Equipping Public Health Nurses to Address Care Inequities for Martha's Vineyard's Most Underserved Residents Through Streamlined Data









A Federally Qualified Community Health Center serving the island of Martha's Vineyard

About Island Health Care

IHC's mission is to provide the people of Martha's Vineyard with access to equitable, high-quality, affordable health care; resources and support for social and economic needs; and public health leadership.



Experienced Care Team of medical doctors, nurse practitioners, nurses, medical assistants, community health workers, psychiatrists, and licensed mental health counselors

Care

Primary medical care Dental & oral health Behavioral health Chronic disease management After hours care

Prevention

Preventive services Wellness Nutrition Coaching Public Health Nurse Health care decision making

Access & Support

Health insurance eligibility Enrollment assistance Patient advocacy & care management Sliding fee discount program Culturally competent care



Equitable Care for a Diverse Population

Island Health serves seasonal and year-round residents who may experience disparities in access to care based on race and ethnicity

- **21,000** year-round residents
- Rapidly growing **elder population**
- Large and growing new population of **Brazilian Portuguese speaking** residents
- Increasing affordability gap between median home and rental prices and housing the average Island family can afford

PHN & CHW Services in the Wider Public Health Ecosystem

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Meet residents where they are



Build trust through relationships



Connect residents with health and social services

Patient Story from PHN Lila

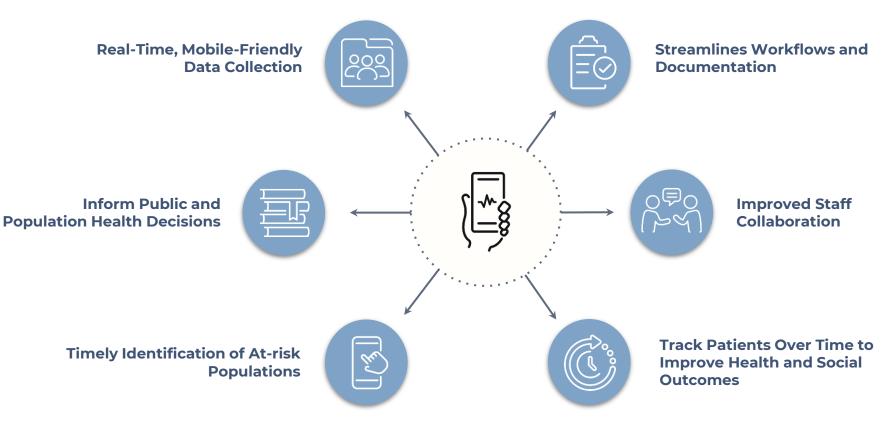
MVH refers to PHN, routine Well Baby Visit					
	PHN Assessment	N Assessment			
	New young mom alone in a room in a shared house Food insecurity Brazilian newcomer, speaks little English	Referrals to Resources			
		Expedite pediatrician visit	Outcomes		
		Food pantry info	Baby gaining weight at one week and two week		
		Housing Referral	PHN follow-ups		
	Baby not gaining weight as expected		Mother educated on infant wellness markers		

CommCare app streamlines charting and simplifies communication





Why a Mobile Application?



A Public Health Collaboration



Martha's Vineyard Boards of Health

Using a shared services mode, the Boards of Health in the six towns of Martha's Vineyard collaborate on contracts with Island Health Care to provide Public Health Nursing services to each town

J Island Health Care

Island Integrated Public Health Collaborative (I2)

Project designed to systematically and regularly collect, analyze, and prioritize data on community health status and needs

dimagi

CommCare Mobile Application

Open source mobile platform designed for data collection, client management, decision support, and behavior change communication



Boston University School of Public Health

Using Mobile Technology to Improve Health Outcomes

Boston University School of Public Health graduate students collaboration with IHC to develop mobile application

dimagi

Since 2002, Dimagi has built and scaled **sustainable**, high-impact digital solutions that amplify Healthcare Workers and Programs.





