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# Meeting the Needs of the Underserved: A Nurse-run Free Clinic Project

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“Lack of health insurance is the single greatest impediment to access to care in the United States and results in unnecessary morbidity for those affected and inefficient use of health care resources”

Hargraves, J.L. & Hadley, J. (2003). The contribution of insurance coverage and community resources to reducing racial/ethnic disparities in access to care. *Health Services Resources*,

38:809-829

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# Health Insurance Coverage

- Health insurance coverage helps patients get into the health care system.
- Uninsured people are:
  - Less likely to receive medical care
  - More likely to die early
  - More likely to have poor health status



# State of Health & Health Care

- **The Patient Protection and Affordable Care Act of 2010 was intended to improve access to care for all and reduce disparities in health care and health.**
- **Not all individuals are covered under this health care initiative.**





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Part I

# THE UNDERSERVED: A POPULATION AT RISK



# The Underserved

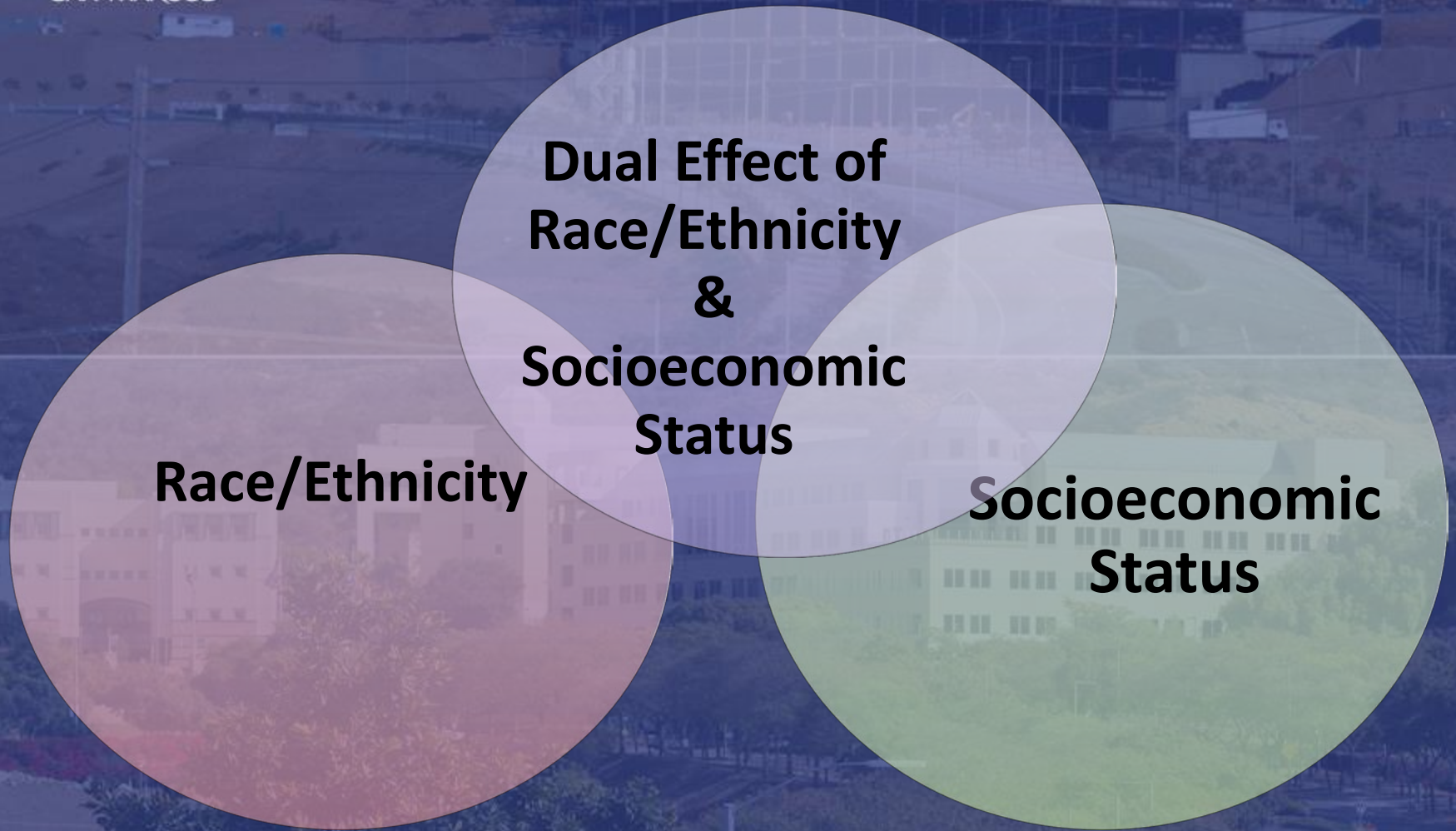
- **Uninsured**
- **Under-insured**
- **Homeless: unsheltered & urban homeless**
- **Unemployed**
- **Migrants**
- **Immigrants**
- **The young and old**
- **Special populations: LGBTQ, others**

