



COLLABORATIVE CREATIVITY

THE EVOLUTION OF A
COMMUNITY WELLNESS CENTER

LifeLong Medical Care
East Oakland Clinic



WELLNESS IS...



WELLNESS is

A MULTIDIMENSIONAL (holistic)

AFFIRMING



THAT
HELPS INDIVIDUALS AND
COMMUNITIES LIVE THEIR OWN
VISION OF HEALTH

SELF-DIRECTED

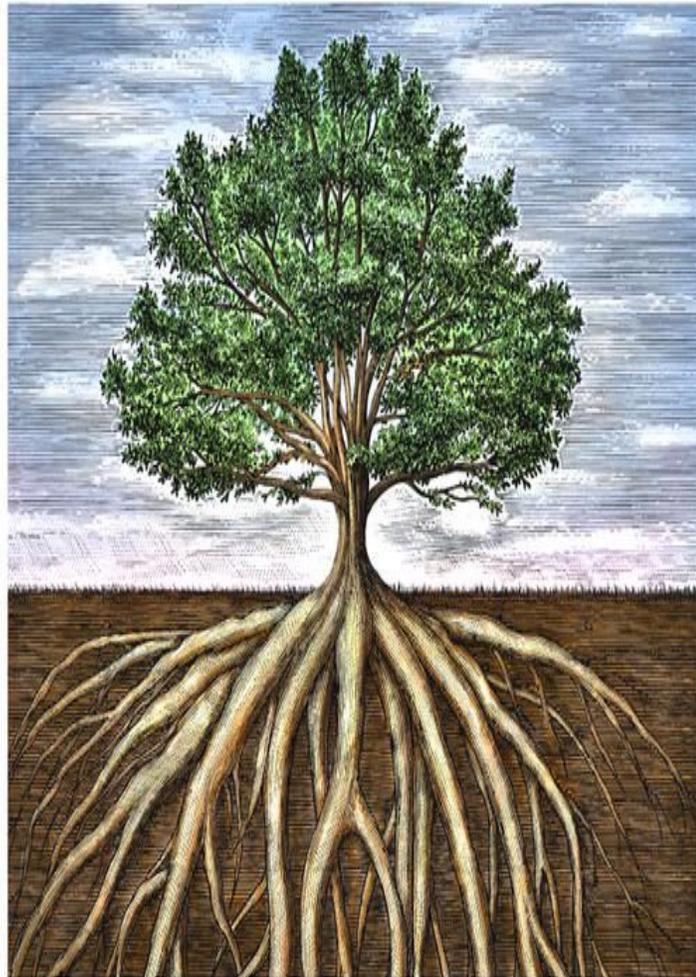
PROCESS

FOUNDATIONS OF WELLNESS

SOCIAL JUSTICE

INDIGENOUS
TRADITIONS

SOLIDARITY



TRAUMA
INFORMED
&
COMMUNITY
CENTERED
INTEGRATIVE
MEDICINE

WELCOME OUR PRESENTERS:

Gurinder Singh Wadhwa, D.O
Moderator

Adisa Wilmer, M.D & Barbara Towner, M.D
Co-Founders of the East Oakland Wellness Center

Josalynn Neal
Wellness Center Program Manager

Janelle Montales Sauz
Prior Wellness Center volunteer & current M.P.H student

Saleena Gupte, DrPH, CCH, CHC
Integrative Medicine Homeopath

Charles Starzensky & Stella Marsh
Patients

KEY AREAS OF MOTIVATION



Need for
Change



New Model
of Care



Engaging
Community



Staff
Satisfaction



Programmatic
Growth



Funding

NEED FOR CHANGE

EARLY ADOPTERS FOR INNOVATIVE MEDICAL CARE

1960s

Black Panther Party history- free breakfast programs, free clinics, family support, ambulance service

