Disclosures

• There is no conflict of interest or relevant financial interest by the faculty or planners of this activity.
• There is no commercial support of this activity.
• AACN does not endorse any product related to this activity.
• The entire webinar and the program evaluation must be completed to earn contact hours.
• This webinar will be recorded and available until 10/5/2020
2017 USPHS IPEC Award: Harnessing the Strength of Interprofessional Teams

Hosted by:

Interprofessional Education Collaborative
Connecting health professions for better care
MODERATOR

Lucinda L. Maine
PhD, RPh

Vice President, Interprofessional Education Collaborative
Executive Vice President and Chief Executive Officer
American Association of Colleges of Pharmacy
PANELISTS

Judith S. Simms-Cendan
MD

Professor of Obstetrics and
Gynecology  Director of International
Experiences
University of Central Florida
College Of Medicine

Heather Peralta
DHSc, MSN, RN

Adjunct Instructor
University of Central Florida
College of Nursing
METHOD FOR SUBMITTING QUESTIONS

Simply type questions or comments in the chat box on the right side of your screen.
LEARNING OBJECTIVES

• Describe the key structure of the innovative IPE project Harnessing the Strength of Inter-Professional Teams to Provide Comprehensive Care for the Farmworkers of Apopka, Florida

• Demonstrate the relationship between interprofessional practice, outcomes, and impact

• Share “lessons learned” in developing, implementing, and assessing IPE and community health needs
CONTINUING EDUCATION CREDITS

[ACREDITED PROVIDER Logo]

[CPHCE Credits Logo]
REGISTER AT IPECOLLABORATIVE.ORG

FALL 2017

Oct 18-20 in Long Beach, CA
Advancing & Sustaining Your Program for Collaborative Practice
A joint effort between the USPHS and IPEC, the Excellence in Interprofessional Education Collaboration Award is dedicated to a team of health professional students and/or faculty, whose interdisciplinary work has significantly impacted the community they serve.

USPHS and IPEC were pleased to announce the University of Central Florida (UCF) as the recipient of the inaugural award.
2018 AWARD TIMELINE

NOVEMBER 1, 2017
Award applications open

FEBRUARY 3, 2018
Award applications close

MARCH 15, 2018
Applicants notified of status

JUNE 2018
Award presentation at Summer 2018 IPEC Council Meeting in Washington, DC
Harnessing the Strength of Inter-Professional Teams to Provide Comprehensive Care for the Farmworkers of Apopka, Florida
Judy Simms-Cendan, MD
UCF College of Medicine
Our Team
“Glocal Care”

- Global health experiences that serve the local community
- Often modeled on prior short-term international medical service trips

Purpose
- Cultural competency
- Language skills acquisition
- Team building
- Planning and organization
- Learning about fundraising, liability
- Address desire to provide service in an evidenced base manner
- Promote a desire to do service in the future
Expectations as an Educator

• Assess needs of the community
• Develop a plan for the clinic
  – Select interdisciplinary team of faculty and students
  – Establish physical layout of the clinic making use of existing structures
  – Collect supplies
  – Develop a pharmacy plan (OTCs, prescriptions, pharmacy partners)
• Provide pre-clinic education and orientation
• Develop an EMR to keep records
• Conduct a 360° assessment of patients and providers to allow iterative improvement
Heather Peralta, DHSc
UCF College of Nursing
Why Apopka?

- Identification of farmworkers needs in 2011 survey
- Does not involve international travel or risk of Zika
- Community Nursing Coalition presence
- Farmworkers Association-committed community partner
Migrant Farm Workers

- “The Indoor Foliage Capital of the World”
- Farmworkers Association’s main office is located in Apopka
- Farms and greenhouses rely heavily on migrant Latino farmworkers
- Migrant workers earn between $5,000-$10,000 annually
- Undocumented worker wages are halved at about $2,000-$5,000 annually
Demographics of Apopka

- Total Pop.: 90,983
- Low-Income Pop.: 38.47%
- Low-Income not served by Health Centers: 27.24%
- Uninsured not served by Health Centers: 12.64%
- Non-white: 31.09%
  - Hispanic: 26.24%
  - Black: 16.89%
Clinic Development

- Weekly meetings of MedPACt Board
- Open communication with pharmacy, PT, social work and nursing colleagues
- Site visits
- Fundraising
- Obtaining sovereign immunity
Pre-clinic training