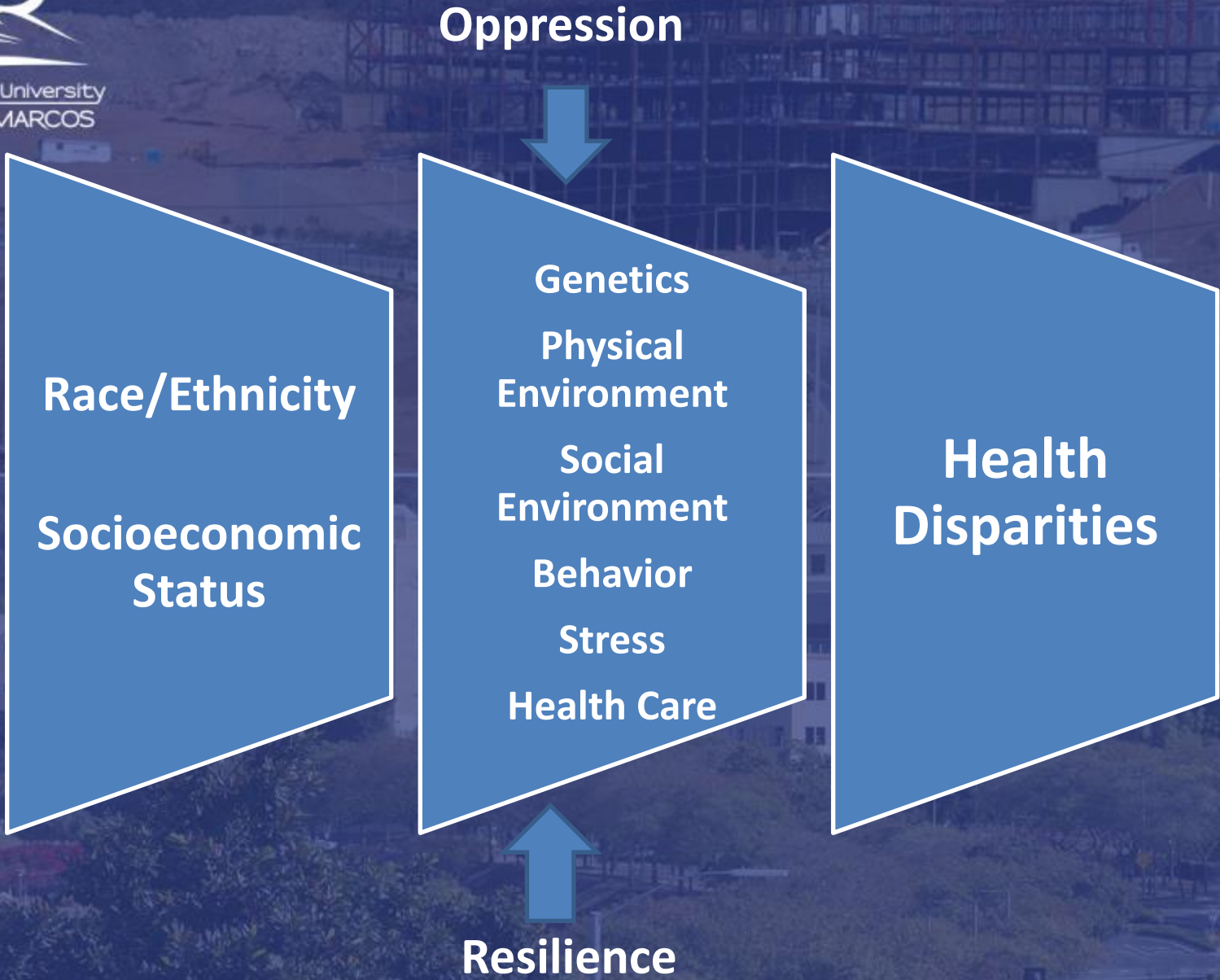






# Social Determinants of Health





**Oppression**



**Race/Ethnicity**  
**Socioeconomic Status**

**Genetics**  
**Physical Environment**  
**Social Environment**  
**Behavior**  
**Stress**  
**Health Care**

**Health Disparities**



**Resilience**





# Disparities in the Underserved

- **Health Disparities: Differences in health outcomes experienced by individuals based on social characteristics, often economic and always systematic.**
- **Health Care Disparities: Systematic differences in health care received by individuals based on social characteristics.**



# Ethical & Moral Issues

- The WHO defined the right to health as a basic right for all
- Concept of Distributive Justice
  - Resources directed at the greatest need
  - Justice used in a general sense of fairness
- Philosophical arguments support the ideal that person should have access to a decent level of or care regardless of ability to pay.





# Legal Issues

- **No legal right to health care nor any corresponding legal duty to provide care**
- **Federal & State laws mandate a duty to provide medical services under limited circumstances**
- **This duty drives public and private health insurance policy and premiums to cover uninsured care**



# Areas of Law that Govern Care to the Medically Underserved

- **Access to Care**
- **Emergency Treatment & Labor Act**
- **Payment for health care including legal aspects of Medicaid (Public Health Services Act)**
- **Health Care quality and patient rights**
- **Americans with Disabilities Act (ADA)**





# Healthy People 2020 Objectives

**Main Goal: Improve access to comprehensive, quality health care services.**

- **Disparities in Access are due to:**
  - Lack of availability
  - High cost
  - Lack of insurance coverage
- **And lead to:**
  - Unmet health needs
  - Delays in receiving appropriate care
  - Inability to get preventive services
  - Hospitalizations that could have been prevented



# Healthy People 2020 Objectives Related to Access to Care

- **AHS-1.1 Increase the proportion of persons with medical insurance**
- **AHS-3 Increase the proportion of persons with a usual primary care provider**
- **AHS-5.1 Increase the proportion of persons of all ages who have a specific source of ongoing care**





