

Enhancing Self-Management through Community-Based Intervention



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Health Care Overview

Aging of the population:
Chronic disease epidemic



Rising cost of care: Health
Care Reform



Focus on population health

Nutrition and
food security

Isolation
Housing

Johns Hopkins Bayview Medical Center

History as a community hospital

Home to the Johns Hopkins Division of Geriatric Medicine and Gerontology

Community Benefits – IRS requirement for non-profit hospitals

Benefits to the Patient



Meals on Wheels is a known and trusted provider



Offers easy access to healthy food



Acts as an extra set of 'eyes and ears'



Brings additional services into the home

Benefits to the Medical Center



Ideal for patients at high risk of re-admission



Ability to uncover issues and concerns missed in the hospital



Can supplement what the hospital & other agencies offer



Can tailor services to the needs of the community



Good for community relations



Good story

Future Considerations

Baby boomers and life expectancy gains continue to feed rising number of seniors

More community-based treatment will be necessary

Payors are beginning to recognize the value in the service

“The right thing to do becomes the smart thing to do”

Eliminating Disparities is the Pathway to Equity



This is Disparity

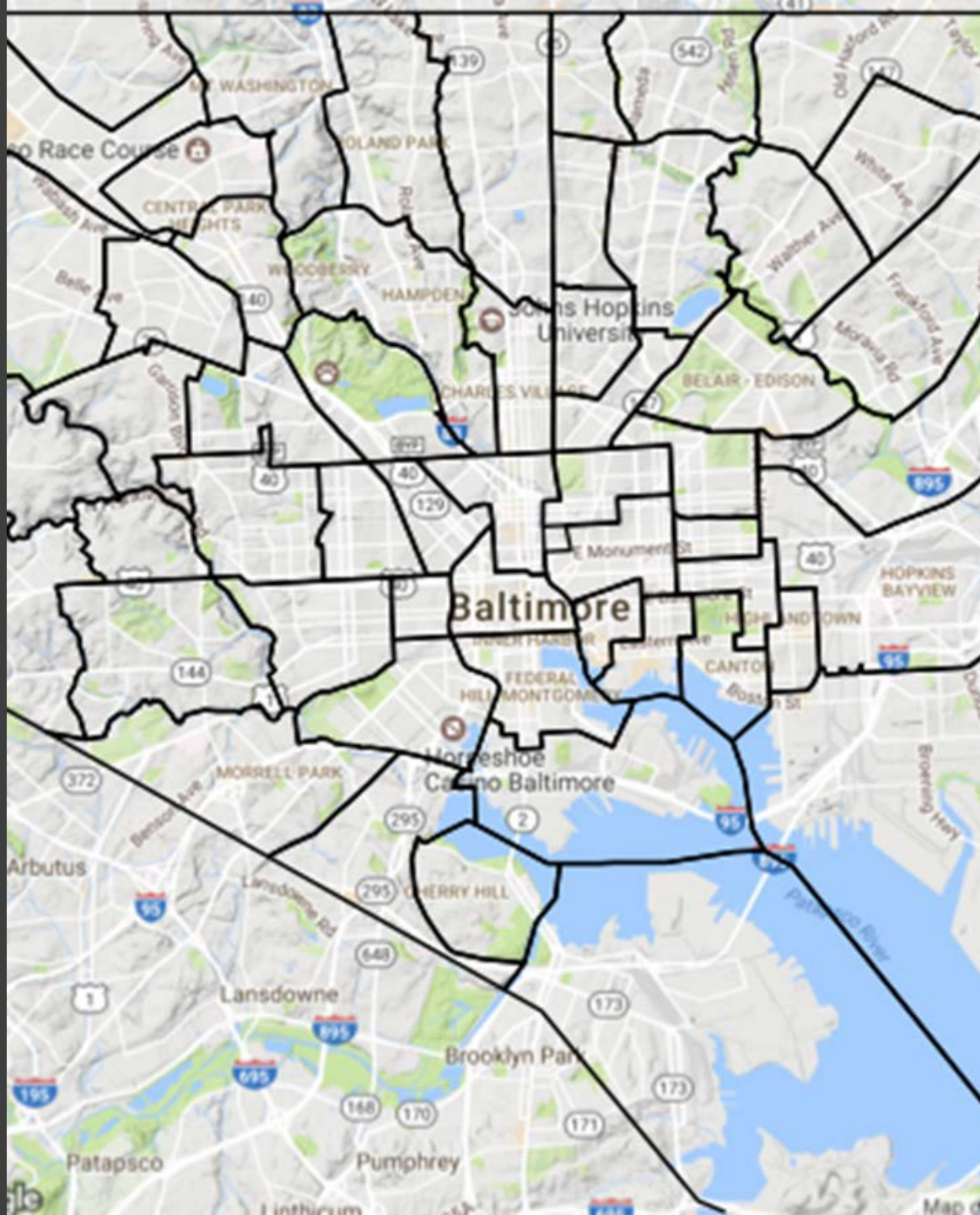


This is
Equality

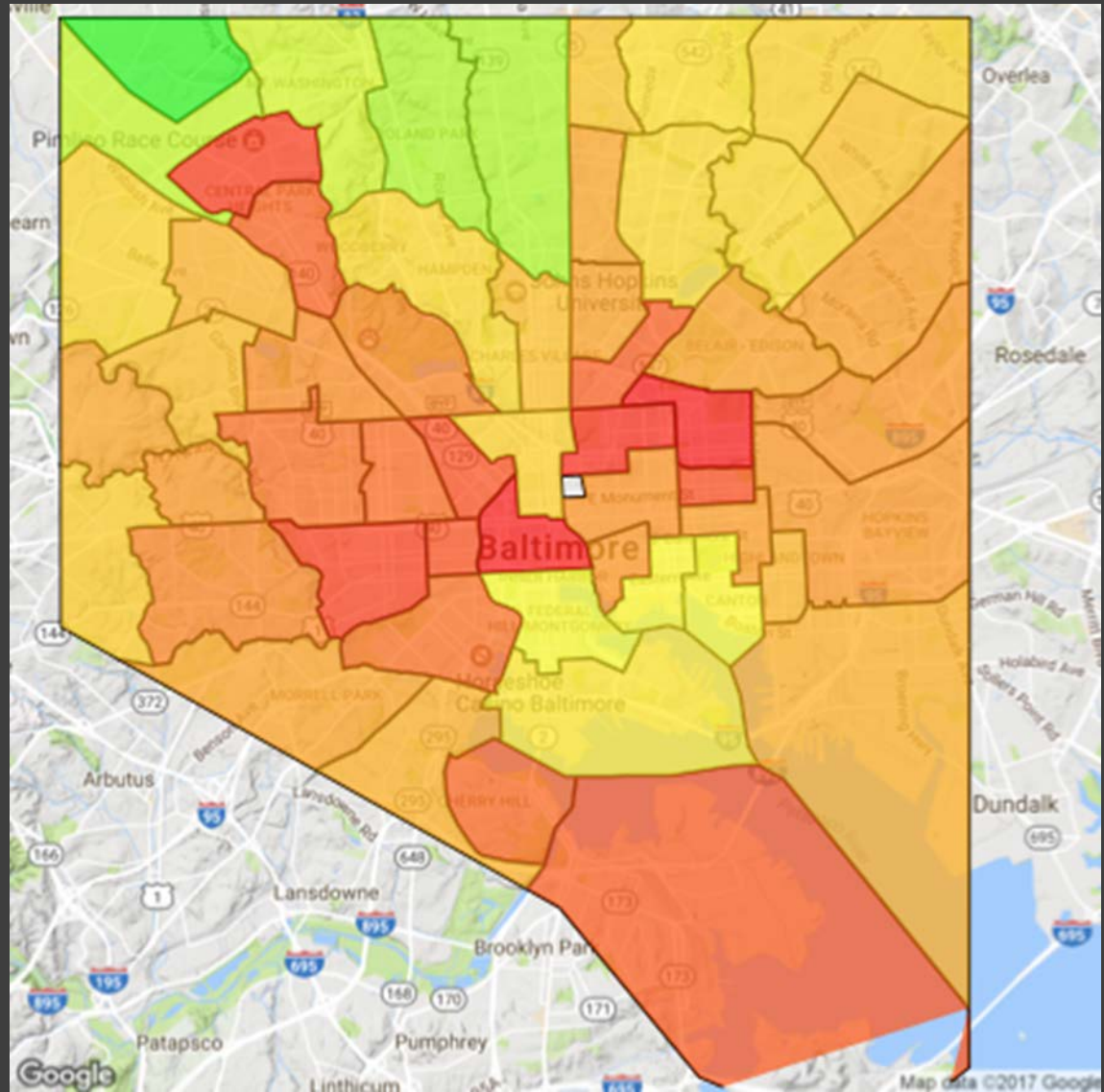
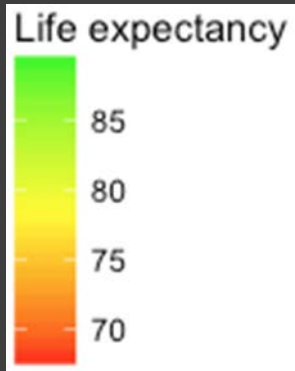