1990

Berkeley Primary Care started to address maternal/child health disparities



1976

Grey Panthers start Over 60s Health Center - idea of co-location of services



1996

Merger creates LifeLong Medical Care

Early adopters

- Shared Medical Visits
- Integrative Medicine
- Integrated Behavioral Health

LIFELONG MEDICAL CARE NEW MODELS OF MEDICAL CARE



Early 2000s

New models of care in the primary care setting were evolving

Support from Clinical Leadership /Administration –with a vision and passion around innovative care

Broader target populations and problems

Shared Medical Visits Expansion

- DM groups from chronic disease initiatives BH integrated into primary care
- Lunch and Learns in Supportive Housing
- Smoking Cessation with primary care MD
- Weight management with PH nurse, RD
- Asthma w/ MA with asthma
- Pain management groups- for better Rx management and alternative approaches

Integrative Medicine growing

- Massage and mind/body medicine – interested, trained allopathic providers
- Expansion of access to acupuncture at multiple sites-MDs, LACs, training program collaborations
- Naturopathy – 2007 first ND working in an FQHC, linked visit model, expansion of food as medicine approach

THINKING BIGGER AND BETTER

2009

IM4Us inception

- Drs. Sharad Kohli, Connie Earl, Jeff Geller, Santa Rosa Residency program, and others

2010

**LifeLong CME program
Innovative care ideas
shared organization wide**

- Programs: Multidisciplinary and staff trainings for Group visits, IM, BH

2011

**IM4US 1st conference – IM
community growing,**

- LifeLong participation every year

ENGAGE COMMUNITY



2012 - East Oakland Wellness Center becomes a reality

Created a space to think
creatively and build out a dream
around IM

Political climate changing and
MCal funding limitations closed
ADHC program



AmeriCorps Volunteer Project build-out of the Wellness Center

Gave us momentum to have a
dedicated space

Validation of intention by multiple
stakeholders



Collaboration expands

Americorps
Berkeley Craftsmen/contractor
(wall)
LMC Maintenance crew (Yoga
floor)

AMERICORPS RENOVATING THE SPACE



here

OLD AND NEW WELLNESS SPACE



ROOF GARDEN



STAFF SATISFACTION AND RETENTION



- **2013 - Engaging staff around Patient Centered Medical Home**
 - **Recruitment tool for providers**
 - Opportunity to relieve pressures of productivity and EHR
 - Ability to engage deeply around areas of interest and passion
 - Group visits as expansion of PCP role
 - **Chronic care assistant**
 - Admin support around panel and chronic disease management
 - Data gathering
 - Needs assessment
 - Patient outreach
 - **MA's role** – integral part of the team
 - Active participants and educators for patients

GROWTH OF WELLNESS CENTER



-
- **2014 – Political Climate /Affordable Care Act**
 - Flood of patients needing care
 - AmeriCorps' role grows (Janelle) to create Volunteer program with local colleges
 - Internship program - collaboration with Health Careers Connection
 - **Grants**
 - Mural Project – grant and community involvement
 - Yoga Dana grant – expanding to movement, non-disease based groups, and community instructors
 - Zumba, Line dancing, Tai Chi

