



COLLABORATIVE CREATIVITY

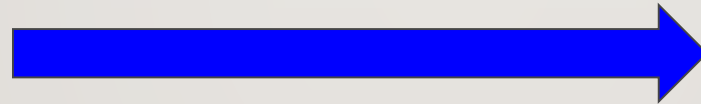
THE EVOLUTION OF A
COMMUNITY WELLNESS CENTER

LifeLong Medical Care
East Oakland Clinic

WELLNESS is

A MULTIDIMENSIONAL and HOLISTIC

AFFIRMING



THAT
HELPS INDIVIDUALS AND
COMMUNITIES LIVE THEIR OWN
VISION OF HEALTH

SELF-DIRECTED

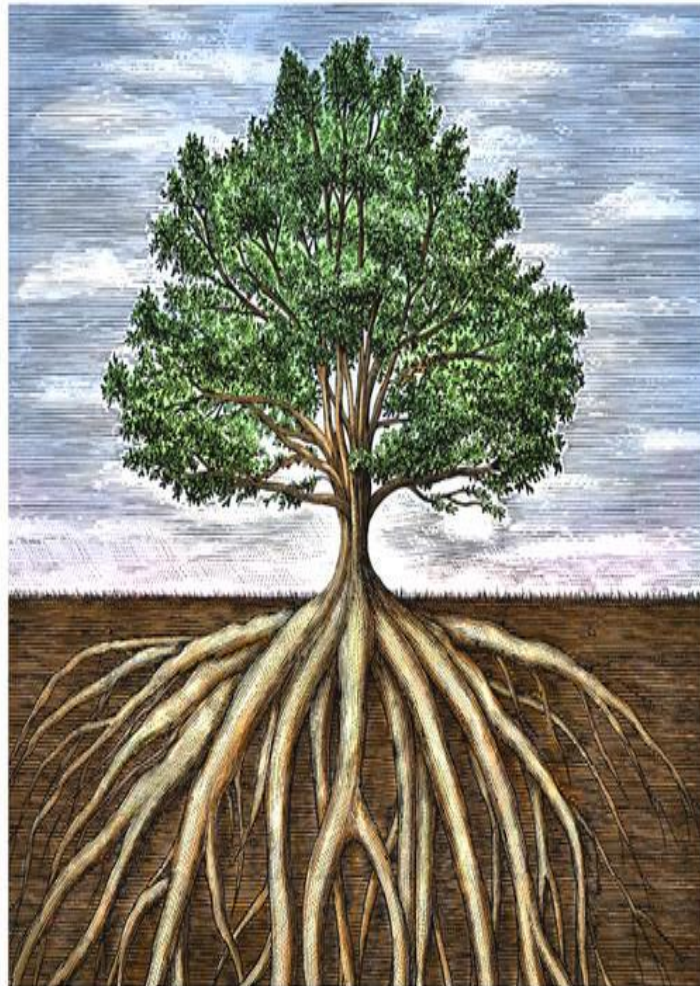
PROCESS

FOUNDATIONS OF WELLNESS

SOCIAL JUSTICE

INDIGENOUS
TRADITIONS

SOLIDARITY



TRAUMA INFORMED

COMMUNITY
CENTERED

INTEGRATIVE
MEDICINE

OUR WELLNESS VISION



We empower patients and minimize health disparities by:

- Deepening partnership
- Acknowledging the whole person - mind, body, spirit and community
- Facilitating innate healing
- Promoting healthy lifestyles
- Enriching the PCMH concept

WHAT IS WELLNESS TO YOU?



