



UNC
SCHOOL OF NURSING

MOBILE HEALTH CLINIC

ANNUAL REPORT

2017

MAKING A DIFFERENCE ONE CLIENT AT A TIME



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LOOKING BACK GOING FORWARD

In 2015, the UNC School of Nursing (SON) received \$20,000 from Christ the King Lutheran Church Ministry Grant Fund to support the development and implementation of a mobile health clinic to serve clients at Dorcas Ministries (Dorcas) and Western Wake Crisis Ministry (WWCM), two crisis-focused organizations in western Wake County, North Carolina. Marianne Cockroft, PhD, RN, was author of the grant.

The funds allow the UNC School of Nursing Mobile Health Clinic to provide free nursing services to meet the health care needs of program participants at Dorcas and WWCM. SON faculty and students, including registered nurses and nurse practitioners, and community volunteers staff the clinic. A Spanish interpreter is available most weeks.

This report summarizes the outcomes of the second and final year of that funding and plans for future sustainability.

2017



A Message from Our **Clinical Director**

Over the years, I have come across a wide range of individuals whose needs for medical care have not been met due to financial constraints, lack of affordable access, or simply lack of health literacy. I have been fortunate, however, to collaborate with community partners and volunteers dedicated to making sure that health care is available to those who need it.

During the past year, our Mobile Health Clinic volunteers made a difference in our community of people living under crisis situations. We provided free clinical care to more than 500 individuals, many who experienced either a natural disaster, the loss of a job, or a stressful situation that caused a family disruption or disturbance in their daily life. We have helped our clients address their health needs while facing their challenges head on.

It has not been rare in our role to encounter individuals with acute diabetes or hypertension symptoms, who first learned about their condition when they stepped into our clinic. These individuals were at risk of serious complications that could have led to life-threatening outcomes. We are thankful everyday for the opportunity to help save lives.

In addition to providing much needed clinical care to people in crisis, we offered our nursing students the opportunity to use our practice, expertise and service for the betterment of individuals, the local communities, health care systems, and the profession of nursing.

We look forward to continue offering excellent free health care to the more than 5,000 families living in crisis situations in Cary and Apex. And thank you, our grant donors, and community partners for helping to make that possible.

Marianne Cockcroft, PhD, RN

Marianne Cockcroft, PhD, RN
Assistant Professor
UNC School of Nursing

A GREAT YEAR FOR MAKING A DIFFERENCE

The Starfish Story relates the tale of an elderly man attempting to save starfish that, after a big storm, had washed upon the shore by the thousands. Observing this event, a young boy asked the man why he was obviously wasting his time, since he would not be able to make a difference. The wise man threw a starfish back as far as he could into the sea and replied, it made a difference to that one.

In 2017, the UNC Mobile health clinic set the goal to make a difference one client at a time. Following are the steps we took to accomplish our goals.

Steps Taken in 2017

- ◆ **Increased our clinic availability** from three to four hours
- ◆ Added a **dedicated nurse practitioner**, who performs physical examinations, orders and interprets diagnostic tests, provides counseling and education, and writes prescriptions
- ◆ Acquired a **36-foot RV** as the new venue of mobile health services. The vehicle was rented from the UNC-School of Medicine, Department of Psychiatry and provided extra space to accommodate more clients and supplies
- ◆ Introduced **classroom instruction and workshops** for program participants at the Western Wake Crisis Ministry.
- ◆ Incorporated new diagnostic tools for **HbA1c and cholesterol screenings**.
- ◆ Welcome a **Spanish speaking volunteer**, which allowed us to better served the Hispanic community

These and other goals contributed to a successful year and a healthier community.

We are able to accomplish our objectives and further our mission, together with the backing and generosity of the UNC School of Nursing, our grant sponsors — Christ the King Lutheran Church and First United Methodist Church of Cary — and the many area resources with which we partner.