Maker of CommCare & SureAdhere

Expert **Services Team**

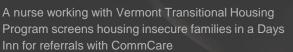
1 Million

Frontline Workers Supported to date 130+ Countries

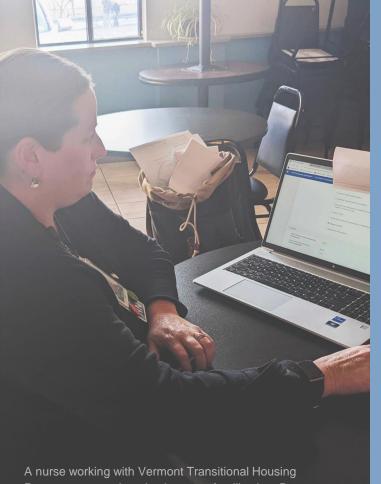
with Users



Leading Social Enterprise







Iterative Design & Development

Dimagi's configuration process follows an Agile human-centered design methodology that increases responsiveness to patient and healthcare worker needs.



About the Mobile Application

Functionality:

Community Member Registration

Screening and Follow-up

Tracking Referrals

Individual Care Plans

Community Events

Data Dashboards

Knowledge relating to the identified problem. Knowledge Ability of the client to remember and interpret information Please choose an item Please choose an item (1) No knowledge (2) Minimal knowledge (3) Basic knowledge (4) Adequate knowledge (5) Superior knowledge (5) Superior knowledge (6) Superior knowledge (7) Start an intervention plan for an already identified problem Update an intervention plan for an identified problem in treatment I dentify a new problem and start an intervention plan		A > CARE PLAN	
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Please choose an item There are currently: 4 identified problems 0 identified problems in treatment Please select what you would like to do. (1) No knowledge (2) Minimal knowledge (3) Basic knowledge (4) Adequate knowledge (5) Superior knowledge Start an intervention plan for an already identified problem Update an intervention plan for an identified problem in treatment (a) Identify a <i>new</i> problem and start an intervention plan 			
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Update an intervention plan for an identified problem in treatment	 4 identified problems 0 identified problems in treatment 	(2) Minimal knowledge (3) Basic knowledge (4) Adequate knowledge	
) Identify a <i>new</i> problem and start an intervention plan	Start an intervention plan for an already ide	ntified problem 🖌	
	Update an intervention plan for an identified	d problem in treatment	
Close	Identify a <i>new</i> problem and start an interve	ntion plan	
Cital		Clear	

The Omaha System

The Omaha System is a research-based, comprehensive, standardized taxonomy that exists in the public domain. It consists of three relational, reliable, and valid components designed to be used together:



For more detailed information on the Omaha System,

visit <u>omahasystem.org</u>

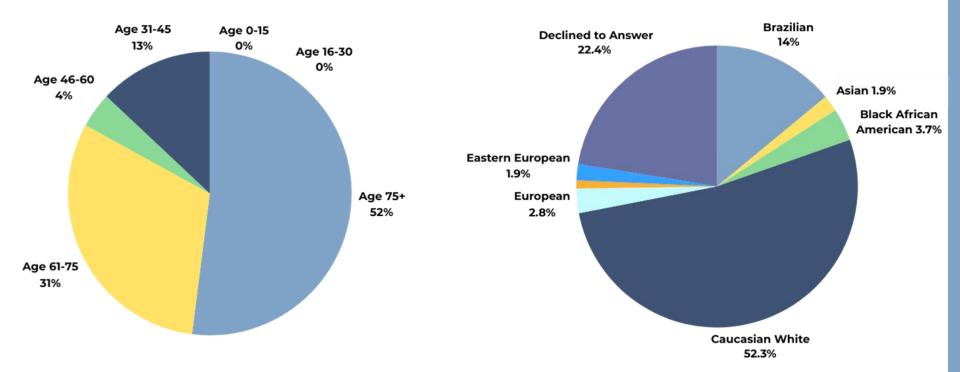
Application Demonstration



Reporting: Real-Time Population Demographics

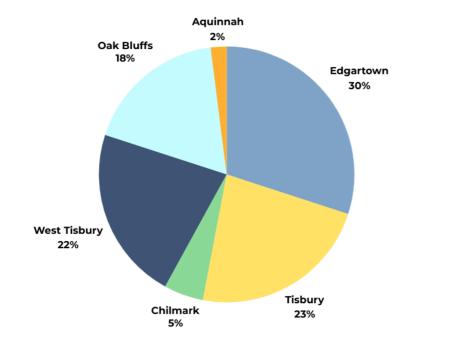
Client Age Report

Racial Ethnicity Report

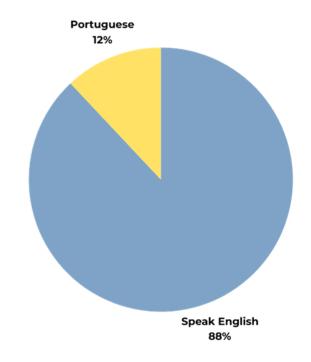


Reporting: Real-Time Population Demographics

Client Distribution By Town



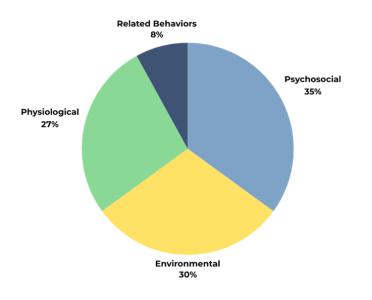
Client Primary Language Report

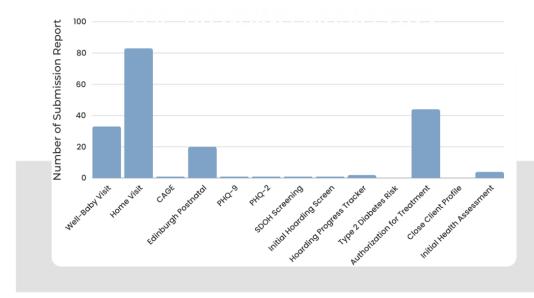


Reporting: Real-Time Report Data

Problem Category Report

Number of Submission Report





Looking Ahead

Growing User Access

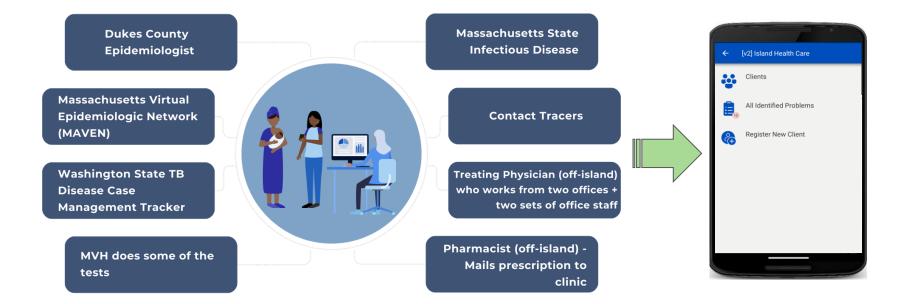
Due to immediate clinical need, IHC first introduced the app to their Public Health Nurses

 As public health departments expand into hiring Community Health Workers, the app can be adapted for additional user groups

Expanding App Functionality

- Billing
- Care team roster
- Tracking trends over time
- Additional workflows

User Story Video: PHN and Patient + Interpreter



Using CommCare to Improve Public Health Reporting

Additional Resources

This is an incomplete list of open source resources - please reach out for more information

• <u>The Omaha System</u>

"The Omaha System is a research-based, comprehensive practice and documentation standardized taxonomy designed to describe client care. The Omaha System is summarized in the <u>Overview</u>, and includes an assessment component (<u>Problem Rating Scale for</u>), a care plan/services component (<u>Intervention Scheme</u>), and an evaluation component (<u>Problem Rating Scale for</u> <u>Outcomes</u>)." https://www.amahasystem.org/. Accessed 4/18/2024

<u>The Future of Public Health Nursing is NOW.</u>

A white paper on the status of Public Health Nursing in Massachusetts and ideas for the future. Jessica Tracy, MSN, RN, Public Health Nurse, Town of Dealham MA Town Health Department. MAPHN 2022.

• <u>Clutter-Hoarding Scale</u>

The Clutter-Hoarding Scale® is an open-source assessment measurement tool, developed by the Institute for Challenging Disorganization® (ICD®) to give professional organizers and related professionals definitive parameters related to health and safety. We adopted it in its' entirety as a checklist for baseline and progress tracking for clients of CHWs and PHNs. The Institute for Challenging Disorganization, available in nine languages free of charge, donation requested. Accessed 4/18/2024.

The Edinburgh Post-Natal Depression Scale

Adopted in full available on Stanford website. We have it loaded in both English and Brazilian Portuguese for newmans to fill out independently. Accessed 4/18/2024.

• The <u>CAGE-AID</u> Alcohol Screening Tool

This is a high-level screen which can activate other, more thorough, tools to assist in the assessment of alcohol and substance use. Accessed 4/18/2024.

Dimagi Academy

Dimagi Academy is an online learning center that hosts a variety of courses designed to equip individuals and organizations with the skills and knowledge they need to build CommCare mobile applications and manage CommCare projects.



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Thank You



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