WELCOME OUR PRESENTERS

Adisa Wilmer MD & Barbara Towner MD, EEM-AP

Co-Founders of the East Oakland Wellness Center, Lifelong Medical Care

Josalynn Neal Ward

Wellness Center Program Manager

Janelle Montales Sauz

Wellness Center volunteer & MPH student

Saleena Gupte DrPH, CCH, CHC

Doctor of Homeopathy

Charles Starzensky and 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

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

1976



Merger creates LifeLong Medical Care

Early adopters

- Shared Medical Visits
- Integrative Medicine
- Integrated Behavioral Health

1996

LIFELONG MEDICAL CARE NEW MODELS OF MEDICAL CARE



Early 2000s

- **New models of care were evolving**
- **Support from Clinical Leadership /Administration**
- **Broader target populations and problems**
- **Shared Medical Visits Expansion**
- **Integrative Medicine growing**

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

ENGAGE COMMUNITY



AmeriCorps Volunteer Project build-out of the Wellness Center

Gave us momentum to have a
dedicated space

Validation of intention by
multiple stakeholders

AMERICORPS TEAM



ENGAGE COMMUNITY



Renovation

Americorps

Berkeley Craftsmen/contractor

LMC Maintenance crew

AMERICORPS AND COMMUNITY RENOVATING THE WELLNESS SPACE



here

OLD AND NEW WELLNESS SPACE



ROOF GARDEN



STAFF SATISFACTION AND RETENTION



-
- **2013 - Engaging staff**
 - **Patient Centered Medical Home**
 - **Recruitment tool for providers**
 - **Initial Staffing**
 - Americorp (1)
 - Chronic care assistant (1)
 - MAs/Front Office (1)

GROWTH OF WELLNESS CENTER



-
- **2014 – Political Climate /Affordable Care Act**
 - Flood of patients needing care
 - AmeriCorps' role grows (Janelle)
 - New Internship program
 - Expansion of volunteer recruitment
 - **Grants**
 - Mural Project
 - Yoga Dana grant groups
 - Zumba, Line dancing, Tai Chi