AMERICORPS TEAM



VOLUNTEERS



MURAL PROJECT



YOGA DANA GRANT



LINE DANCING AND TAI CHI



GROWTH OF WELLNESS CENTER

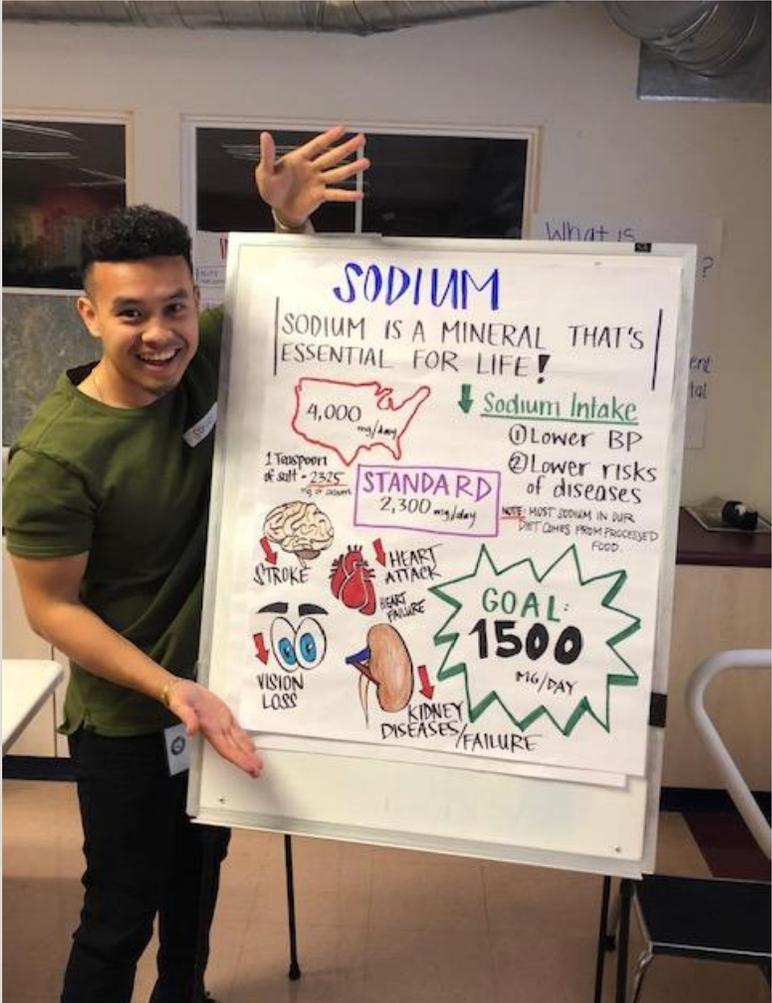


- **2015-** Additional staff added
 - Integrated Care Assistant hired (Josalynn)
a key position to help run the WC and manage staff and volunteers.
 - MAs (2)
front office and back office role
 - AmeriCorps (2)
 - Student Volunteers (12)

JOS AND FRONT OFFICE/MA STAFF



GROUPS/VOLUNTEER



PROGRAMMATIC GROWTH



- **2014-2019**
 - **Shared Medical visits (11 groups)**
 - **Integrating with Primary Care Clinic (2 settings)**
 - Integrative Medicine Donation/grant – Collaboration Homeopathy doctor and PCP, Data gathering
 - Yoga and Health Group – PCP and Yoga instructor
 - **Hands-on and 1:1 Modalities**
 - Acupuncture
 - Myofascial Release
 - Energy Medicine
 - Osteopathy Manipulation
 - Chiropractic
 - Homeopathy



