>
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| Total   | $49,350                                    | Total   | $170,000 |

- The image includes a logo for The Stabler Department of Nursing at York College.
Utilization and Cost Outcomes

REPORTING NURSE MANAGED WELLNESS CENTER OUTCOMES TO SUPPORT SUSTAINABILITY
Difference between NMC patients and matched sample of non-NMC patients

Service Utilization Comparison

- ED Utilization (visits)
- ED costs (total)
- Hospitalization (observation and total days)
- Hospital costs (total)
Results

No statistically significant differences

Lessons learned

- NMWC “high utilizers”
- Co-morbidity index or other comparison to match samples
- Unable to measure ED or hospital costs avoided
- Electronic health record
COLLABORATIVE INTEGRATION OF NMWC INTO PRIMARY CARE
Extending the Reach of Primary Care

- Collaboration with two PCP’s at WellSpan clinic
- Identify patients on panel not at HbgA1C target
- Home visits for assessment and health education to those patients