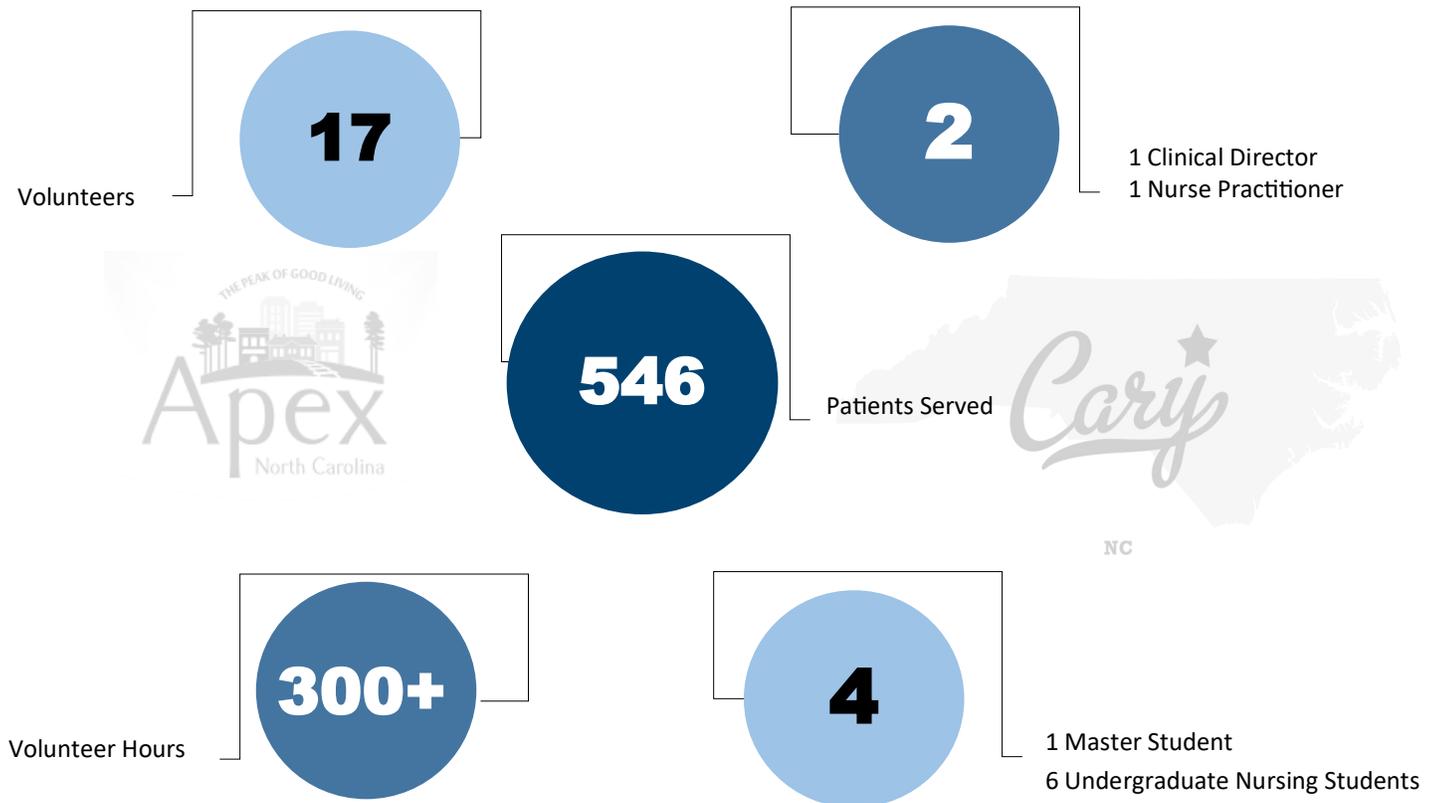
As we look forward to reaching out to thousands of households with emergency needs in Cary and Apex, we are setting our sights on finding sustainable ways to continue our mission and accomplishing our goals. This report offers an opportunity to thank you while updating you on our advancements and plans for the year to come.

**Thank you for helping us make the Cary and Apex communities a better place,
and make a difference one client at a time!**

OUR MISSION

Recognizing the impact of stress on health, we aim to promote wellness, assist those who are at risk for health problems, and support individuals in managing chronic diseases.

2017 SUMMARY



EXPANSION

In the first half of 2017, the mobile clinic was staffed completely by volunteer faculty from the UNC School of Nursing (SON). With the arrival and support of SON Dean, Nilda Peragallo Montano, we made plans to expand the scope of practice and offer integrative care within a convenience care model. In July, the clinic hours were expanded from three hours per week to four hours per week and the mobile clinic became a clinical practice site for Sara Hubbell, DNP, FNP, RN who began weekly service with dedicated time paid for by the SON.

The clinic continued operations at its two North Carolina locations in Apex and Cary. Volunteers served on the first and third Tuesdays at Dorcas in Cary and on the second and fourth Tuesdays at the Western Wake Crisis Ministry (WWCM) in Apex. The mobile unit was also used during a Spring Break trip to serve residents of Columbus and Robeson Counties effected by Hurricane Matthew. We also set up a resource table staffed by nursing students inside the Dorcas Thrift Shop on the fifth Tuesdays in January, August, and October and March.