Pre-clinic training covered:
• Local community and resources
• Culture and language
• Barriers to care (Nursing)
• Unique healthcare concerns of the population
  • Pesticide exposure (Pharmacy)
  • Occupational injury (PT)
  • Stress related to undocumented status (SW)
• Addressing emotional needs
  • Nondenominational local chaplain provided guidance
• Medical Spanish (Medicine)
• EMR training (Practice Fusion, Medicine)
Nursing Students Strategically Publicize the Clinic

- Farmworkers Association
- Nurseries
- Local stores
- Churches
- English and Spanish flyers
- Radio announcements
The Clinic
Need to include a photo and text? 25
Clinic Layout

- Check-in (Entrance)
- Outdoor Stations: PT, 6 Triage Stations, Check-In, Education
- Restroom (R.R.)
- Optometry
- Post-Triage Waiting Area
- Social Work
- Check-out EMR
- Pharmacy
- Ophthalmology
- IM Dedicated Rx Refill Station
- OB/GYN
- Pediatrics (2 stations)
- Not drawn to scale
Clinic Flow

- Check-in
- Triage
  - Adult med refill only?
  - IM Refill Express (IM 1)
- Optometry
  - Ophthalmology
  - Internal Med
  - OB/GYN
  - Pediatrics
- Check out
- Social Work
- Pharmacy
- Patient Education
# Patient Passport

<table>
<thead>
<tr>
<th>ID#</th>
<th>ADDRESS</th>
<th>BP/HR/RR/T</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name/ Primer Nombre</td>
<td>PHONE NUMBER</td>
<td>WEIGHT/HEIGHT</td>
</tr>
</tbody>
</table>
| Last Name/Apellido | DOB | ☐ NEEDS FOLLOW UP CARE  
☐ MEDICATION REFILLS ONLY |

## SIGN OFF

### PREFERRED PHARMACY

<table>
<thead>
<tr>
<th>TRIAGE</th>
<th>MEDICATIONS/DX/INSTRUCTIONS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>OB/GYN</td>
<td></td>
</tr>
<tr>
<td>INTERNAL MEDICINE</td>
<td></td>
</tr>
<tr>
<td>PEDIATRICS</td>
<td></td>
</tr>
<tr>
<td>OPHTHALMOLOGY</td>
<td></td>
</tr>
<tr>
<td>OPTOMETRY</td>
<td></td>
</tr>
<tr>
<td>SOCIAL WORK</td>
<td></td>
</tr>
<tr>
<td>PHYSICAL THERAPY</td>
<td></td>
</tr>
</tbody>
</table>

### PATIENT EDUCATION:
# Medication Slip (for OTC and Prescription Medications)

<table>
<thead>
<tr>
<th>Name</th>
<th>DOB</th>
<th>Patient Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Pharmacy Phone Number</th>
<th>Prescriber</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medication and Dose</th>
<th>Indication</th>
<th>Instructions</th>
<th>Quantity</th>
<th>Refills</th>
<th>Called in</th>
<th>Dispensed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Judy Simms-Cendan, MD
The Providers

- Faculty and students from UCF Nursing, Medicine, Physical Therapy, Social Work, & UF Pharmacy
- Physician volunteers from every major hospital organization and the universities
- Medical Specialists in IM, FM, OBGYN, Dermatology, Pediatrics, Occupational Health, Ophthalmology, Optometry, Rheumatology
- Occupational Therapy
- Referral to medical home for those who needed follow-up
- Patient Educators
- Chaplain
- Legal services (from the Farmworkers Association)
A Sustainable Endeavor

• Practice Fusion EMR allowing follow-up care
• Local pharmacy formularies
• Bilingual educational services provided:
  – Nutrition & healthy options
  – Sexual health
  – Hydration & heat
  – Dental hygiene
  – Household poisons
Unique IPE Team Structure

Every team, from triage through the specialists care areas and pharmacy, consisted of interprofessional students.
LESSONS LEARNED
# Demographics

<table>
<thead>
<tr>
<th></th>
<th>July 2016 (2 clinics)</th>
<th>November 2016</th>
<th>March 2017</th>
<th>July 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of patients</td>
<td>183</td>
<td>45</td>
<td>76</td>
<td>89</td>
</tr>
<tr>
<td>Adult</td>
<td>79%</td>
<td>89%</td>
<td>74%</td>
<td>80%</td>
</tr>
<tr>
<td>Pediatric</td>
<td>21%</td>
<td>11%</td>
<td>26%</td>
<td>20%</td>
</tr>
<tr>
<td>Gender F/M</td>
<td>58%/42%</td>
<td>64%/36%</td>
<td>67%/33%</td>
<td>69%/31%</td>
</tr>
</tbody>
</table>
Access and Barriers to Care

When was the last time you saw a physician? ¿Cuándo fue la última vez que visitaste a un médico? n=124

- Within the last week (esta semana): 23%
- Within the last 2 weeks (Menos 2...): 15%
- Within the last month (este mes): 25%
- Within the last 3 months (Menos d...): 9%
- Within the last 6 months (Menos d...): 15%
- Within the last year (Menos de un...): 6%
- Within the last 3 years (Menos de...): 15%
- Within the last 5 years (Menos de 5 años): 9%
- More than 5 years (Mas de 5 años): 2%

What barriers have you had to accessing care? ¿Qué barreras ha tenido en el acceso a la atención médica?