VOLUNTEERS



MURAL PROJECT



YOGA DANA GRANT



LINE DANCING AND TAI CHI



GROWTH OF WELLNESS CENTER

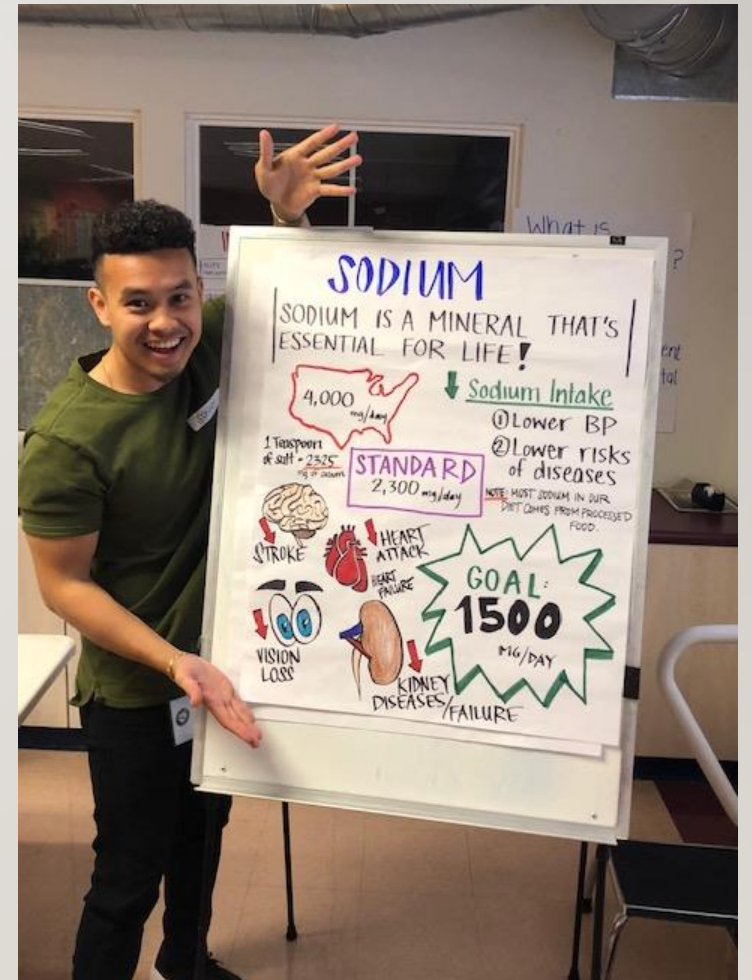


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- **2015- Additional staff added**
 - **Integrated Care Assistant hired**
a key position to help run the WC
 - **MA's (2)**
front office and back office role
 - **AmeriCorps (2)**
 - **Student Volunteers (12)**

JOS AND FRONT OFFICE/MA STAFF



GROUPS/VOLUNTEER



PROGRAMMATIC GROWTH



- **2014-2019**
 - **Shared Medical visits (I I groups)**
 - **Integration of Primary Care and IM**
 - Billing with PCP
 - **Hands-on and I:I Modalities (6)**
 - Acupuncture
 - Myofascial Release
 - Energy Medicine
 - Osteopathy Manipulation
 - Chiropractic
 - Homeopathy



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. Barbara Towner



Dr. Saleena Gupte



Ana Rosa Chang,
PA-C, LAc



Dr. MariLisa Mancao



Dr. Derek Ko

OUR VOLUNTEERS



WHAT DOES THE WELLNESS CENTER OFFER?

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<u>Acupuncture 1:1</u> 8:30 am - 4:00 pm	<u>Podiatry</u> 8:30 am - 4:00 pm	<u>Retinopathy 1:1</u> 8:30 am - 12 pm	<u>Podiatry</u> 8:30 am - 4 pm	<u>Acupuncture 1:1</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 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 Group & 1:1</u> 1:30 pm - 3:30 pm
<u>Homeopathy 1:1</u> 1:30 pm - 3:30 pm	<u>Energy Medicine 1:1</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

ANOTHER SUCCESS STORY



Janelle Sauz

- Started as summer HCC intern
- Continued as Americorps
- Expanded our volunteer program
- Hired as CQI staff member
- Pursuing MPH



(Jun) Health Career Connection



(Oct) Volunteer Recruitment



(Apr) Quality Improvement Coordinator

(Sep) AmeriCorps



Request for more capacity

THINKING ABOUT INTEGRATIVE MEDICINE MODELING

Dr. Saleena Gupte

- 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

PGIC: Hurst H, Bolton J. Assessing the clinical significance of change scores recorded on subjective outcome measures J. Manipulative Physiol Ther 2004;27:26-3. AIOS: Bell, IR; Cunningham V; Caspi O, Meek P; Farro O. Development and validation of a new global well-being outcomes rating scale for integrative medicine research. BMC Complement Altern Med. 2004 Jan 15; 4:1. CIMOS: Jennifer H, Stephen L. Patient questionnaires for use in the integrative medicine primary care setting—A systematic literature review. European Journal of Integrative Medicine 5 (2013) 194–216. BPI: www.mdanderson.org. FACES: www.wongbakerfaces.org; SF-36: www.rand.org/health-care/surveys_tools/mos/36-item-short-form.html. PROMIS: www.healthmeasures.net/explore-measurement-systems/promis.