VOLUNTEERS AND SERVICES

In 2017, thirteen SON faculty members provided approximately 300 hours of volunteer time and expertise on the mobile clinic. Services included clinical assessments, health screenings, education, counselling, and providing referrals to other community agencies. In addition, one faculty member contributed two Healing Touch sessions, two



community volunteers provided driving services, and a volunteer began to provide Spanish interpreting services. Three undergraduate nursing students and one RN-MSN student were assigned to the clinic for semester-long learning experiences. Three additional undergraduate nursing students had one-day experiences.

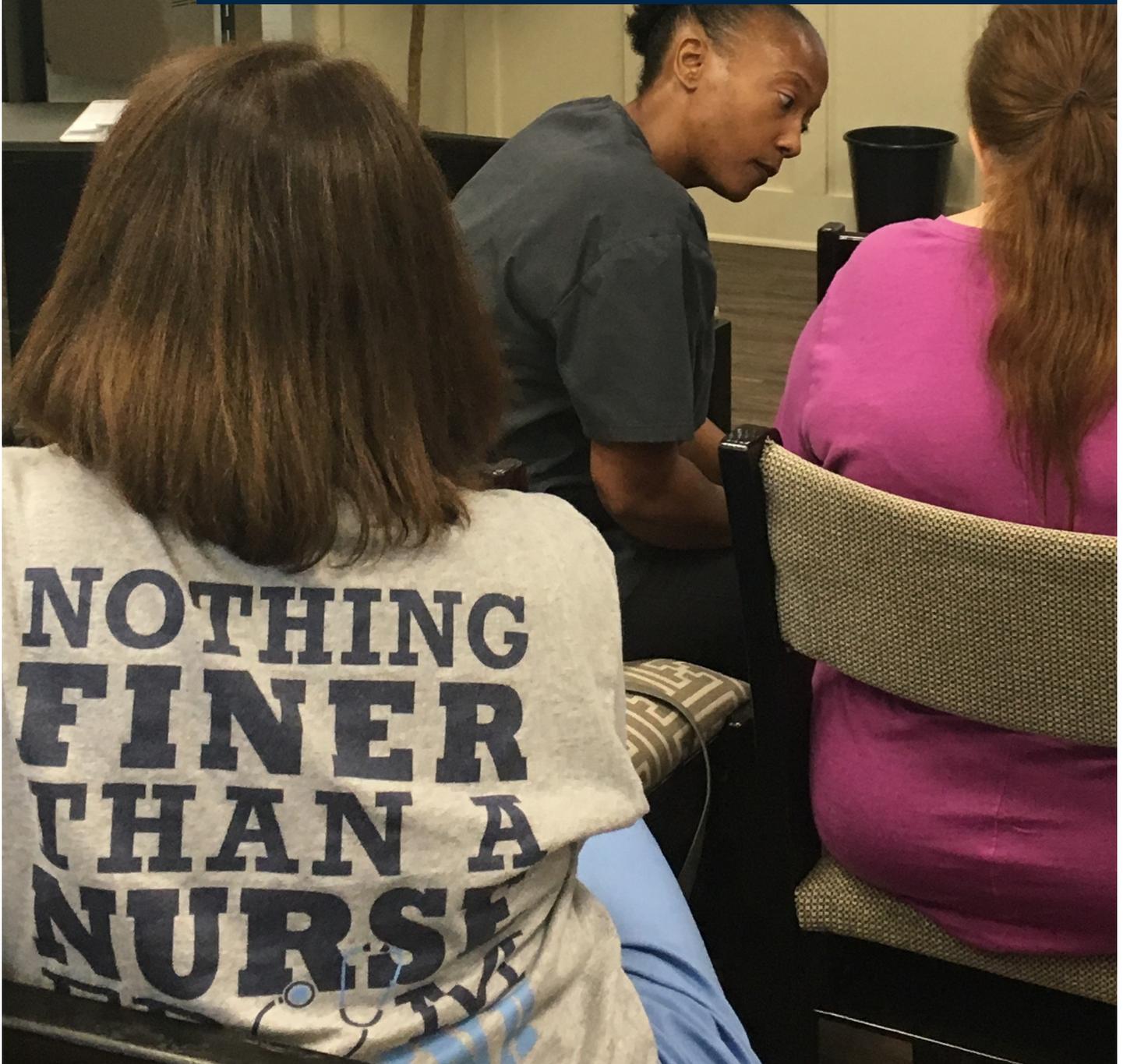
NEW WHEELS • ADDED SCREENINGS • WORKSHOPS