(68 responses)

- Transportation: 15 (22.1%)
- Can't schedule app: 5 (7.4%)
- Afraid to schedule: 0 (0%)
- Work schedule: 22 (32.4%)
- Family obligation: 10 (14.7%)
- Language barrier: 19 (27.9%)
- Other: 11 (16.2%)
Cultural Education Experience in Apopka

Have you had opportunities to serve Latino-Caribbean populations in a medical setting before this clinic?

- Never before this trip: 27 (45.8%)
- Yes, a few times: 19 (32.2%)
- Yes, many times: 13 (22%)

Did you talk to patients about aspects of their lives other than their medical conditions?

- Infrequently: 6 (10.2%)
- Some of the time: 19 (32.2%)
- Most of the time: 19 (32.2%)
- All of the time: 15 (25.4%)
Comparing to Experience Abroad: Data from the DR trip 2015

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost</strong></td>
<td>$2733</td>
<td>$947</td>
<td>$650</td>
<td>$670</td>
<td>$843</td>
</tr>
<tr>
<td><strong>Total providers</strong></td>
<td>40</td>
<td>120</td>
<td>126</td>
<td>92</td>
<td>107</td>
</tr>
<tr>
<td><strong>Patients served</strong></td>
<td>144</td>
<td>92</td>
<td>46</td>
<td>66</td>
<td>89</td>
</tr>
<tr>
<td><strong>Common Patient Complaints</strong></td>
<td>Bacterial/Fungal/Parasitic Infections, Diabetes, Hypertension, Rash, Vitamin Deficiencies</td>
<td>Diabetes, Headaches, Hypertension, Extremity Weakness, Rash, Vitamin Deficiencies</td>
<td>Diabetes, Headaches, Hypertension, Extremity Weakness, Rash, Vitamin Deficiencies</td>
<td>Dry eyes, Near/ far sightedness, Back pain, Blurred vision, Cough, Headache, Rash</td>
<td>Back pain, Rash, Abdominal Pain, Headache, Skin hyper/hypo-Pigmentation, Hypertension</td>
</tr>
</tbody>
</table>
Comparing to Experience Abroad: Data from the DR trip 2015

- **Have you had opportunities to serve Latino populations in a medical setting before this trip?**
  - Yes, many times (3)
  - Yes, a few times (11)
  - Never before this trip (11)

- **How has this trip affected your interest in serving Latino populations in the future?**
  - No effect (3)
  - Less Interest (0)
  - Greater Interest (22)
The IPE Experience

How would you rate the value of involving different disciplines in one clinic (e.g. medicine, nursing, pharmacy, physical therapy, occupational health, social work)?

- Very Valuable: 94.0%
- Somewhat Valuable: 0.0%
- Neutral: 0.0%
- Somewhat Invaluable: 0.0%
- Not Valuable at all: 0.0%

Do you feel that your inter-professional team collaborated well?

- Yes, very well: 74.6%
- Yes, somewhat: 22.0%
- Neutral: 0.0%
- No, not very well: 0.0%
- No, not at all: 0.0%
Moving Forward

• Next clinic October 16, 2017
  – Increase in community partners present to offer services
• Working with Grace Medical Home and Shepherd’s Hope to find medical homes for patients with complex medical needs
• Assessing pharmacy pickups and medication compliance
• Student generated research on patient satisfaction and QI metrics
• Mobile-App based patient flow
This slide has something to show regarding data.
METHOD FOR SUBMITTING QUESTIONS

Simply type questions or comments in the chat box on the right side of your screen.
UPCOMING WEBINARS

Thursday, December 7, 2017
Health Professions Accreditors Collaborative (HPAC) Panel Discussion: Accreditation and Interprofessional Engagement

Archived webinars available at https://www.ipecollaborative.org/webinars.html

Webinars will increase to twice a quarter in 2018!

For more details, visit WWW.IPECOLLABORATIVE.ORG