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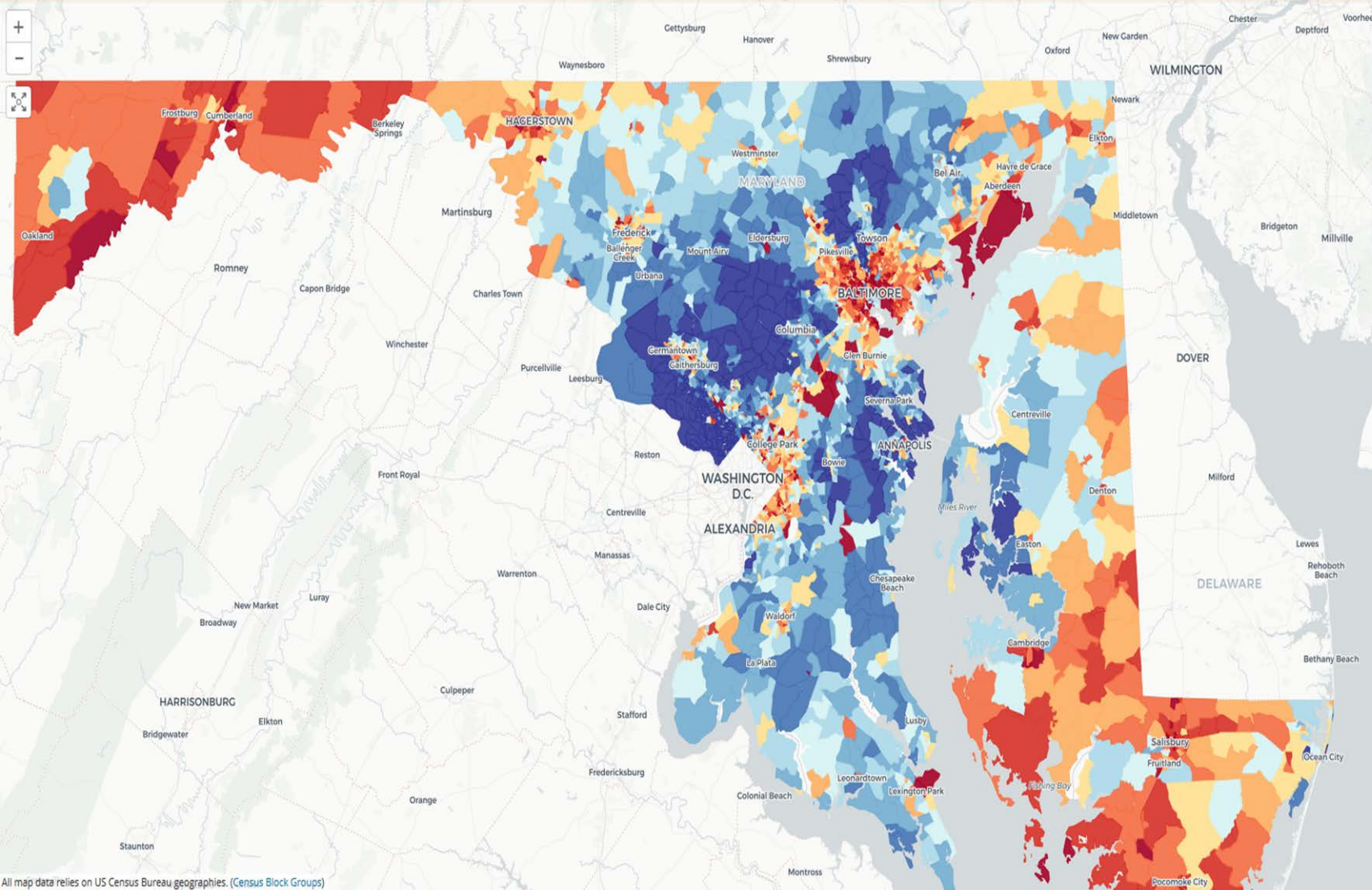
Baltimore's Health Disparities



Baltimore's Health Disparities



Neighborhood Atlas



Maryland

State-Only Deciles
 National Percentiles

ADI scores from within this state alone are ranked from lowest to highest, then divided into deciles (1-10).

least disadvantaged block groups most disadvantaged block groups

Map Opacity: Full Partial

Enter a full address and search to place a marker on the map.

