

6 MONTH REVIEW



Trinity Health
Mid-Atlantic
Saint Francis
Healthcare



MOBILE HEALTH PROGRAM

INTRODUCTION

In collaboration with the Lieutenant Governor's office, Trinity Health-Saint Francis Healthcare, University of Delaware, and Highmark Blue Cross Blue Shield Delaware collaborated to establish a replicable academic - community service model with Saint Francis Healthcare mobile health van. The van enables faculty, staff and students to support improvements in health outcomes in Wilmington's most vulnerable neighborhoods, through Community Health Services Outreach. The van is also devoted to community Health and Wellness Outreach (HWO), a public health initiative to address community health needs, promote healthy living choices and wellness.

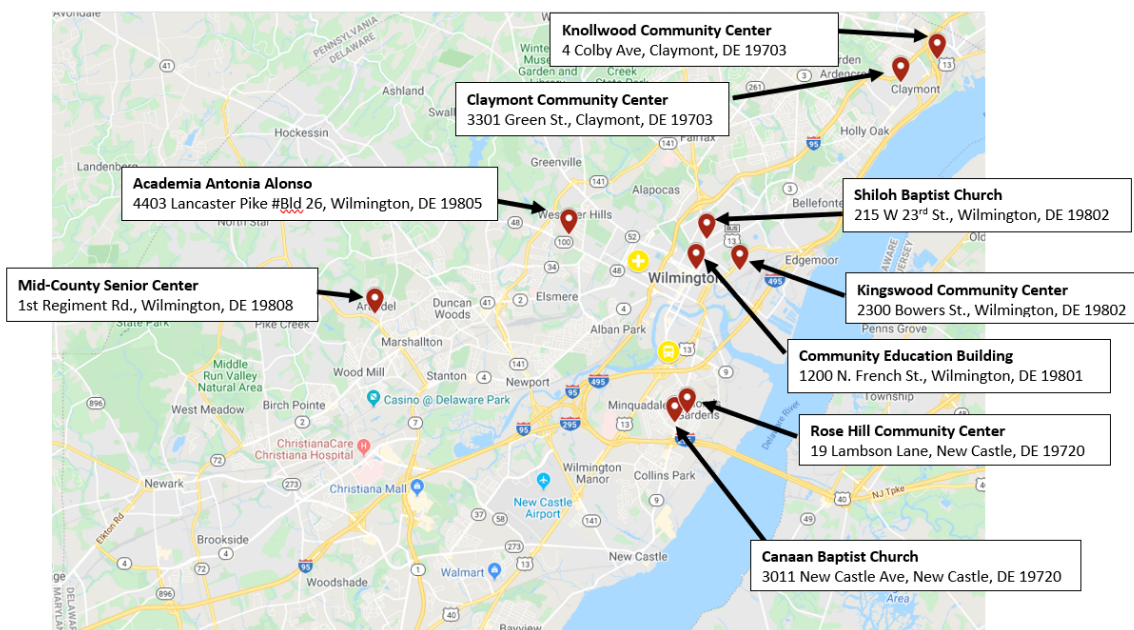
TIMELINE REVIEW

ADMINISTRATION MANAGEMENT - OCTOBER - DECEMBER 2018

- Project Coordinator hired
 - Christine Sowinski
- Governance Committee Identified
 - Pam Price - Highmark Blue Cross Blue Shield Delaware
 - Lt. Governor Bethany Hall-Long
 - *Designee - Tanner Polce*
 - Sandra Gibney - Saint Francis Healthcare
 - Rita Landgraf - University of Delaware
 - *Designee - Christine Sowinski*
 - Cathy Weaver - Saint Francis Healthcare
 - *Designee - Ebony Brown/Lisa Schieffert*
- University of Delaware Data Team Identified
 - Dr. Jennifer Horney - Founding Director of Epidemiology Program
 - Abby Heath - PhD Candidate
- University of Delaware Faculty Staff Identified
 - Barret Michalec - Associate Dean of Interprofessional Education in the College of Health Sciences
 - Ryan Beveridge and Timothy Fowles - Department of Psychological & Brain Sciences
 - Miranda Wilson - Department of English
 - Michael Mackenzie, Tara Leonard, Brittany Overlook, and Anja Leefeldt - Department of Behavioral Health & Nutrition
 - Amy Hagstrom, Heidi Skopowski, and Marigmarget Fischer - Department of Nursing
 - Christine Cook and Jackie Truluck - Department of Communication Sciences & Disorders
 - Megan Dabkowski - Department of Languages, Literatures and Culture
 - Noel Duckworth - Partnership for Healthy Communities

