

#102

COMPLETE

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Q1 Name of your organization.

Los Angeles Christian Health Centers

Q2 Grant #

20150639

Q3 Grant Period

9/1/15 - 8/31/16

Q4 Location of your organization

City	Los Angeles
State	CA

Q5 Name and Title of person completing evaluation.

Teresa Antelo, Director of Grants Management

Q6 Phone Number:

213-225-2659

Q7 Email address.

tantelo@lachc.com

Page 2: Key Outcomes and Results

Q8 Total number of clients served through this grant funding:

556-Health Coaching, 120-Case Management

Q9 Describe the project's key outcomes and results based on the goals and objectives. Use the following format: State the Goal: State Objective 1: Describe the Activities, Results and Outcomes for Objective 1: State Objective 2 (if applicable): Describe the Activities, Results and Outcomes for Objective 2: State Objective 3 (if applicable): Describe the Activities, Results and Outcomes for Objective 3:

Objective I: A Health Coach and Nurse Case Manager will be hired to implement a health education component into the primary care visit.

Objective II: One Nurse Case Manager will provide intense case management for at least 50 complex care patients over a 12-month period.

Objective III: Health Coach will assist at least 500 patients during a 10-month period.

Key Outcomes:

1. Improved A1c results for diabetics and improved BMI's for those overweight. These improvements were a result of adding the health coach role to be accessible at the time of the primary care visit. Patients were able to receive important health education mostly related to diet, nutrition and exercise at the time of a visit they already had scheduled instead of having to return.
 2. Improved access to care for post hospital follow-ups as a result of utilizing nursing staff which increased capacity in the nursing department to do intense outreach with patients who were recently seen in the ER or were admitted to the hospital. Systems and processes were implemented that were interdepartmental between clinical and operations.
 3. Integrating the Health Coaching and Case Management roles significantly improved workflows contributed to our efforts to be a recognized Patient-Centered Medical Home.
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Q10 Please describe any challenges/obstacles the organization encountered (if any) in attaining goals & objectives.

We did not experience any significant obstacles to achieving the project goals and objectives. Implementing a new process to already established workflows does have its minor adjustment challenges to clinical and operations staff.

Q11 How did you overcome and/or address the challenges and obstacles?

We addressed the transition of implementing the new process by rewriting the job description for the RN and redesigning the role to fit the need of the clinics, patients and care teams.

Q12 Describe any unintended positive outcomes as a result of the efforts supported by this grant.

The initial training and planning with nurses to do case management contributed to the ability to manage the basic case management that is occurring now. We plan to apply for PCMH recognition in November 2016. Doing this type of integrative services did prepare us for the internal work that needed to be done to apply for PCMH.

Q13 Briefly describe the impact this grant has had on the organization and community served.

This grant had been very timely and has been crucial to the existing patient-centered efforts that LACHC has been developing over the past year. The increased capacity to deliver enhanced quality care through a health educator and a nurse case manager has significantly improved the health of our diabetic patients. This grant provided the opportunity to pilot this type of service and now we are confident that we can roll it out to a larger scale to all our sites. This has also allowed us to assess our other clinical roles such as the Medical Assistants and how they can contribute to more efficient workflows.

Page 3: Budget

Q14 Please provide a budget expenditure report of the approved line items. Include a brief narrative on how the funds were used to fulfill grant objectives.

The grant funds in the amount of \$25,000 were fully expended. Funding over the grant period was utilized for the Health Coach salary, for 2 Nurse Case Managers, part of the fringe benefits for the nurse case managers, and for travel expenses related to training.

Page 4: Success Stories

Q15 Please relate a success story:

Story submitted by the Health Coach, Sandra

I entered the exam room to meet with a patient. Tears were running down his face. I sat next to him and put my arm on his shoulder and stood in silence. He apologized for being a mess and I just nodded assuring him that it was ok. The patient then turned to me and asked for my name. He then said in Spanish, "Sandra, could you please teach me more about diabetes and what I can do get better. I have a family to take care of and I cannot do so if I am sick." I nodded and before I could say a word, he grabbed my hand with both of his and said, "Thank you for being here with me." I could tell that he was very scared at the reality that his diabetes was getting to a point that could be life-threatening. I may not have had all the right words, but just listening to him and validating fears, challenges, and "life" seemed to help him be ready to receive information I was about to provide.

As a Community Healthcorps health coach on this project, I was committed to helping patients learn more about their health condition and as well as supporting them in their journey to taking ownership of their health. The majority of the homeless patients that we help have already lived with their condition for a long time. However, we also see low-income patients that don't see a regular provider. The gentleman in my example provided was my first encounter in which the patient had just received news of his diagnosis right before I was going to meet with them.

I never realized how difficult it could be for someone to hear such news but I was glad that I could be there for him in that moment. I could feel the impact I made on this individual by simply being there for him. I will not forget this patient because I realized how vulnerable we can become and how much compassion can make a difference in these moments. Moments like these make feel that I am making a difference within my community and I am grateful to the Gimbel Foundation for supporting this project that is so crucial to ensuring that patient's feel supported, valued and empowered through knowledge.

Q16 Please relate a success story here:

Respondent skipped this question

Q17 Please relate a success story here:

Respondent skipped this question

Page 5: Organizational Information

S.L. Gimbel Foundation Fund

Q18 Which category best describes the organization.
Please choose only one.

**Medical/Health/Public
Agency**

Q19 What is the organization's primary program area of
interest?

**Health & Human
Services**

Q20 Percentage of clients served through grant in each
ethnic group category. Total must equal 100%

African American	22
Caucasian	12
Hispanic Latino	58
Other	8

Q21 Approximate percentage of clients served from
grant funds in each age category.

Adults	96
Senior Citizens	4

Q22 Approximate percentage of clients served with
disabilities from grant funds.

Respondent skipped this question

Q23 Approximate percentage of clients served in each
economic group.

Homeless/Indigent	100
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Q24 Approximate percentage of clients served from
grant funds in each population category.

Respondent skipped this question