

Health Engagement Leading to Prevention (HELP)



Cohort:
2019-2022

Team Members:
Shuchin Shukla, MD, MPH
Kathey Avery, BSN
Frank Castelblanco, DNP

Location:
Asheville, North Carolina

Focus Areas:
Behavioral and Mental Health
Built Environment/Housing/Planning
Disease Prevention & Health Promotion

Wicked Problem Description

The residents of Arrowhead Apartments are a combination of seniors, disabled and formerly unhoused individuals. This type of subsidized housing facility is not uncommon in the US. The residents here are on limited budgets, have a higher incidence of chronic disease and are at greater risk for a shortened life expectancy. Many residents receive and/or are eligible to receive services from social services and healthcare organizations. The wicked problem is that resident access to services faces barriers, including to social service programs, healthcare, transportation coordination, and health education. So, though eligible for services which may impact health and ability to remain independent in the community, many residents are not connected to them.

We began with Arrowhead Apartments as an example of the need: the lack of basic supports has led to eviction of individuals. Some had to be moved to a skilled nursing facility when our team assessed a need for a higher level of care. Of the remaining formerly unhoused population at Arrowhead, our team has assisted several with housekeeping and organizing tasks. These individuals were on the verge of being evicted due to the condition of their unit. After repeated lease violations issued by the property manager, residents were provided information by Shana Roberts, the then Service Coordinator at Arrowhead, to request ABIPA's other social enterprise - "Everyday Details," which provided supportive services by the team. With our newly formed organization IFPHA (Institute for Preventive Healthcare and Advocacy) created to continue our pilot we have service with Bio-One Cleaning Service since Every-day Detail no longer exists. A married couple that was struggling with health issues and unable to shop and clean for

themselves reached out to the Service Coordinator and were then connected to our team to receive shopping assistance, housekeeping assistance and general support through their difficult situation.

Our current approach to address this issue has been interagency collaboration with service coordinator, nurses, doctors, social workers and the Arrowhead manager and staff. Additionally, we have worked towards sustainability of the project by training individuals at Arrowhead to become community health workers (CHWs). The result has been better outcomes for this hard-to-serve population and less need for eviction and infractions than when agencies are working in isolation.

Project Strategies

Current Actions

Engaging with Community Members using H.E.L.P.'s "Door to Door" nursing approach through the COVID-19 pandemic. We have met, identified and trained three CHWs, two for Arrowhead Apartments and one for Klondyke Apartment along with the Service Coordinator at Arrowhead. Two of the CHWs are embedded in Arrowhead Apartments to assist the project lead and Community Nurse Kathey with addressing the on-going needs of the residents. Our expanded area in Public Housing now has a part-time CHW and we now have a full-time CHW supervisor. Our team has been able to distribute masks, healthy food items, preventive and chronic disease education. Our H.E.L.P. team has utilized our transportation and cleaning services to provide much needed support to this vulnerable population with multiple healthcare needs. Collecting and Reviewing Health and Wellness Assessments by an interdisciplinary team. Data is below.

Provide Coordinated Individualized Services and Support including a range of social, medical, and other services.

Educating local government and the public about best practices and potential policy options to strengthen systems.

Future Actions

Working on expansion at Klondyke Apartments to access the needs with assistance of the residents and our trained new CHW. Provide transportation services to increase doctors' visits for physical and mental appointments. Gaining trust between our team, management and the residence. Engaging with Arrowheads new residence and continuing updating our model by finding what works and what needs to be changed. Continuing to find funding and new stakeholders for sustainability.

Outcomes

Completed Outcomes

- We engaged Arrowhead residents to complete a health and wellness assessment and worked with the University of North Carolina-Asheville's Health and Wellness Department to aggregate our data.
- We trained 2 CHWs who are now connecting residents with services.
- Meetings with local government leaders are underway.

Anticipated Future Outcomes

CHW and Community Nurses will continue to work in low-wealth communities whether Senior Living, Public Housing, or any community where there are inequities in health care and quality of life challenges.

Timeline - (for the remaining fellowship time period)

- Surveys to be completed in the late spring 2021 for year two.
- Additional support services for residents being coordinated.

Partnerships - (including community partnerships, extended team members, etc.)

IFPHA will be continuing partnerships with Arrowhead and Klondyke Apartments, ABIPA, MAHEC, Buncombe County DHHS, Transportation and Cleaning entities, Mission Health Partners, WNC Nursing.

Evaluation Strategies and any findings so far

We engaged Arrowhead residents to complete a health and wellness assessment and worked with the University of North Carolina-Asheville's Health and Wellness Department to aggregate our data.

Following the assessment, an interdisciplinary team reviewed the assessment, offered individualized and coordinated assistance, which included but is not limited to: working on meeting physical and mental help needs including alcohol and substance abuse education and referrals. Provided residents getting fresh fruits and vegetables, and other supplies monthly; cleaning of client's residence when necessary to prevent evictions while working with residence on importance of keeping a clean environment.

Contact Person Information

Name: Kathey Avery

Title: RN, BSN, Director of Clinical and Community Connections (DCCC)

Organization: Can also contact Kathey Avery at IFPHA (Institute For Prevention Healthcare & Advocacy) Founder and CEO

Email: kavery65@charter.net