**ADMINISTRATION MANAGEMENT - OCTOBER - DECEMBER 2018
CONTINUED**

- **Affiliation Agreements Finalized**
- **Community Partner locations identified**
 - **Academia Antonia Alonso**
 - **Canaan Baptist Church**
 - **Claymont Community Center**
 - **Community Education Building**
 - **Kingswood Community Center - REACH Riverside**
 - **Knollwood Community Center**
 - **Mid-County Senior Center**
 - **Rose Hill Community Center**
 - **Shiloh Baptist Church**



- **Days and times Mobile Health van will be in the community identified**
 - **Tuesday afternoon,**
 - **Wednesday afternoon**
 - **Thursday morning and afternoon**
- **All teams begin meeting to identify goals and path forward**



DISCOVERY PHASE - DECEMBER 2019 - JANUARY 2020

- **Draft of Nursing Student Schedules Completed**
- **Education Development Initiated with University of Delaware faculty**
- **Community Partners Marketing Representatives Identified**
 - **Denee Crumrine - Highmark Blue Cross Blue Shield Delaware**
 - **Kelly Bothum - University of Delaware**
 - **Laura Wisniewski - Lt. Governors Office**
 - **Mary Beth McCloy - Trinity - Saint Francis Health Care**
- **Initial Marketing Meetings begin to identify plans for Kick-Off event scheduled for March 9, 2020**

GO LIVE - PROGRAM LAUNCH PHASE - FEBRUARY 2020

- Data to be collected identified
- Van Branding completed
- Community Partner locations finalized
- Nursing student schedules for clinical rotations on the van completed
- Nursing students participate in clinical sessions on the Mobile Health van
- Student taking course in Spanish in Healthcare assisted a community partner with a project
- Doctoral student in Public Health greeted patients outside of the van and gathered data
- Initial marketing complete
 - Flyers created
 - Press release
 - Highmark Blue Cross Blue Shield Delaware
 - Media Advisory
 - Office of the Lt. Governor
 - Kick off event
 - Senior Leadership from all community partners represented
 - Social Media representatives present
 - News Stories/Marketing Mentions
 - UD College of Health Sciences Insider
 - WDEL - Delaware's News Radio
 - Delaware Public Media
 - Claymont Community Center Facebook post
 - State Rep. Mike Ramone Business to Business Community Forum E-mail
 - Academia Antonia Alonso Facebook post
 - LinkedIN
 - University of Delaware
 - Trinity Health
- Value and Interprofessional Educational offerings identified
 - Project Coordinator worked with internal and external community partners to identify offerings

REVIEW AND REFINE - MARCH - MAY 2020

- This phase was put on hold to adjust and support COVID 19
- New phases were identified

OUR RESPONSE TO COVID 19

Unfortunately due to the COVID-19 pandemic the Mobile Health van was unable to service the Delaware community during spring 2020, however, this did not stop the Mobile Health team from finding other safe and effective ways of serving the local areas during these difficult times. Governance Team Members; Pam Price, Bethany Hall-Long, Sandy Gibney, Cathy Weaver, and Rita Landgraf organized medical and support service teams to screen for COVID-19 symptoms among those experiencing homelessness. Services teams were sent out in every county in Delaware. The goal was to screen and identify those with potential symptoms and provide isolation to the individuals to prevent spread of the the virus to others who are vulnerable and at risk

HOMELESS POPULATION - MARCH 2020 - PRESENT

- Rita Landgraf deployed to the Department of Health and Social Services to support the effort to protect our most vulnerable population in the State of Delaware
- Bethany Hall_Long Hall, Lt. Governor provided guidance at the state level
- Dr. Sandy Gibney, our contracted Medical Director for the Mobile Health Program, leads the initiatives surrounding COVID 19 pandemic efforts
 - Integrated with a social services team to support homeless who are high risk based on CDC guidance and/or are COVID 19 positive
- Data collected

BROADEN COMMUNITY ACTIVATION - MAY 2020- PRESENT

- Saint Francis Health care COVID 19 screenings and testing continued at a community level and at times under the Mobile Health Program partnership
- Mobile Health Program website launched
 - Provides up to date information on the Mobile Health van schedule, education and outreach initiatives
 - <https://mobilehealthdelaware.org/>
- Data collected