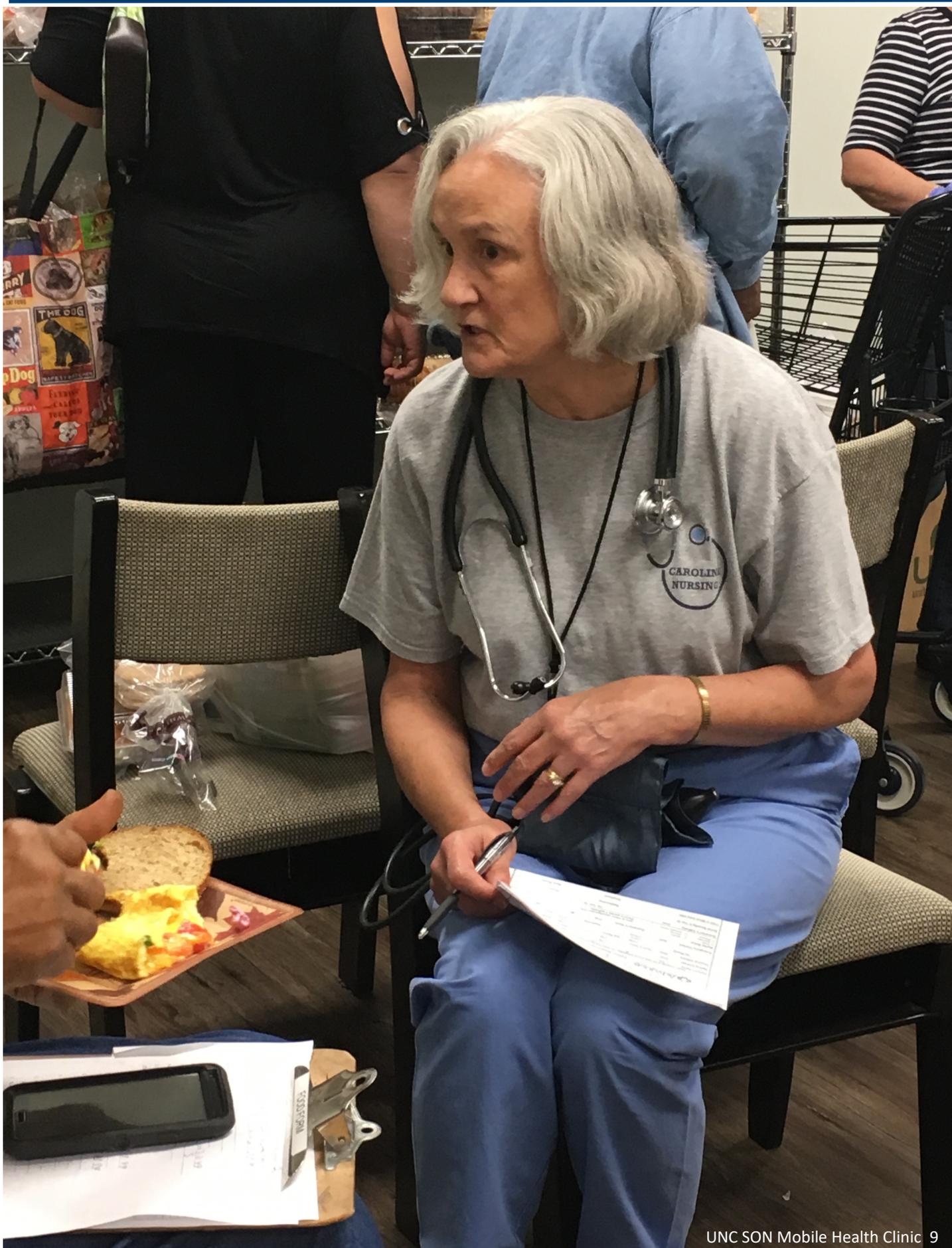
In August, a 36-foot RV became the new mode of delivery of the mobile health services. The vehicle was rented from the UNC-School of Medicine, Department of Psychiatry, Center for Excellence in Community Mental Health (CECMH). With the increased storage space, dedicated time of a family nurse practitioner, requests for increased services from clients, and remaining grant funds, items were purchased to provide additional diagnostic screenings, including HbA1c and cholesterol. With the new partnership with Thava Mahadevan, Director of CECMH and SON faculty Victoria-Soltis Jarrett, PhD, PMHNP, RN, additional resources to address mental health became available.