East Oakland
Wellness Center
10700 MacArthur Blvd

 **June 2019** 

LifeLong
Medical
Care
Health Services For All Ages
a California Health Center

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p>All groups are for LifeLong Patients Only, except for Gardening, Yoga Friday), Seniors & Tech, Walking and Veggie Give-Away. For more information, call (510) 563-4343.</p> <p>      </p>				
<p>3</p> <p>9 am - 12 pm Veggie Giveaway</p> <p>10 am - 12 pm Gardening</p> <p>9:30 am - 11 am Diabetes Mgmt</p> <p>10:45 am - 11:45 am Tai Chi (Beg.)</p> <p>12:15 pm - 1:15 pm Line Dancing</p>	<p>4</p> <p>9:30 am-11 am Women's Health</p> <p>11 am--12 pm Seniors & Technology</p> <p>12:45 pm- 1:45 pm Chair Yoga</p>	<p>5</p> <p>9:30 am - 11 am Hypertension 6-Week Series</p> <p></p>	<p>6</p> <p>9 am - 10:30 am Yoga</p> <p>10 am - 12 pm Gardening</p> <p>1 pm - 2:30 pm Walking</p> <p></p>	<p>7</p> <p>9 am - 10:30 am Yoga</p> <p>10:45 am - 11:45 am Tai Chi (Adv.)</p> <p>11:45 am - 12:45 pm Tai Chi (Beg.)</p> <p>1:30 pm - 3:30 pm Homeopathy Group</p>
<p>10</p> <p>9 am - 12 pm Veggie Giveaway</p> <p>10 am - 12 pm Gardening</p> <p>10:45 am - 11:45 am Tai Chi (Beg.)</p> <p>12:15 pm - 1:15 pm Line Dancing</p>	<p>11</p> <p>9:30 am-11:30 am Weight Mgmt</p> <p>12:45 - 1:45 pm Chair Yoga</p> <p></p>	<p>12</p> <p>9:30 am - 11 am Hypertension 6-Week Series</p> <p>2 pm - 3:30 pm Men's Health</p> <p></p>	<p>13</p> <p>9 am - 10:30 am Yoga</p> <p>10 am - 12 pm Gardening</p> <p>1 pm - 2:30 pm Walking</p> <p>2 pm - 3:30 pm Energy & Wellness</p> <p></p>	<p>14</p> <p>9 am - 10:30 am Yoga</p> <p>10:45 am - 11:45 am Tai Chi (Adv.)</p> <p>11:45 am - 12:45 pm Tai Chi (Beg.)</p>
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All groups are for LifeLong PATIENTS ONLY, except for Yoga (Friday), Seniors & Tech, Walking, Veggie Give-Away, and Tai Chi.

Group Name	Days	Time	What is it?
Free Veggie Give-Away (AmeriCorps)	Every Monday	9:00am - 12:00am	Free fruits and vegetables given out each week in the downstairs lobby from the local Montclair Farmer's Market!
Homeopathic Clinic (Saleena Gupte)	Every First Friday	1:30pm - 3:00pm	Homeopathy the treatment of disease by minute doses of natural substances that in a healthy person would produce symptoms of disease.
Line Dancing (Jewel Lucas)	Every Monday	12:15pm - 1:15pm	Dance to the music of R&B, Country Western, Smooth Jazz, Zydeco, Steppin'. Great exercise mentally and physically. \$4 for all participants
Weight Management (Dr. Towner)	Every other Tuesday	10:00am - 11:30am	Gain the support you need to take control of your weight! Learn about different, changing topics that affect our daily lives.
Walking	Every Thursday	1:00pm - 2:30pm	Be more active and exercise with a group in our neighborhood! Visit the beautiful Dunsmuir House.
Chair Yoga (Yvette)	Every Tuesday	12:45pm - 1:45 pm	Increase your strength, flexibility, and peace of mind. Special focus on joint health, mobility and balance—sit comfortably and stand for support!
Yoga (Dr. Wadhwa, Yoko and Julie McDonald)	Every Wednesday (Dr. Wadhwa & Yoko) and Friday (Julie)	9:00am - 10:30am	Lower your stress and pain, and gain strength! Stretch your muscles with different yoga poses to help increase flexibility and mobility!
Tai Chi Movement for Better Balance	Mon. (beginners) & Fridays (intermediate)	10:45am - 11:45am	Let's get together and increase our mobility and overall well-being through gentle movements. Join Tai Chi Movement for Better Balance to build community and mobility.
Energy and Wellness (Dr. Towner)	Every other Thursday	2:00pm - 3:30pm	Lower your blood pressure, and learn how to deal with pain and stress through channeling your internal energy.
Men's Health (Dr. Wadhwa)	Every other Thursday	2:00pm - 3:30pm	Join a supportive community of men discussing topics that affect you as a male, including prostate cancer, diabetes and more.
Diabetes Management (Dr. Lubega)	Every other Monday	9:30 am - 11:00 am	Learn how to live with diabetes, improve your overall health, and have fun while doing it!
Cancer Survivors Support Group (Dr. Miller)	Every 3rd Thursday of the month	1:30 pm-3:00pm	Join a supportive community that have survived or are actively fighting various forms of cancer.
Women's Health (Dr. Shigeura)	Every other Tuesday	9:30am - 11:00am	Join a supportive community of women discussing topics that affect you most as a woman, including menopause, exercise, sex, and more!
Seniors and Technology (Volunteer)	Every other Tuesday	11:00am - 12:00pm	Learn basic technology skills including utilizing social media platforms, setting up and accessing email accounts, smartphone use, and much more!
Acupuncture (Ana Rosa Chang, PA)	Every Monday & Friday; Tuesday (group) *BY REFERRAL ONLY*	1:30pm - 3:30pm	Experience traditional Chinese acupuncture in a group setting to help manage high blood pressure, control chronic pain, fight addiction, and much more.