STUDENT ENGAGEMENT MARCH 2020 - AUGUST 2020

- Student Orientation Webinar developed
 - Webinar to be viewed by all students prior to their participation with the Mobile Health program
- Student Debrief Session held virtually
 - Students met to discuss their experience with the Mobile Health Program
 - To be held at the end of each semester

STUDENT ENGAGEMENT MARCH 2020 -AUGUST 2020

- Value and Interprofessional educational offerings by University of Delaware explored to be offered remotely for the summer
- Surveys submitted to community partners to identify their need and desire for virtual initiatives remotely
- Virtual space offerings identified and uniquely created to support community partners, in partnership with University of Delaware
 - Webinar series
 - 6 week webinar series presented by UD students, staff, and community partners
 - Self Compassion
 - Nutrition & Picky Eating
 - Stress, Recovery & Mindfulness
 - Nutrition & Diabetes
 - Domestic Violence - Recognizing and Referrals
 - Nutrition & Aging
 - One on One initiatives
 - Behavioral Health and Nutrition Students
 - Health Coaching Students
 - Met with individuals to assess their dietary intake, provide feedback, and provide tips and recommendations
 - Dietetic Interns
 - Met with individuals to assess their overall nutritional status, and work with them to develop a personalized treatment plan
 - English Students
 - Gathered stories from our community partners and their community members around COVID 19
 - Created info graphs, newsletters, and news briefs
 - Masters in Public Health Student
 - Assisted with the creation of the Mobile Health Program website
 - Virtual field trips created for a community partners summer camp

FUTURE PLANS

STUDENT ENGAGEMENT SEPTEMBER 2020 -DECEMBER 2020

- Surveys submitted to community partners to identify their need and desire for virtual initiatives remotely for the fall
- Virtual space offerings identified and uniquely created to support community partners, in partnership with University of Delaware
 - Mobile Health Van - Clinical Practicums
 - Nursing Students
 - Undergraduate students on the Mobile Health Van
 - Graduate students providing physicals at community partner location site
 - Webinar series
 - Six week webinar series to be presented by UD students and partners
 - Small Group Initiatives
 - Lunch & Learn Series
 - Four lunch & learn series presented each month by Behavior Health and Nutrition students
 - Behavior Health Groups
 - Groups held one time a month for each of the community partner locations, facilitated by post doctoral fellow and students in the Department of Psychological & Brain Sciences

FUTURE PLANS

STUDENT ENGAGEMENT SEPTEMBER 2020 -DECEMBER 2020

- One on One initiatives
 - Behavioral Health and Nutrition Students
 - Health Coaching Students
 - Health Coaching student will be working with community members to assess an individual's dietary intake, provide feedback on how this compares to the recommendations, and provide tips on how to meet those recommendations
 - Dietetic Interns
 - Work with community members through nutrition visits. The initial nutrition visit includes a thorough assessment of their overall nutritional status. The Registered Dietitian Nutritionist (RDN) will then work with the individual over a video conferencing platform to develop a personalized treatment plan including recipes, tips for shopping, eating out, planning meals, and exercises.
 - English Students
 - Gather stories from our community partners and their community members around COVID 19
 - Technical Writing Students
 - Work with community partners to create brochures, infographs, news briefs
- Health Education and Supportive Initiatives
 - Undergraduate Nursing Students working with community partners on community health projects:
 - Updating and organizing student health records
 - Support mini health related projects and health classes
 - Support Medical & Terminology class
 - Support temperature checks Organizing charts
 - Provide health education sessions
- Data Collection by PhD candidate in the Epidemiology Program