The expansion of hours at the WWCM provided an opportunity for nurses and students to conduct classroom teaching for clients prior to the opening of the food pantry. Clients with diabetes were the targeted population and workshops related to stress management, foot care, and nutrition were well-attended. New funding initiatives were explored to increase the educational services for clients at both crisis ministry locations, including the submission of grant applications to Blue Cross/Blue Shield for the purchase of educational equipment and to Pfizer Corporation to support a smoking cessation program.

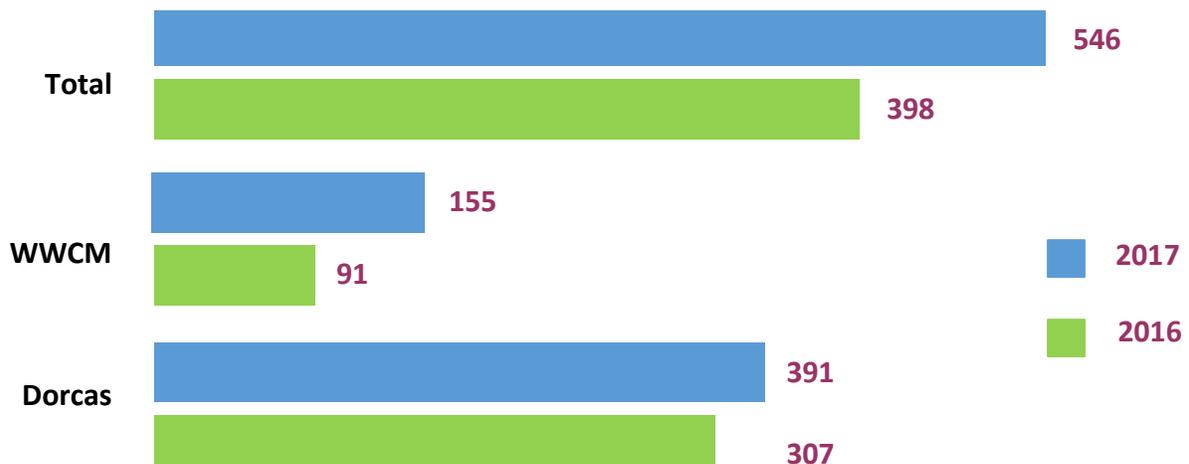
PRACTICE, EXPERTISE AND SERVICE

The mobile health clinic provides our nursing students and nurse volunteers an added venue to exercise the mission and values of the UNC School of Nursing. Our students get first hand experience on advancing the collective good of our community, examining health issues and concerns from multiple perspectives, involving clients in making critical decisions, listening with intent, and honoring boundaries and trust. Our clinical faculty and consultants get a chance to share their knowledge, experience, and expertise with our students and the community.

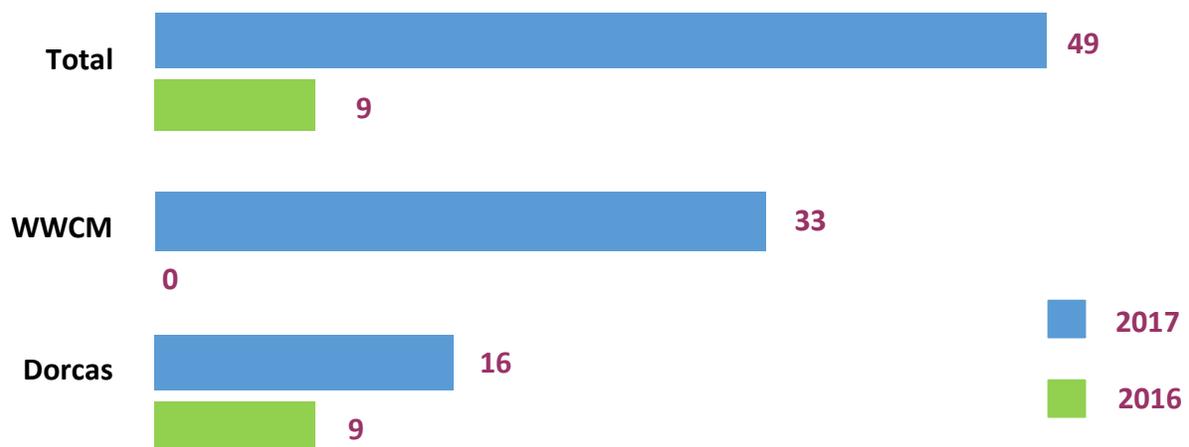




Increase in Number of Clients Served



Participants Attending Educational Programs



PARTICIPANT INCREASE & POSITIVE FEEDBACK

The volume of clients served on the mobile clinic increased by 55% in 2017. Feedback from clinic clients continues to be positive with 93% of clients surveyed stating they were satisfied with the care they received and 91% would use the clinic again if they had questions about their health. Some clients (19%) admit they do not know where they would go or would go nowhere for care if the clinic was not available.