FUNDING SOURCES



- **Billable visits**
 - Billable providers
 - Linked visits
- **Grant supported**
 - Yoga Dana - Yoga on the map in EO
 - IM/Homeopathy grant
 - Tai Chi program
 - Food insecurity research grant w/ CCI
- **Community collaboration**
 - Cooking Matters
 - Farmers markets
 - Alameda County Food Bank
 - Line Dance, Zumba instructors
 - Massage School



PANEL DISCUSSION



MEET OUR TEAM



Josalynn Neal - Wellness Center Manager

Nicole Griffin - Medical Assistant

Adrian Sullivan - Medical Assistant

Limi Ahmed - AmeriCorps Health Fellow

Bernard Ekezie - AmeriCorps Health Fellow



OUR PROVIDERS



Dr. Gurinder Singh
Wadhwa



Dr. MariLisa Mancao

Dr. Barbara Towner



Ana Rosa Chang,
PA-C, LAc



OUR VOLUNTEERS



WHAT DOES THE WELLNESS CENTER OFFER?

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<u>Acupuncture I:I</u> 8:30 am - 4:00 pm	<u>Podiatry</u> 8:30 am - 4:00 pm	<u>Retinopathy I:I</u> 8:30 am - 12 pm	<u>Podiatry</u> 8:30 am - 4 pm	<u>Acupuncture I:I</u> 8:30 am - 4 pm
<u>Podiatry</u> 8:30 am - 4:00 pm	<u>Women's Health</u> 9:30 am - 11 am	<u>Podiatry</u> 8:30 am - 4 pm	<u>Yoga For Disability</u> 9 am - 10:30 am	<u>Podiatry</u> 8:30 am - 4 pm
<u>Veggie Giveaway</u> 9 am - 12 pm	<u>Seniors & Technology</u> 11 am - 12 pm	<u>Chiropractor</u> 8:45 am - 5 pm	<u>Gardening</u> 10 am - 12 pm	<u>Yoga For Disability</u> 9 am - 10:30 am
<u>Diabetes Management</u> 9:30 am - 11 am	<u>Chair Yoga</u> 12:45 pm - 1:45 pm	<u>Energy Medicine/MFR</u> 9 am - 5 pm	<u>Walking</u> 1 pm - 2:30 pm	<u>Tai Chi (Beg.)</u> 10:45 am - 11:45 am
<u>Tai Chi</u> 10:45 am - 11:45 am	<u>Group Acupuncture</u> 1 pm - 3:30 pm	<u>HTN 6-week series</u> 9:30 am - 11 am	<u>Cancer Survivors</u> <u>Group</u> 1:30 pm - 3 pm	<u>Tai Chi (Adv.)</u> 11:45 am - 12:45 pm
<u>Line Dancing</u> 12: 15 pm - 1:15 pm	<u>Weight Management</u> 9:30 am - 11:30 am	<u>Pain Group</u> 1:30 pm - 3:30 pm	<u>Food As Medicine Series</u> 9:30 am - 11 am	<u>Homeopathy</u> <u>Group & I:I</u> 1:30 pm - 3:30 pm
<u>Homeopathy I:I</u> 1:30 pm - 3:30 pm	<u>Energy Medicine I:I</u> 1 pm - 5 pm	<u>Men's Health</u> 2 pm - 3:30 pm	<u>Energy and Wellness</u> 2-3:30	

ADDITIONALLY...