**MOBILE HEALTH PROGRAM
6 MONTH REVIEW**



19

**STUDENTS WHO PARTICIPATED IN
THE MOBILE HEALTH PROGRAM
FEBRUARY - AUGUST**



89

**STUDENTS WHO WILL BE
PARTICIPATING IN THE MOBILE
HEALTH PROGRAM
SEPTEMBER - DECEMBER**



INTERPROFESSIONAL ENGAGEMENT

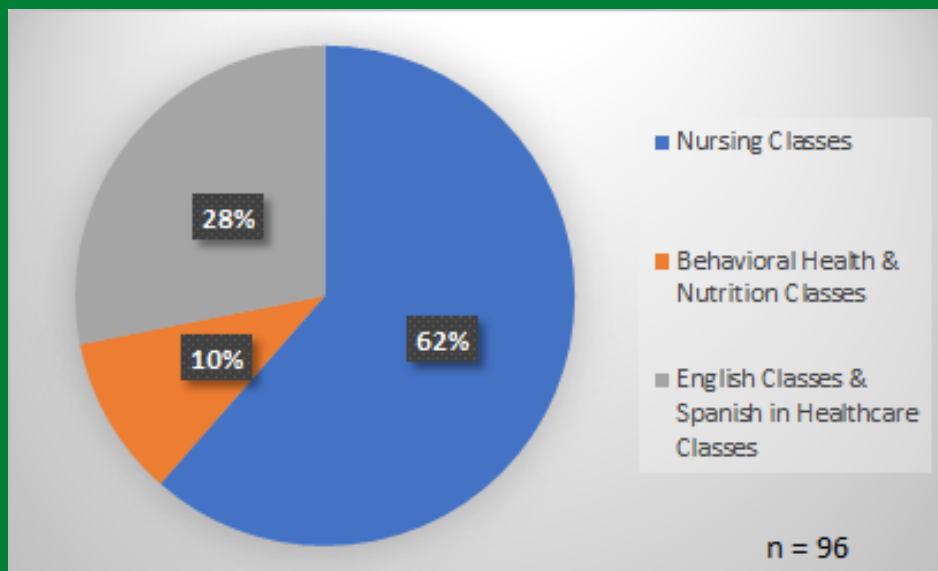
UD COLLEGES REPRESENTED 2
COLLEGE OF HEALTH SCIENCES
COLLEGE OF ARTS & SCIENCES

UD DEPARTMENTS REPRESENTED 6
NURSING
LANGUAGES, LITERATURES, AND CULTURES
ENGLISH
BEHAVIOR HEALTH & NUTRITION
EPIDEMIOLOGY
PSYCHOLOGICAL & BRAIN SCIENCES

GRADUATE STUDENTS REPRESENTED 10
NURSING
BEHAVIOR HEALTH & NUTRITION
EPIDEMIOLOGY
PSYCHOLOGICAL & BRAIN SCIENCES

POST DOCTORAL STUDENTS REPRESENTED 2
EPIDEMIOLOGY
PSYCHOLOGICAL & BRAIN SCIENCES

UNDERGRADUATE STUDENTS REPRESENTED 96



SUMMARY DATA

Clients of the Mobile Health Unit have the option to complete an interviewer-administered survey to assess their self-rated physical and mental health status using the 12 item, short form health survey (SF-12). The SF-12 has been widely validated in many U.S. populations and shown to be reliable. The SF-12 produces a composite score for self-reported mental and physical health between 0 and 100, which allows for comparison of the study population and national averages. As of August 31, 2020, 31 clients of the Mobile Health Unit have completed the survey. In the surveys collected prior to COVID (n=22) the mean Mental Component Score (MCS) was 52.38 (95% CI: 47.50-57.25) and the mean Physical Component Score (PCS) was 45.38 (95% CI: 41.93-48.88); physical health was lower than national mean scores. In the surveys collected after to COVID (n=7) the mean MCS was 52.56 (95% CI: 47.06-58.01) and the mean PCS was 49.56 (95% CI: 41.10-58.01).

In addition to providing care, the program provides an opportunity to offer a hands-on experience for students, which will serve to develop competencies, knowledge, and professional skills to function as a future community health medical provider. Teams of interprofessional students provide nursing care, collect data on baseline physical and mental health, and provide other health services. Community partners and student's complete evaluations to document various aspects of service learning, including strengthening the partnership between the University of Delaware and CBOs and providing students with applied experience and training in a community setting.

Although first semester placements were interrupted by COVID-19, we completed key informant interviews with both student volunteers and with host sites to assess their general experience with the program, what they viewed as the benefits to populations served and to themselves and their organization, and the impacts of COVID-19 on their experience.

SUMMARY DATA

Five of eight students (62.5%) of interprofessional students completed a telephone interview. Four of five (80%) indicated that they augmented a skill learned in the classroom through application and 60% (3 of 5) reported they learned a new skill never covered in the classroom. Four of five (80%) indicated that the experience provide insight into community public health; 3 of 5 (60%) used the activity to fulfill an academic requirement while the remainder (2 of 5; 40%) hoped to make contacts for future employment opportunities. All (100%) of the respondents agreed that the pandemic has adversely affected access to healthcare among vulnerable populations served by the Mobile Health Unit.