The data provided is important, but does not capture the stories of the clients or the full impact of our services on their health. We have identified individuals who did not know they had diabetes or hypertension and were now brought into care to manage these life-threatening conditions. We have helped a homeless family connect to resources in the community to access needed medication. And we have provided care to immigrants without means to pay.

OUR PARTNERS IN REACHING OUT



Beth Bordeaux
Executive Director
Western Wake Crisis Ministry

The UNC School of Nursing mobile clinic has become an integral part of our services at Western Wake Crisis Ministry. During the second half of the year, we saw a significant increase in client engagement through the monthly diabetes education classes. In collaboration with the UNC SON team, we are planning to expand these options in 2018 with monthly cooking demonstrations focused on eating healthier on a budget with targeted topics including nutrition education for diabetes, heart health, weight loss, and other health related issues. We are looking forward to more new opportunities in 2018, especially with deeper collaboration among other local partners. We value our partnership and look forward to continuing to work together to make a positive impact on the health and well-being of our community.



Howard Manning
Executive Director
Dorcas Ministries

The Mobile Health Clinic has been a great example of agencies and people collaborating to make health care more accessible and affordable to the underserved population in our community. The mobile health clinic is the best example I can think of that portrays bringing services to the people when the people can't go to the services. Many of us that can afford health insurance and transportation take routine health care for granted. Many days we see clients at Dorcas who are seeking assistance with other crisis and neglect their health care because they have accepted substandard or no health care services as a normal way of life. Our community is blessed to have the mobile clinic available and look forward to enhancing our partnership in 2018.

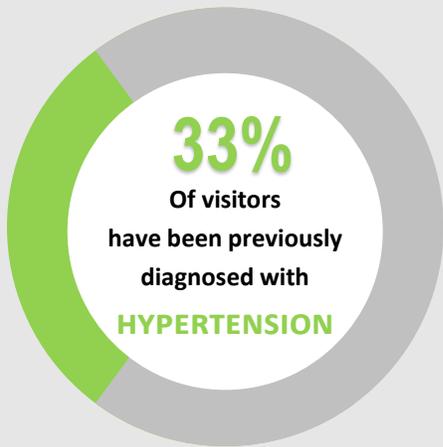
OUR VISITORS IN A NUT SHELL



Overwhelmingly more females than males visit the Mobile Health Clinic



Continuity of care in primary care has been associated with better health outcomes



11%



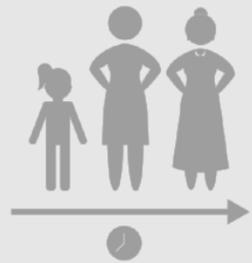
OF VISITORS DO NOT GO ANYWHERE FOR MEDICAL CARE BECAUSE THEY CANNOT AFFORD IT

Employment

Loss of a job constitutes one of the main reasons why individuals seek help from crisis ministries.

28%

Of our clients are unemployed.



Age

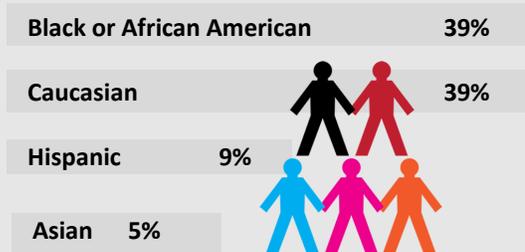
Research studies show that men and women older than 51 years of age are more likely to have health screening checks than those 50 years or younger

56

The mean age of our visitors

Diverse Backgrounds

In the US, blacks, Hispanics and Asians bear a disproportionate burden of disease, injury, premature death, and disability



Minority groups account for 53% of our visitors

Health Insurance



21% of the visitors surveyed have no health insurance

30% of the visitors who stop by the mobile clinic have Medicare.