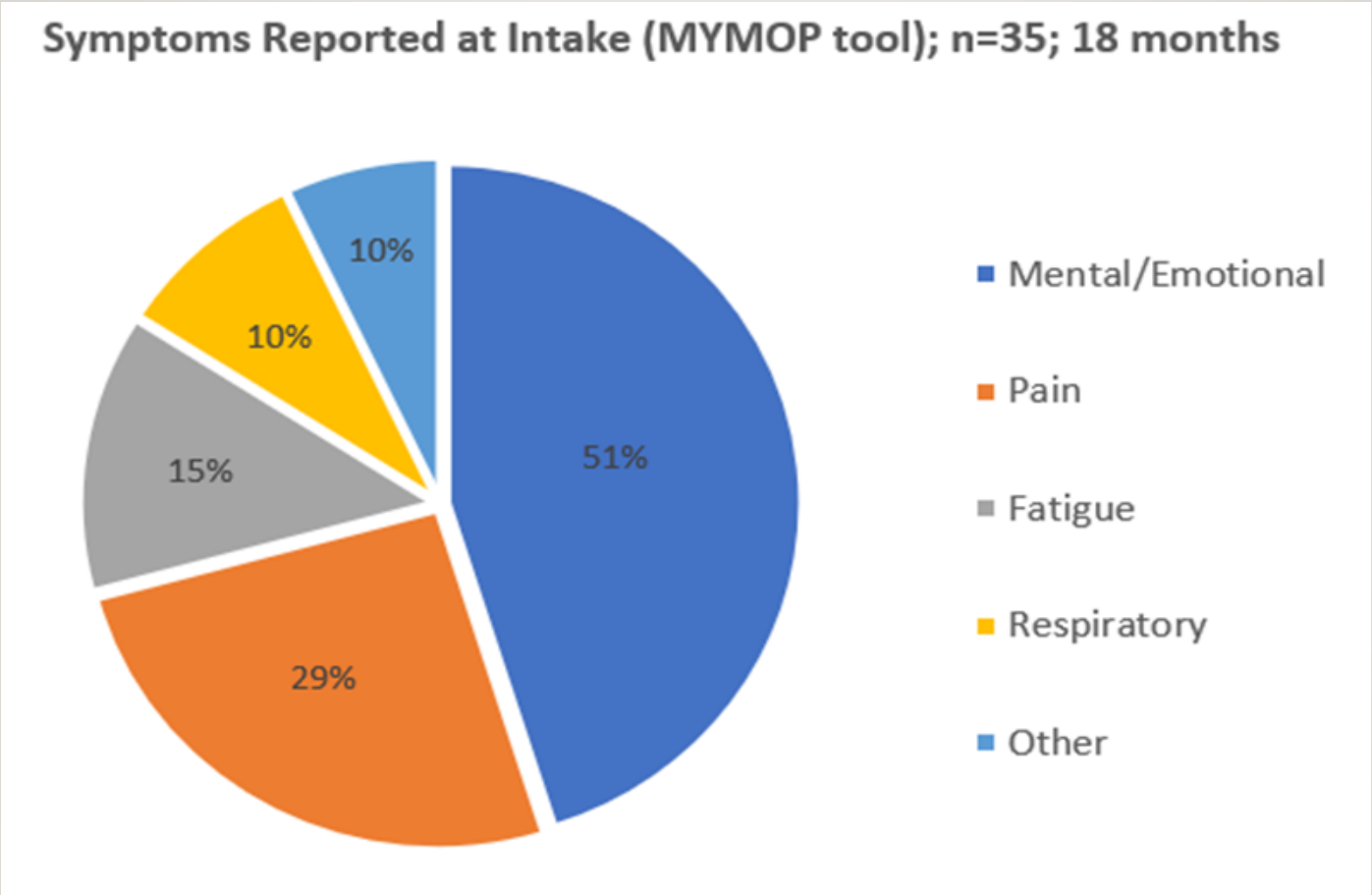
MYMOP: Measuring Your Medical Outcome Profile