# Objectives Related to Access to Care

- **AHS-6.1 Reduce the proportion of persons who are unable to obtain or delay in obtaining necessary medical care, dental care, or prescription medicines**
- **AHS-7(Developmental) Increase the proportion of persons who receive appropriate evidence-based clinical preventive services**
- **AHS-4.4 (Developmental) Increase the number of practicing nurse practitioners**



# Providers for Underserved/Medical Homes

- Hospitals and their Emergency Departments
- Community Health Clinics
- Private Medical Practices
- Free Clinics







# New Specialty in Primary Care

- Due to the unmet needs of this diverse population, specific expertise is needed to care for this population.
- CSUSM awarded HRSA grant to develop a NP Fellowship in Underserved Health, a new emphasis track in FNP program and CNS tracks in Transitions of Care for the Underserved.



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Part II

# THE UNDERSERVED: MANAGEMENT OF HEALTH PROBLEMS



# Management of Acute Health Conditions

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# Acute Conditions

- **Dermatologic Conditions & Infestations**
- **Wounds**
- **Diarrhea & GI Conditions**
- **Coughs & Colds**
- **Abdominal Pain**
- **Fever**
- **Chest Pain**
- **Psych emergencies**
- **Seizures**
- **Dizziness & syncope**





# Management of Chronic Health Conditions

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# Burden of Chronic Conditions

- **Heart Disease**
  - **Coronary Artery Disease, Hypertension, Hyperlipidemia**
- **Diabetes**
- **Arthritis**
- **Asthma**
- **COPD**
- **Cancer**
- **Mental Health Disorders**
- **Substance Abuse**
- **Dental Problems**





# Chronic Conditions

- Asthma
- Cancer
- COPD
- Diabetes
- Hypertension & Stroke
- Hyperlipidemia & CAD
- Mental Health Disorders
- Substance Abuse



# Management Strategies for Chronic Conditions

- **Use of \$4/month prescription programs**
  - Diabetes medications
  - Medications for Hyperlipidemia & Hypertension
  - Medications for Anxiety & Depression
- **Needed Medications not included in special programs**
  - Diabetes medication
  - Pulmonary medications
- **Case Management**
  - Education regarding medications, diet, exercise and health problem to increase patient compliance