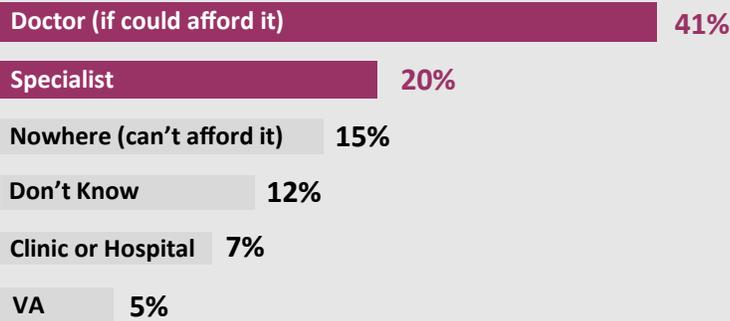
9% have Medicaid

OUR VISITORS IN A NUT SHELL

93% OF VISITORS WERE SATISFIED WITH THE CARE RECEIVED AT THE CLINIC

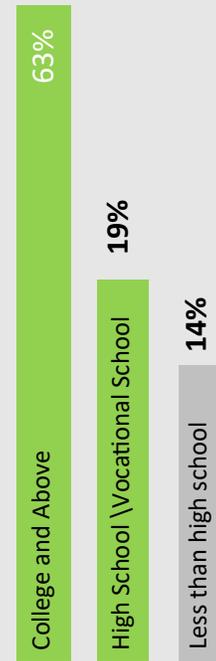
Other Places Visitors Would Seek Medical Care

Our clients identified a variety of places they would go for medical care.



Education

Plays a critical role in population health and influences access to health care resources

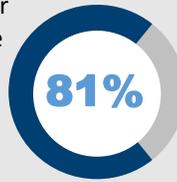


...In with the New

A client survey indicates that our clients are receptive to our care



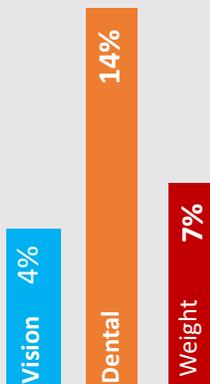
Of clients indicated learning something new about their health



Said the information given will help them make health changes

Future Services

Clients expressed interest in a number of additional services, especially dental care.



Wheels Turning



91% Would use the Mobile Unit again

77% Would likely follow up with referral given

Chronic Conditions

Clients living with chronic health conditions saw a health care provider about their condition



FINANCIAL HIGHLIGHTS

2017 Statement of Activities

Income

Grants	\$12,000
Departmental Allowance	25,500
Gifts	5,000

Total Revenue	\$42,500
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Expenses

Supplies	2,577
Equipment	9,338
Dedicated Clinical Staff	25,500
Other Services	336

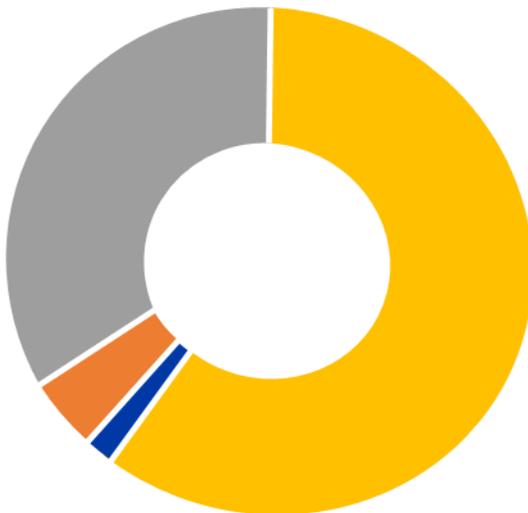
Total Expenses	\$37,751
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Change in Net Assets	\$4,749
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Income

- 60% Departmental Allowance
- 28% Grants
- 12% Gifts



Expenses

- 7% Supplies
- 25% Equipment
- 68% Dedicated Clinical Staff
- <1 % Other Services

2018 OVERARCHING GOALS

- Increase number of clinic visitors
- Expand educational offerings at the crisis ministries locations
- Offer additional diagnostic testing
- Increase the number of nursing students assigned to the clinic
- Strengthen partnerships with other community agencies
- Acquire technological resources to help improve our data collection and management systems
- Seek new sources of funding to continue providing ongoing, dedicated clinical staff

UNC School of Nursing Mobile Health Clinic LEADERSHIP & VOLUNTEERS

Clinical Leadership Team

Marianne Cockroft, PhD, RN | Assistant Professor
Sara Hubbell, DNP, FNP, RN | Assistant Professor
Nilda Peragallo Montano, DrPH, RN, FAAN | UNC
School of Nursing Dean