- Breast cancer screenings
- Health Education
- Health Fairs
- Diabetic eye exams

VOLUNTEER SUCCESS STORIES

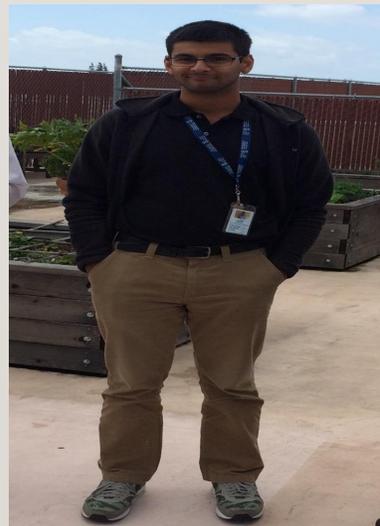


Kritica Joshi

- Started as a volunteer at the Wellness Center
- Became a Community Health Fellow at the Wellness Center
- Received her MPH at Milken Institute of Public Health in Washington D.C. & Currently a 1st yr in medical school in the Bahamas

Harsh Sharma

- Started as a volunteer at the Wellness Center
- Became an Americorps Health Fellow at the Wellness Center
- Currently in his 3rd year of medical school at the University of Kansas



Son Nguyen

- Started as a volunteer at the Wellness Center
- Became an Americorps Health Fellow at the Wellness Center
- Currently working at Lifelong – West Berkeley as a Community Health Worker while applying for PA school



(Jun) Health Career Connection



(Oct) Volunteer Recruitment



(Apr) Quality Improvement Coordinator

(Sep) AmeriCorps



Request for more capacity

THINKING ABOUT INTEGRATIVE MEDICINE MODELING

- Framing from Integrated Behavioral Health (IBH)
 - Need and inclusion into primary care
 - Partnerships with PCPs and care team members
 - Capacity and other challenges
- Integrative Health Practitioners as an expansion
 - Some acceptance into medical model: chiropractic, acupuncture, osteopathy
 - *Under consideration*: homeopathy, naturopathy
 - Focus on underlying root and cause: trauma, mind-body, tools, change patterns, etc.
- Promising Models
 - Integrate wellness as part of medical model (not a separate program)
 - Shared Medical Visits: Joint Medical Visits: “alternative payment model”

INTEGRATIVE HEALTH AND COLLECTING DATA

- Electronic Health Record Templates and Codes
 - exist for acupuncture, chiropractic, and osteopathy
- Documentation for other Integrative Health Practices
 - not easily trackable or reportable
- Need for unique collection and tracking systems
- Defining common outcomes for integrative health & wellness
 - What are the best measures - qualitative and quantitative?
 - Based on community-defined “wellness”, “healthy living”, foundations of wellness?