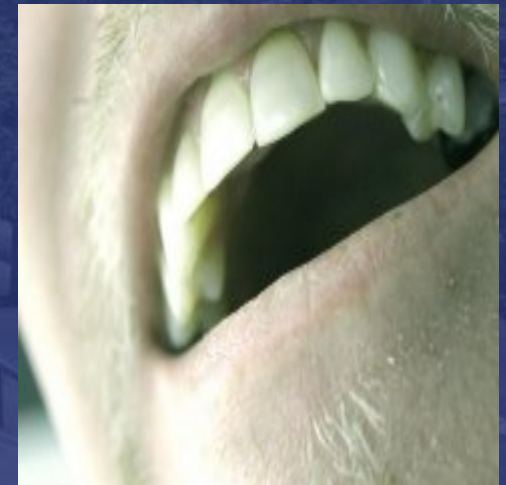
# Management of Mental Health Disorders

- **Psychiatric Inpatient**
- **Community Behavioral Health**
  - Exodus Mental Health
- **Private Providers**
- **Psychiatric Nurse Practitioners**
- **Community Groups**
  - Nurse & Social Worker Lead Wellness Groups
- **Substance Abuse Programs**



# Dental Disorders: The Forgotten Chronic Health Problem

- **Lack of Access to Dental Preventive & Restorative Services**
- **Medical Conditions that predispose individuals to dental problems**
- **Lack of knowledge regarding proper oral care**
- **Toothlessness leads to joblessness**







# Challenges for Providing Dental Care

- Oral health care for these populations is delivered in myriad settings and through varied institutional structures, with limited common goals and no coherent, organizing system
- No agreed-upon set of essential oral health services with which to evaluate the efforts designed to improve access
- Lack of agreement on how to expand the capacity of the oral health workforce to meet the needs of these populations



# What We Can Do as Primary Care Providers

- Primary care providers are well situated to educate parents about how to prevent oral disease, assess risk for oral disease, screen for early childhood caries, and deliver preventive services (e.g., fluoride varnish).
- Similarly, older adults living in institutions receive much of their routine care from nurses and nursing assistants who can also screen for dental disease, provide routine oral health care (e.g., tooth brushing and denture care), and promote preventive care.



# Preventive Services

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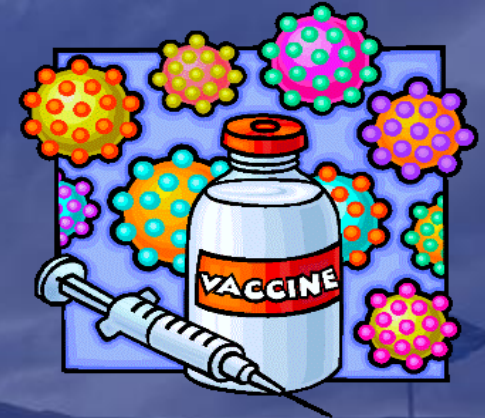


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# Preventive Care & Screening

- Immunizations
- Screening
- Health Promotion



California Department of Health Services  
Office of Family Planning







# Transportation Barriers





# Referrals

- **Specialist Referrals**
- **Project Access San Diego**
- **Patient Assistance**
- **Integrative Modalities**
- **Dental**
- **Ophthalmology/Vision**





# Case Management for Nonmedical Conditions

- **Food Security**
  - Cal Fresh Sign Up
- **Shelter**
  - Transitional Housing/Shelter Placement Assistance
- **Insurance**
  - MediCal Sign Up
  - Covered California Sign Up
  - Disability Sign Up
- **Transportation**
  - Bus & Metro passes & Disabled parking
- **Other**
  - Skilled Nursing Facility Case Management



# Technology & Underserved

## Resources Available for Free

- **Electronic Health Records**
  - Practice Fusion EHR
- **Medical & Pharmacology Apps**
  - Epocrates
  - Medscape

## Other Useful EBP Resources

- UpToDate







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A wide-angle photograph of a university campus. In the foreground, a large, well-maintained green lawn stretches across the frame. A paved walkway runs along the left side of the lawn. In the background, a large, modern, multi-story building with a curved facade and many windows is visible. The sun is low in the sky, creating a bright lens flare effect. The sky is filled with large, white, fluffy clouds. A tall, modern street lamp stands on the walkway.

