

WHAT'S INSIDE?

- p.2 **student highlights**
Q&A with OCA's students
concepts for community action
by Alexis Padilla
- p.3 **pathways update**
Community Health Navigators lead the way in this County project
collaboration corner
Interprofessional Education Day
- p.4 **share your input**
UNM Hospital and Health Sciences want to know what you think



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STAY TUNED FOR NEXT EDITION OF COMMUNITY REPORT

Poised for release soon is a new "UNM Hospital: A Community Perspective on Access and Spending" based on 2008 hospital utilization data. The report is made possible through a collaboration coordinated by the OCA and the Institute of Public Health at UNM Health Sciences Center. Data is provided by UNM Hospital to the Institute of Public Health (IPH) through a Memorandum of Agreement. The IPH, in turn, works with Planning and Evaluation in the Public Health Division of The NM Department of Health to crunch and analyze the data. The result is a report that provides a population and place-based perspective of who is using hospital services, who is paying for them, and how

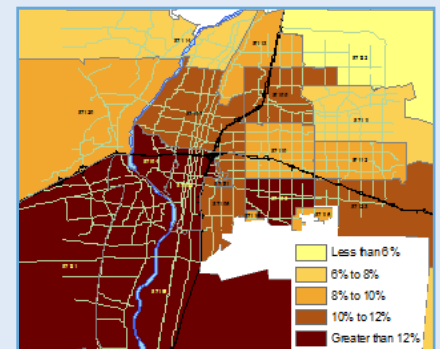
vulnerable populations fare in using services at UNM Hospital. This map, for example, shows that patients who reside in the central and southern areas of Bernalillo County have higher proportions of Emergency Room use.

Special focus in the report provides details on service utilization by Native Americans; and how behavioral services are paid for and utilized.

In the new report, a profile of the self-pay population in Bernalillo County will be featured.

The report will be available on the OCA web site

under the "Reports & Newsletters" link. A hard copy of the report may be obtained by calling Leah Steimel at 272-8813.



Emergency Room Visits in Bernalillo County as % of Outpatient Visits, Patient Resident Zip Codes, 2008

STUDENT HIGHLIGHTS

Q&A with OCA's students

Christy Hoppe
from Prior Lake,
Minnesota



1. *What year are you in school and what are you studying?*
Senior - Community Health Education
2. *Why did you decide to work for the OCA?*
The OCA offered me the opportunity to work with at-risk populations and to work with a mentor that could teach me about the role community and public health plays in Albuquerque.
3. *How does the OCA make an impact at the HSC and in the community?*
The OCA works in collaboration with community members and the HSC to achieve meaningful change that improves the health of the community as a whole.
4. *What do you do within the OCA?*
I was able to participate in the initial implementation and evaluation of the [Pathways] program. Through the program I was able to learn about the organizations that were involved and the barriers to accessing health and social services in Albuquerque.

Tennille Bernard
from Trinidad
and Tobago



1. *What year are you in school and what are you studying?*
I'm a Junior, Mechanical Engineering
2. *Why did you decide to work for the OCA?*
My mother always encouraged within me a drive to help others, whether it be through the Lions Club International, volunteering with community groups to help members of the community. The OCA, through its many programs, does the same thing: finding ways to work with and through the community.
3. *How does the OCA make an impact at the HSC and in the community?*
OCA seeks to encourage open two-way communication between all the stakeholders. The OCA also provides a voice for the community when the community has difficulties with any of the proposed or current HSC policies. Especially in this city, a safe haven for illegal immigrants and the undocumented, the OCA seeks to ensure that everyone are able to receive the medical and social care they need to achieve the life for which they came to the US.
4. *What do you do within the OCA?*
I work on computer related projects. I am also a liaison for the OCA when planning tours of the community or meetings involving the Advisory Council.

CONCEPTS FOR COMMUNITY ACTION

by Alexis Padilla

Continuing with our conversation about key concepts for community action, why not tackle community action itself? Here's a trick to understand better what unique sort of action I have in mind. Since this newsletter has so much about students, have you noticed that for them, acting, thinking and dialoguing often happen at once? The problem is that the meaning of these three things doesn't add to real experiential value for their careers or their communities, at least not in the short term. In community work, by the contrary, we're real doers. We're very proud of this. My invitation is to keep this pride and try adding chile to it through these additional ingredients: thinking together and dialoguing. For the experts, somehow the art of thinking together and dialoguing calls for stopping the action and have a "retreat." This kills community action. It actually hurts the sense of movement we need to build in communities, don't you think? Why don't we try to learn acting, thinking together and dialoguing at once? But in doing so, let's make super sure that the meaning of the three is reinforced, not watered down. Let's cultivate this kind of community action. If possible, let's embrace this learning with students. In fact, let's do it as students ourselves. Let's think of each of us as everyday learners of community action.



COMMUNITY
CONNECTIONS

HEALTH &
PEOPLE

HEALTH
ISSUES



COMMUNITY HEALTH NAVIGATORS BRING IMPROVEMENTS TO PATHWAYS MODEL

Innovative Program Now in Swing for Two Quarters

The success of Pathways hinges on the experiences from the front-line, the Community Health Navigators themselves. How so? Take a look:

1) A Risk Score Assessment tool assures that clients have multiple needs, and includes questions on acute family issues, access to medical services, behavioral health, substance abuse, and others. Client responses to the questions are scored which determines eligibility for participation in the project. The instrument was designed and tested prior to implementing the project, but one or two months into it, the Navigators found some problems with it. For example, several questions favored a person with dependent children over someone with no dependents. With this feedback, and with the help of the evaluation team, the risk score instrument was modified and a "new and improved" version was introduced in January.