Faculty Volunteers

Louise Fleming, PhD, RN | Assistant Professor
Christina Leonard, MSN, RN | Assistant Professor
Leigh Mullen, FNP, RN | Clinical Instructor
Carrie Farr Palmer, DNP, RN | Assistant Professor
Tracy Vernon Platt, MSN, ANP | Instructor Adult Health
Shielda Rodgers, PhD, RN | Associate Professor
Cecelia Roscigno, PhD, MN | Assistant Professor
Karen Valcheff, MSN RN | Clinical Instructor
Wanda Wazenegger, MSN, ANP | Adjunct Faculty
Sally Williford, MSN, RN | Adjunct Faculty
Elaine Youngman, MS, RN | Clinical Instructor

Faculty Consultants

Lixin Song, RN, PhD | Associate Professor
Victoria-Soltis Jarrett, PhD, PMHNP | Distinguished Professor

UNC Community Partners

Thava Mahadevan, MS | Director of CECMH
Charles Thayer, MS, MCP | Technical Support Analyst

Semester-Assigned Nursing Students

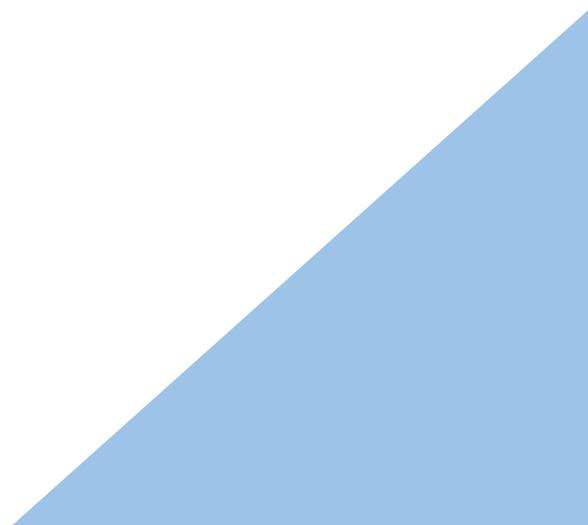
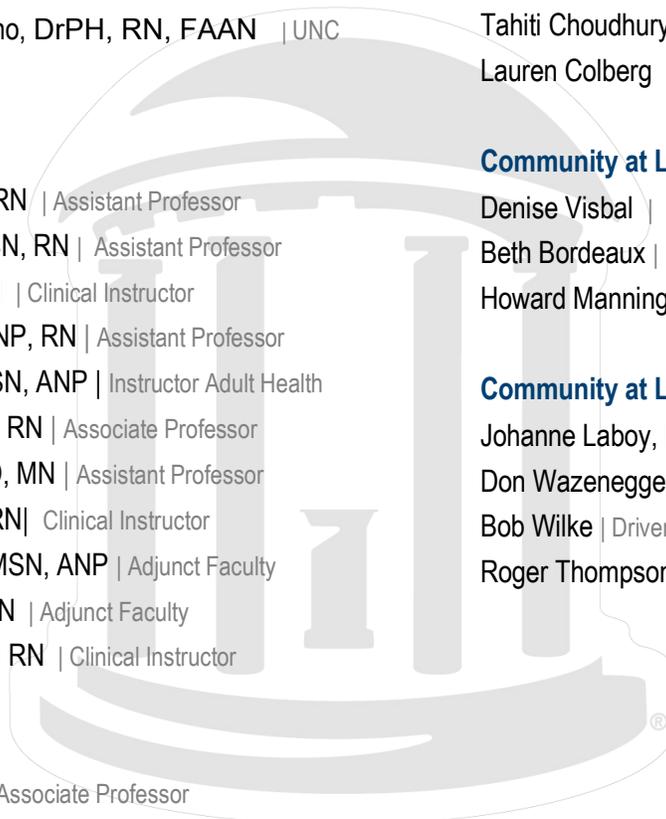
Mimi Bardgett
KaRaé Carey
Tahiti Choudhury
Lauren Colberg

Community at Large Partners

Denise Visbal | Former Director of WWCM
Beth Bordeaux | Director of WWCM
Howard Manning | Director of Dorcas

Community at Large Volunteers

Johanne Laboy, PhD, MBA | Interpreter
Don Wazenegger | Driver
Bob Wilke | Driver
Roger Thompson | Driver





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