# SCHOOL OF NURSING STUDENT HEALTHCARE PROJECT



# Our Answer to Meeting the Needs of the Underserved

Four nurse-managed student-run free clinics which provide holistic care to uninsured, under-insured and unsheltered individuals in San Diego County and is affiliated with the CSUSM School of Nursing.







# Mission Statement

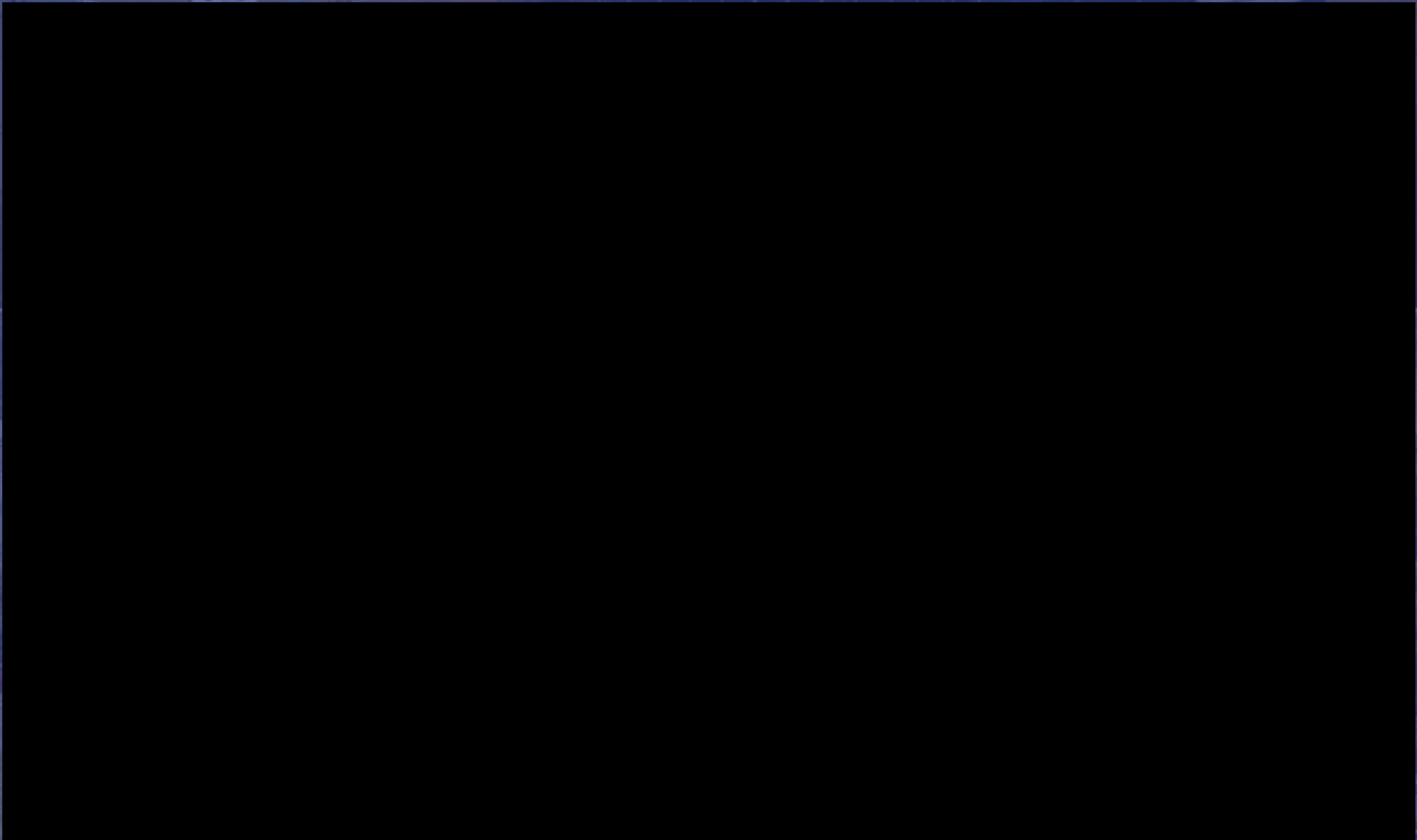
**The mission of the CSUSM School of Nursing Student Healthcare Project is to provide high quality, community-based, client-centered, free healthcare utilizing the transdisciplinary approach with healthcare professionals, students and community members. The healthcare project is focused on serving the working poor, and under/uninsured residents of San Diego County in a respectful and compassionate manner.**