- 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

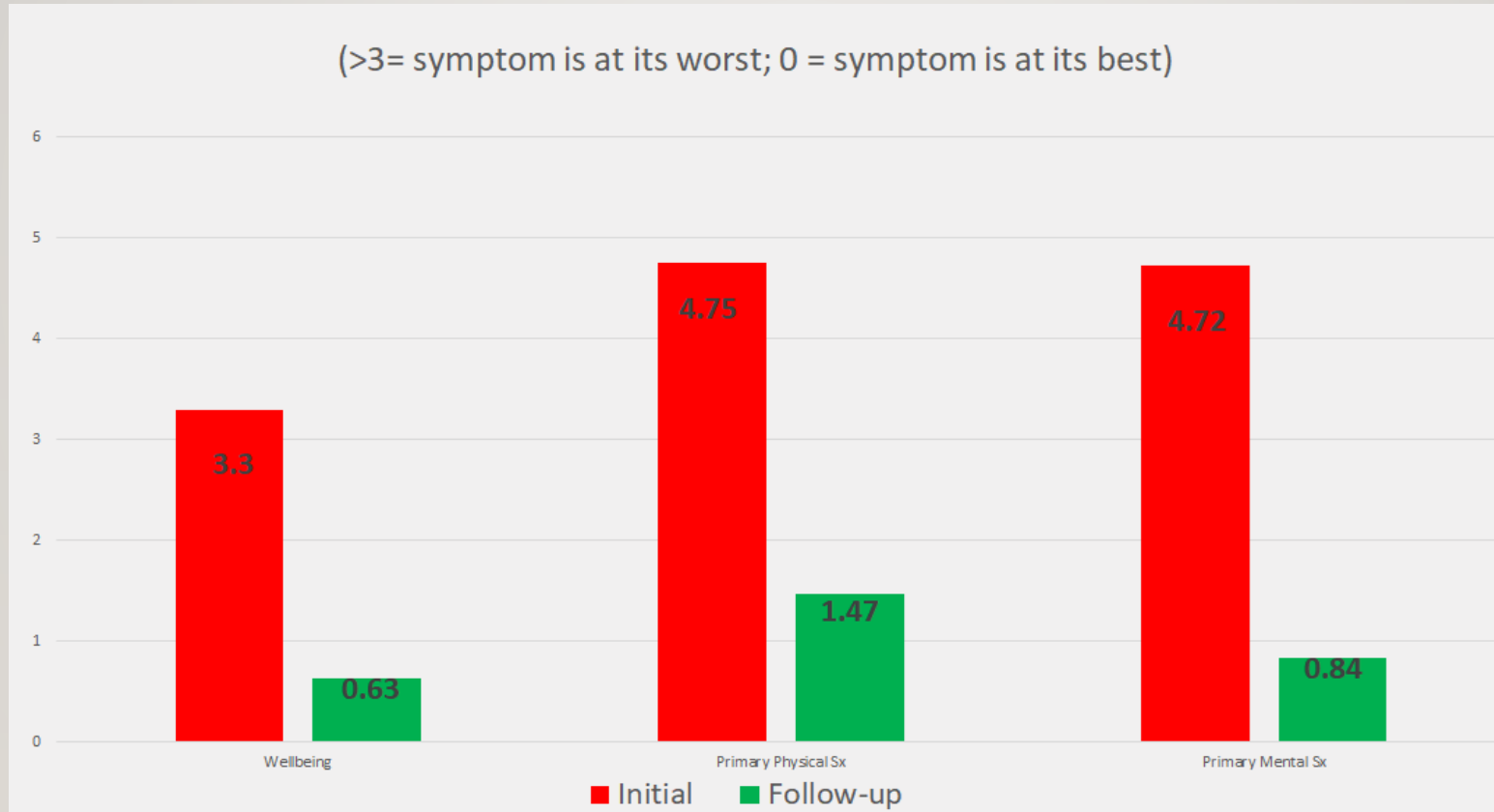
- *For homeopathy, the process was modeled after Integrated Behavioral Health (e.g. PHQ-9)*

<http://www.bris.ac.uk/primaryhealthcare/resources/mymop/>; <http://www.bris.ac.uk/primaryhealthcare/resources/mymop/publications/> ;
<http://www.makingcasescount.org/mymop>

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



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



AND OUR PATIENTS!

Charles Starzensky and Stella Marsh



THANK YOU!



QUESTIONS?