2) New Pathways Designed: Several Navigators were working with clients that expressed interest in pursuing an education. A "Pathway" for this had not been developed. So in collaboration with the Navigators, an 'Education/GED' Pathway was created and formally adopted. Within less than a month, there are already 10 people working on this Pathway alone.

Navigators also work hard to prevent their clients from being forced out of current housing and becoming homeless by working with landlords, utility companies, and emergency housing organizations. Although a 'Housing' Pathway existed, it pertained only to clients that were homeless at the time they entered the project. As a result of input from the Navigators, a new 'Homelessness Prevention' Pathway has been created.

As the model for Bernalillo County continues to be adapted and improved over these first 2 years of Project implementation, the experiences from the Navigators play an influential role. Their expertise will be reflected in the design that will be incorporated into the next Request-for-Proposal scheduled to be released in early spring 2011.



COLLABORATION CORNER

First Interprofessional Education Day Gets a Helping Hand from OCA

The first-ever Interprofessional Education Day took place on UNM Health Sciences Center campus on April 9 2010. Dr. Betsy VanLeit, HSC Director of Interprofessional Education, brought together nearly 300 students from medicine, nursing, pharmacy, physician assistant, physical therapy

and occupational therapy programs to spend the afternoon exploring a case study. Domestic violence was a core element in the case study of a family with complex clinical and social issues. A mix of students from each discipline to review the case together in small groups to identify the concerns within their respective disciplines and discuss ways that they could work with one another to best serve the family.

OCA staff participated in event planning in the development of the case study, and served as facilitators for small group activities. OCA helped to get the event advertised on campus, and to post contact information for

community services and educational resources on the HSC Community web page. An expert panel discussion on Domestic Violence took place on April 20 which was also organized by OCA in collaboration with Dr. VanLeit.



WHAT'S ON YOUR MIND?

Bring Your Input and Ideas to UNM Hospital & Health Sciences Center

There are several ways that you can bring your voice to discussions about current activities and plans at UNM Hospital and Health Sciences Center. Here is a brief guide to when, where and how to be involved:

Public Input at UNM Hospital Board of Trustees Meeting

When: First Friday of each month; 9:00 am
Where: UNM Hospital Barbara & Bill Richardson Pavilion conference room #1500
Parking: Parking structure adjacent to the Pavilion
Contact: Monica Pierce at 272-2121
Note: Public input is early on the agenda. Sign in when you arrive.

Public Meetings of Community Benefits Oversight Committee (part of the UNM Hospital Board of Trustees)

When: Fourth Friday of each month from 11:00 am – 1:00 pm; however, occasionally changes to accommodate community participation.
Where: Conference room at UNM Hospital (varies)
Parking: Parking structure adjacent to the Pavilion
Contact: Marti Baca at 272-2070
Note: Public input is early on the agenda. Sign in when you arrive.

Public Input for UNM Regents Committee for the Health Sciences Center

When: May 7, July 6 and Nov. 5; 1:00 – 3:00 pm
Where: Domenici Center Room 3010 on the UNM Health Sciences Center campus
Parking: Contact Kincie Byrd ahead of time to make arrangements for parking
Contact: Kincie Byrd at 272-5849
Note: Public input is late on the agenda. Sign in when you arrive.

Become a member or attend monthly meetings of the Patient Access Committee at UNM Hospital

When: Monthly on the third Tuesday; 1:30 – 3:30 pm
Where: 933 Bradbury Drive, S.E., Willow Conference Room. Near University and Cesar Chavez Blvds.
Parking: Free visitor parking lot east of the building
Contact: Marti Baca at 272-2070

Become a member or attend meetings of the Interpreter Advisory Committee at UNM Hospital

When: July 16 and Oct 15; 3:00 – 4:30 pm
Where: Center on Law & Poverty (CLP), 720 Vassar Dr. NE
Parking: In church parking lot to the east of CLP
Contact: Camille Williams at 272-1349

Consumer Advisory Board for UNM primary care clinics

Many of the UNM primary care clinics have an active Consumer Advisory Board or are in the process of forming one. Below is a list of the clinics. If you are a patient at one of these clinics and are interested in participating in the Consumer Advisory Board for the clinic, contact Karen Ellingboe for information at 272-6609. List of Clinics:

- UNM Area Family Health Clinic at 1209 University Blvd NE
- Northeast Heights Family Health Clinic at 7801 Academy Blvd NE
- Southeast Heights Family Health Clinic at 8200 Central SE
- Family Practice Center on UNM Health Sciences Center campus, 2400 Tucker NE

Behavioral Health Consumer Advisory Board at UNM Hospital

When: Quarterly meetings in 2010 are on June 21, Sep 20 and Dec 20 from 12:00 pm – 2:00 pm
Where: University Psychiatric Center Banquet Conference Room 1st Floor, Located in UPC Cafeteria
Parking: Use patient parking and ask for a parking pass inside or contact Marti Baca beforehand
Contact: Marti Baca at 272-2070