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# CSUSM SON Video







# Patient Population

- **Uninsured and under-insured individuals of San Diego County**
  - Homeless Individuals
  - Undocumented Individuals
  - Other people who do not qualify for insurance for a variety of reasons
- **Over 3500 patients encounters**
- **Estimated savings to San Diego County Emergency Rooms is over \$300,000**





# Personnel Structure

## Director CSUSM School of Nursing

- Director Healthcare Project
- Volunteer Medical Director
  - Volunteer Nurse Practitioners and Physicians
  - Nurse Practitioner and other APRN Students
- Volunteer Nursing Faculty
  - Student Clinic Managers – Community Health
  - Leadership Students
  - Other BSN Student
  - DNP Students
  - Community Volunteers





# Support for Clinical Practice

- **NONPF Criteria for Evaluation of Nurse Practitioner Programs: A Report of the National Task Force on Quality NP Education (National task Force, 2012):**
  - **Criterion I.C: Institutional support that ensures that NP faculty teaching in clinical courses maintain currency in clinical practice (p. 4).**
  - **Criterion V.A.1: NP programs/tracks have sufficient faculty members with the preparation and current expertise to adequately support the professional role development and clinical management courses for NP practice” (p.13)**



# Faculty/Volunteer Involvement

- **Volunteer Faculty Providers**
  - Nurse Practitioners
  - Physicians
- **Community Volunteers**
  - Pharmacist
  - Pharm Tech
  - Food Distribution
- **Nursing Community Health and Leadership Faculty**
  - Many additional volunteer hours







# Student Involvement

- **Graduate Students**
  - DNP Students
  - FNP and CNS Students
  - UCSD Medical Students
- **Undergraduate Students**
  - Nursing Leadership Students
  - Nursing Community Health Students Clinic Managers and Out Rotations
  - Nursing Student Volunteers





# OB1 Clinic

**First Baptist Church of Ocean Beach (OB1)**

**4790 Santa Monica Blvd, San Diego, CA 92107**

- **Wednesdays from 9:30 am until 4 pm**
- **Primary Care Services**
- **Case Management**





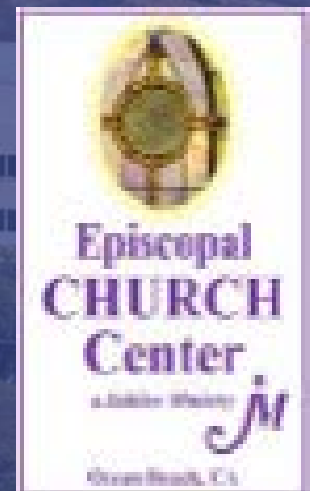


# ECC Clinic

## Episcopal Church Center (ECC)

2083 Sunset Cliffs Blvd, San Diego, CA 92107

- Wednesdays 5 - 8 pm & Saturdays 7:30 am - noon
- Urgent Care
- Case Management
- Additional Services
  - Hygiene Items
  - Onsite Showers & Haircut Services
  - Onsite Food Distribution and Meals
  - Onsite Vet Services





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# Oceanside Clinic

**St. Anne's Episcopal Church**

**1002 S. Coast Hwy, Oceanside, CA 92054**

**– Thursdays 1 – 7 pm & 1<sup>st</sup> & 3<sup>rd</sup> Tuesdays 1 – 7 pm**

**– Primary Care**

**– Case Management**

**– Additional Services:**

- **Mental Health Services – Tuesdays 10 – 11 am**
- **Monthly Food Distribution – Start April 2015**
- **Community Garden - Daily**
- **Wellness Program – Tuesdays 4:30 – 7:00 pm Walking & Yoga**
- **Immunization Program – Start April 2015**
- **Integrative Health – Start May 2015**







# South Bay Clinic

**St. Matthews Episcopal Church**

**531 E. 8th St, National City, CA 91950**

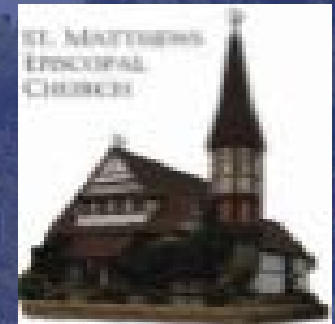
**– 2<sup>nd</sup> and 4<sup>th</sup> Tuesdays from 1 pm until 7 pm**