HOMEOPATHY



QUALITY OF CARE MEASURES FOR INTEGRATIVE MEDICINE

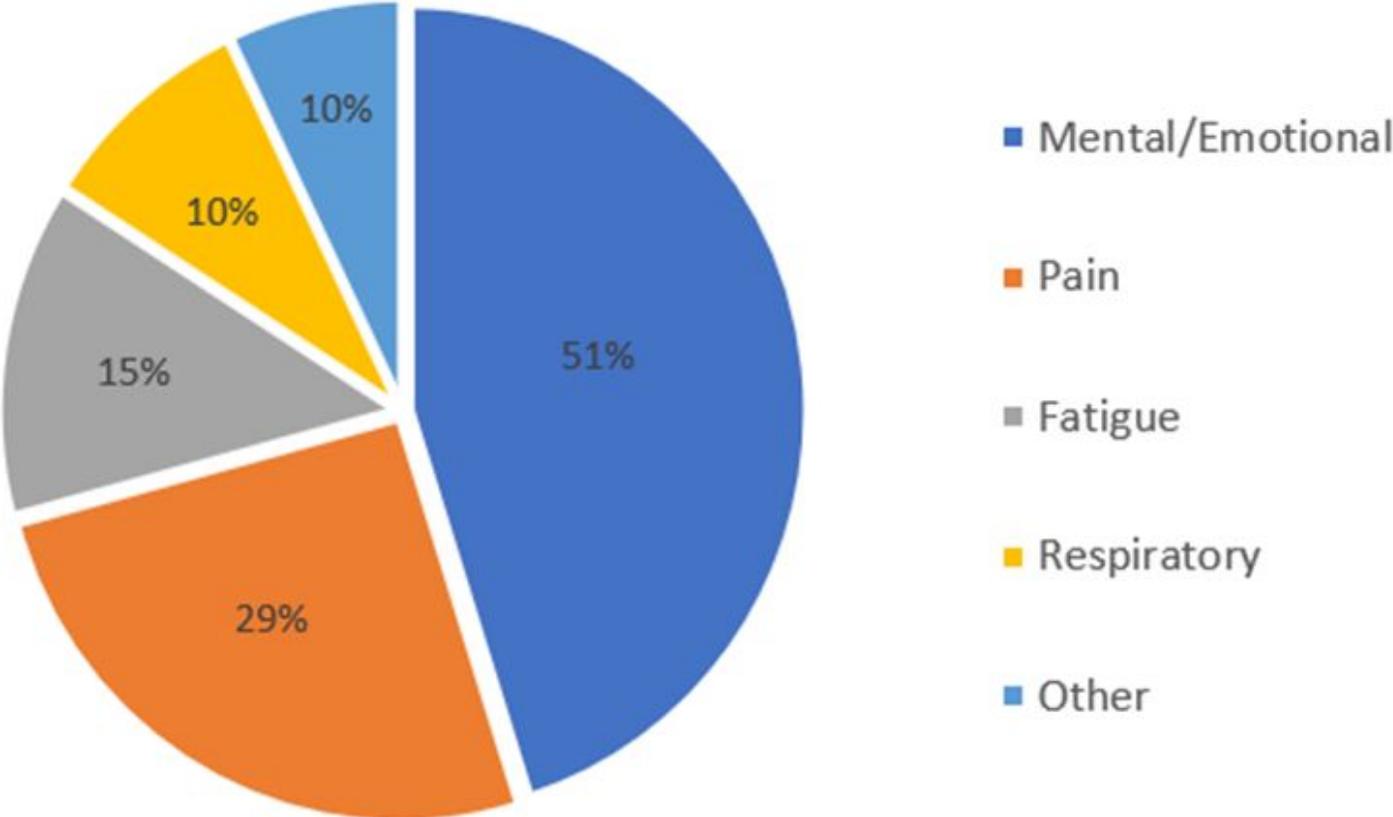
- Patient's Global Impression of Change Scale (PGIC)
- Arizona Integrative Medicine Outcomes Scale (AIOS)
- Complementary & Integrative Medicine Outcome Scale
- Pain scales: BPI & Wong-Baker FACES
- SF-36
- PROMIS-10 & PROMIS -29
- MYMOP

MYMOP: Measuring Your Medical Outcome Profile

- Widely used internationally by therapists, researchers, & holistic medical providers
- Patient-generated, individualized, outcome questionnaire
- Symptom specific: physical, emotional, social symptoms, well-being are recorded
- Brief and simple to administer- *takes ~1 minute*
- Evidence-based, validated screening & assessment tool
- *For homeopathy, the process was modeled after Integrated Behavioral Health (e.g. PHQ-9)*