Five of nine (55.6%) of community host sites completed a telephone interview. All community partners (100%) reported being satisfied or very satisfied about the knowledge of the students, the involvement of the University, and the ability of the Community Mobile Healthcare and Wellness program to meet their needs. All (100%) also agreed that the Mobile Unit helped to create an effective partnerships between the University of Delaware and local community-based organizations. All emphatically indicated they would like to continue to partners with Mobile Healthcare in the future because it “meets community needs; is visible and accessible,” and provides convenient access to care to residents and areas of the community that “might not otherwise have access to healthcare.” Community partners pointed out that the visible presence of the van during the later stages of COVID-19 was important as is addressed “uncertainly, lack of understanding, and fear of going to medical facilities,” when “a lot of places were closed...or doing telehealth...which many seniors are not comfortable with.”

“THE EXPERIENCE WAS GREAT, VERY PROFESSIONAL, QUICK EXAM, GOOD DIAGNOSES, HELPED WITH THE PRESCRIPTIONS. I WOULD DEFINITELY RECOMMEND THIS TO OTHER PEOPLE WHO MIGHT NEED IT. I DID FORWARD THIS TO OUR HR DEPARTMENT SO SHE COULD HAVE THE INFORMATION TO HAND OUT AS NEEDED TO OTHER WHO MIGHT BE IN THE SAME SITUATION AS MYSELF AND TO SHARE IF SHE KNOWS OF ANYONE. ALSO, I HAVE A FEW FRIENDS WHO MIGHT NEED TO USE THIS AS WELL AND WILL PASS IT ALONG TO THEM.”

- ERIC WILLIAMS

“ THE [VAN PROVIDES] SERVICES OFFERED TO THE COMMUNITY LIKE SENIORS, NEW CASTLE COUNTY, AND THE CITY OF WILMINGTON. IT'S GOOD TO HAVE A VAN COME TO SUBURBAN AREAS BECAUSE PEOPLE WITHIN THE RESIDENTIAL AREAS MIGHT NOT HAVE ACCESS TO HEALTHCARE...CHRISTINE HAS DONE A FANTASTIC JOB KEEPING EVERYONE INFORMED, SURVEYS, WORKING WITH DIFFERENT STUDENTS, AND WEBINARS.”

- MID COUNTY SENIOR CENTER

**"I THINK THE VAN HAS BEEN A REALLY FANTASTIC EXPERIENCE. THEY ARE VERY RESPONSIVE TO OUR NEEDS AND REQUESTS. DR. GIBNEY AND CHRISTINE HAVE BEEN GREAT AND ARE WILLING TO TRY AND KEEP PUSHING INITIATIVES FORWARD. THEY HAVE GONE ABOVE AND BEYOND, AND WE APPRECIATE THAT DESPITE EVERYTHING GOING ON THEY ARE OFFERED THE SERVICES."
- COMMUNITY EDUCATION BUILDING**



**MOBILE HEALTH PROGRAM
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“THE MOBILE HEALTH PROGRAM INITIATIVE WILL AFFORD UNIVERSITY OF DELAWARE UNDERGRADUATE AND GRADUATE STUDENTS THE OPPORTUNITY TO PARTICIPATE IN HANDS ON EXPERIENCES IN POPULATION HEALTH. STUDENTS WILL BUILD EMPATHY AND GAIN A BETTER UNDERSTANDING OF HOW INEQUITABLE SOCIAL CONDITIONS SUCH AS FOOD INSECURITY AND HOUSING INSTABILITY CAN IMPACT PEOPLE’S HEALTH. WORKING AND LEARNING TOGETHER WILL ANCHOR AN INTERPROFESSIONAL EXPERIENCE, WHILE PARTICIPANTS ARE ACTIVELY ENGAGED IN EDUCATION AND OUTREACH INITIATIVES.”

- RITA LANDGRAF, DIRECTOR-UD PARTNERSHIP FOR HEALTHY COMMUNITIES, PROFESSOR OF PRACTICE AND DISTINGUISHED HEALTH & SOCIAL SERVICES ADMINISTRATOR IN RESIDENCE

“[WE ARE] REALLY EXCITED FOR THE PARTNERSHIP AND WORKING WITH CHRISTINE TO HELP THE STUDENTS AND COMMUNITY, GETTING PHYSICALS DONE WITH STUDENTS, IN ADDITION TO MONTHLY WEBINARS.”

- ACADEMIA ALONSO SCHOOL

“I LOVE THE OPPORTUNITY THE VAN PRESENTS, IT PROVIDES RESOURCES FOR THOSE WHO ARE UNINSURED OR UNDOCUMENTED. IT IS GREAT FOR THOSE NOT WANTING TO GET OUT OF THEIR HOUSE AND WORKS WELL IN THE CLOSE BY COMMUNITY.”

-KNOLLWOOD COMMUNITY CENTER