**– Primary Care**

**– Case Management**

**– Additional Services**

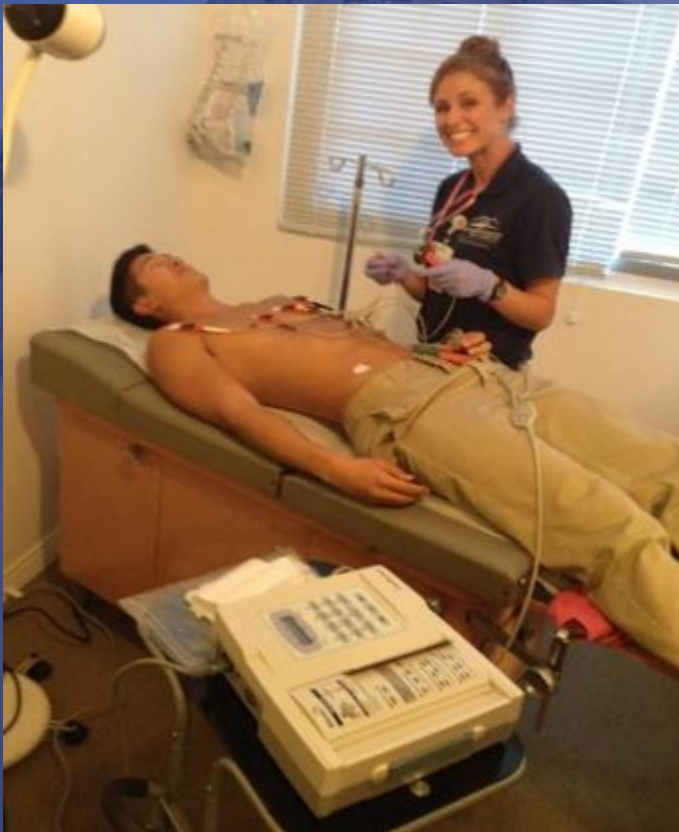
- Meals
- Integrative Health





# Primary & Urgent Care

- **Primary Care and Urgent Care**
  - Medical Services
  - Nursing Services
  - Mental Health Services
  - Integrative Health
  - Electronic Medical Records
  - Free or Low Cost Medications
  - Free Laboratory Services
  - Referrals to Other Service Providers







# Case Management

- MediCal Sign Up
- Covered California Sign Up
- Cal Fresh Sign Up
- Disability Sign Up
- Transitional Housing/Shelter Placement Assistance
- Skilled Nursing Facility Case Management





# Community Partners

- **St. Anne's Episcopal Church**
- **St. Matthews Episcopal Church**
- **The Episcopal Diocese of San Diego County**
- **First Baptist Church of Ocean Beach**
- **UCSD Student Run Free Clinics**
- **Mission Park Pharmacy**
- **Council of Community Clinics**
- **Southbay Free Clinic Non Profit**
- **Second Chances Bread of Life**
- **North County LGBT Center**
- **National Organization of Nurse Managed Clinics**







# Funding

- Private Donors
- Fundraising Activities
- Grants
  - Community Grants
    - Kaiser
    - CVS
    - CECO
    - Oceanside Charitable Foundation
  - HRSA Grant
- No University, State or Federal Funds are used





# Challenges

- Funding, Funding, Funding 😊
- Infrastructure
- Lack of Resources
- Neighbors and City Councils
- Requests to Open Additional Clinics
- Training students
- Sufficient number of volunteer providers to see patients, mentor students, & open on additional days







# Other Services Offered

- Hygiene Items
- Food Distribution and/or Meals
- Bus Passes
- Reduced Fee DMV Vouchers
- Durable Medical Equipment
- Patient Assistance
- Project Access
- Showers
- Legal Services





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# Tips for Working with Underserved

- **Build trust**
- **Consistency**
- **Holistic care**
- **Cultural humility**
- **Patience**
- **Respect**







# Invitation

- Please come and visit us
  - Mary Baker
    - [mbaker@csusm.edu](mailto:mbaker@csusm.edu)
    - 760-822-8264
  - Susan Andera
    - [sandera@csusm.edu](mailto:sandera@csusm.edu)
    - 760-750-7582
- Thank you!





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# Questions