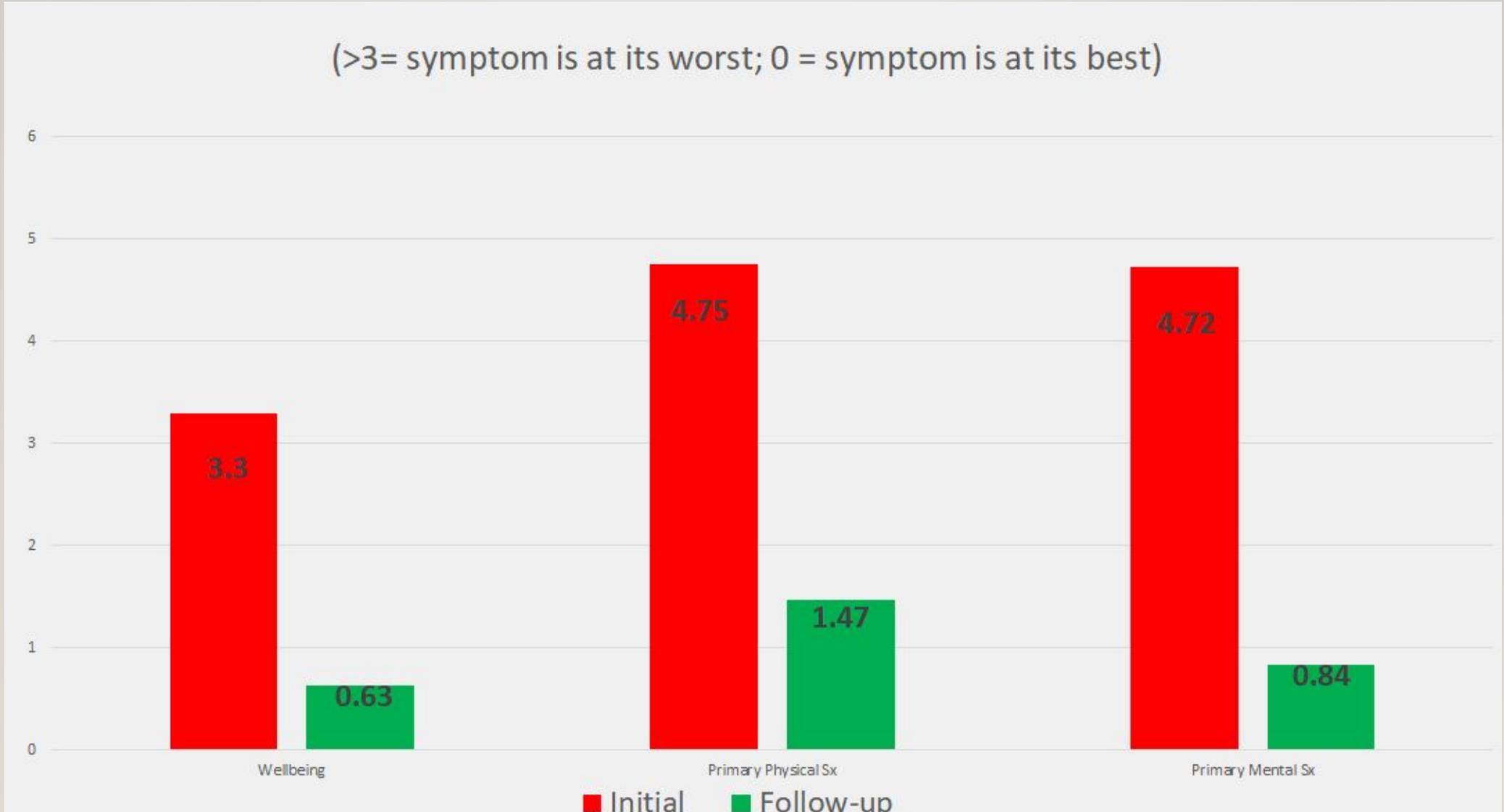
Symptoms reported at intake (MYMOP tool) n=35; 18 months

Symptoms Reported at Intake (MYMOP tool); n=35; 18 months



Change in MYMOP Scores: Initial Session vs 1-Year Follow-up

(>3= symptom is at its worst; 0 = symptom is at its best)



THANK YOU!



QUESTIONS?