All map data relies on US Census Bureau geographies. (Census Block Groups)

To overcome health disparities, can a 21st hospital and healthcare system act alone to achieve health equity for all populations?

Eliminating Disparities is the Pathway to Equity



This is Disparity



This is Equality



This is Equity

The Framework

Make health equity a strategic priority. *Organizational leadership must make a strategic commitment to improving equity, to signal that advancing equity is critical to the mission and vision of the organization.*

How?

Identify equity as a priority in the organization's strategic plan

Demonstrate leadership ownership, behaviors, accountability and vision for health equity

Increase awareness of health equity throughout the organization

Identify a reliable partner & secure sustainable funding

Novel Health Care Services

- Establish trust between providers and patients, particularly when co-designing new processes and care designs in partnership with patients
- Provide accessible services focused on meeting the needs of vulnerable individuals in the community
 - Nutrition
 - Home safety
 - Social Isolation/Engagement



Meals on Wheels of Central Maryland

Leveraging resources is the foundation of
how MOWCM delivers

1,800 volunteers



Community partnerships essential to the

More than a Meal philosophy and approach to
service



Partnership Experience

Affinity Group
on Aging

***Called to
Care***

HUBS

Project Overview

Together In Care

Designed as a randomized controlled trial

IRB approval

Pre-post screenings

90 days of service

3 years; 200 people per year

Currently engaged in grant funded one year pilot study

Together In Care

No Cost Home Delivered Meals

Care Coordination Services



- Health and safety checks via daily and weekly surveys
- Nutrition and health education
- Medication monitoring and support
- Minor home repairs and modifications
- Links to other benefits and services
- Response in real time through technology

Daily Survey

Verizon 8:15 AM 92%

Coruzzi, Tic Sawyer

201 S Conkling St, Baltimore, MD 21224

 Call Client  Get Directions

Special Instructions:

NA

Diet Type: Regular

1 - Cold-Regular
0 - None



Extra Meal Delivered

Diet Type: Regular




1 - Hot-Regular
0 - None

Extra Meal Delivered

Driver Comments:

 Delivered  Not Delivered


Verizon 8:17 AM 92%

 Route List  Summary  Logout

Intervention Questions

Is the TIC client the person answering the survey questions?

Yes
 No
 Default

Next 

Daily Survey

Verizon 8:17 AM 91%

Route List Summary Logout

Intervention Questions

Did you take your medicine today?

Yes

No

Default

Previous Next

Verizon 8:18 AM 91%

Route List Summary Logout

Intervention Questions

Is the client unusually confused?

No

Yes

Default

Previous Next

Dashboard Report

The dashboard displays the following metrics:

- Total Pending Actions: 1
- Clients Escalated: 0
- Successful Deliveries: 3
- Deliveries In Progress: 0
- Failed Deliveries: 0

The main content area shows an intervention for Client ID 33480, Tic Sawyer Coruzzi. A modal titled "Escalation" is open, allowing the selection of a care manager from a list of 11 items. The list includes:

First Name	Last Name	Email	Route Group Description
		coruzzi@mowcm.org	Undefined
		kirley@mowcm.org	Undefined
		brown@mowcm.org	Undefined
		hurd@mowcm.org	Undefined
		pits@mowcm.org	Undefined

The background interface includes a sidebar with navigation options (Intervention, Contacts, Mailbox, Setup), a search bar, and a table of survey responses for the client. The table shows questions such as "Did you take your medicine today?" and "Is the client unusually confused?".

Results to Date

Better medication
management

Fewer reported falls

30 day re-admission rate @
17%

Reduction in ICU rate

Improved overall health

Case Examples: Joseph & Debra



Joseph is 77 years and was referred to the Together In Care project in January after he was hospitalized due to a back injury that left him unable to walk. He was also diagnosed with hypertension and diabetes.

He has no family and, in fact, was an orphan living on the streets in Puerto Rico before he earned enough as a teenager money to come to the United States to work as a migrant worker.

<https://youtu.be/BqRd1y8ROI0?t=44>

Benefits to Meals on Wheels of Central Maryland

Affiliation with a highly regarded institution

Builds confidence in capabilities through demonstrated quality service and results

Creative and sustainable funding opportunities

Impetus for innovations organization wide

Pipeline for referrals: hard to reach clients

Knowledge and evidence base