

UNC SCHOOL OF NURSING

MOBILE HEALTH CLINIC

A NURSE-LED PRACTICE





A MESSAGE FROM THE CLINICAL DIRECTOR

January 2020 marked the 5-year anniversary of the mobile clinic! One of our goals for the year was to improve our efficiency and increase our use of technology to streamline our client services. When the Covid-19 pandemic forced us to temporarily close our doors in March, we were prepared to use technology to reach our clients during a very stressful time in history.

A unique positive outcome of the pandemic was the strengthening of our community partnerships. By sharing resources among each other, such as personal protective equipment, the Wellness on Wheels vehicle, and indoor office space with Advance Community Health (ACH) and Dorcas Ministries, the mobile clinic team was able to continue offering health screenings, health education, and virtual consults throughout the year. We braved the hot summer sun and the cold winds of winter meeting with clients in a tent or on the sidewalk!

A new partnership with the North Carolina Cooperative Extension Service helped to launch our Looking Up Program, an initiative aimed to help individuals with diabetes and/or hypertension learn to self-manage their chronic health conditions. Many clients were introduced to Zoom as the means for engaging in the online classes from the safety of their homes. All clients were successful in meeting health goals such as weight loss and reduction in blood pressure.

Though 2020 brought many challenges and changes in our world, I am grateful for the collaborations and strong support for our clinic and its clients shown by our generous community partners, volunteers, and nursing team!

Marianne Cockroft, PhD, RN

WE FACED 2020 HEAD ON AND HIT ALL THE CURVEBALLS

Chronic health disease in the United States continues to be a worsening health and economic crisis. The Centers for Disease Control and Prevention indicate that six in ten Americans live with at least one chronic disease like cancer, diabetes, heart disease, and stroke. The prevalence is exacerbated by the growing incidence of chronic conditions among children and young adults.

The physical and emotional impact of chronic conditions was stretched past its usual during the COVID-19 pandemic this year. Individuals with chronic conditions such as cancer, kidney disease, lung disease, diabetes, heart disease, and obesity, for example, were more likely to get severely ill from COVID-19. As a result, hospitals around the nation were at maximum capacity, and more than 570,000 were lost.

Our chronic disease assessments and prevention efforts, contribute to promoting the health and well-being of our community. Keeping our programs and services going bring about the possibility of positive health transformation especially for individuals without health insurance, the under insured, or those undergoing crisis situations.

*Striving to be here
when you need us most!*

“ The UNC School of Nursing Mobile Health Clinic has been of great help, especially to families who do not have health insurance and find it difficult to visit a doctor because they cannot afford the payments for medical appointments.

Currently, people are facing great needs due to COVID-19. The economic situation of many families is very critical, so they prefer not to spend money on health care.

The clinic also serves as a resource that helps to create a bridge with the most vulnerable in our community, so that we can identify their primary needs and built trust.”



– Inés Freile, program coordinator,
Taylor Family YMCA

WE FACED 2020 HEAD ON AND HIT ALL THE CURVE BALLS

Expanded Use of Technology in Client Care

As technology has become a ubiquitous necessity in health care settings, it became one of our 2020 goals to expand its use in client care. To outfit the clinic with new technological tools and advance our telehealth services, we applied and received a grant from the National Association of Free and Charitable Clinics. The strategic move saved the day during the unexpected pandemic crisis. The nature of the RVs tightly enclosed space required that the Mobile Health Clinic follow CDC recommendations to halt indoor operations. As did many health care organizations in the state and around the nation, we decided to fully embrace virtual consults. Having the technological tools to offer the telehealth services made it possible to continue serving our patients while keeping them and their caregivers safe.

Increased Clinical Practice Opportunities for Students

We established a new clinical practice partnership with the Center for Hispanic Families/Catholic Parish Outreach in Raleigh, and hope to begin on-site services there as soon as in-door restrictions are lifted. In addition, and as a result of the increased need for clinical personnel to handle pandemic-related efforts, we established a new collaboration with Advance Community Health. This new venture afforded students the opportunity to rotate functions between the clinic and the COVID-19 testing locations managed by Advance. The students gained valuable experience in communicable disease testing protocols, procedures and safety measures.

Piloted a New Chronic-Disease Self-Management Program

In order to better assist our patients with chronic health conditions, we implemented the Looking Up Program. This 10-week initiative provided monitoring tools, and health and nutrition education to individuals wishing to better manage their diabetes or hypertension. The program was designed for in-person participation, but was quickly switched to a virtual platform which proved to be successful and eliminated transportation barriers.

Reduced Language Barriers Between Patients and Staff

Non-English speaking patients face multiple barriers to health care. To promote communication clarity, and patient safety and satisfaction, we expanded our Spanish-language educational resources and we joined forces with SpectraCorp. The language access service organization offers telephone and video remote interpretation services in more than 200 languages.

Added New Communication Tools

Not being onsite for several months highlighted the need to keep participants informed through social media venues. We designed and developed a clinic website and also created a Facebook page. Long overdue, these venues helped us keep in touch with the community during these difficult time, and allowed us to provide timely updates and information. The website and Facebook page quickly became the place for posting about COVID-19 vaccine information, testing locations, stay-in-place recommendations, and mask mandates.

Got Published!

In our effort to spread the word about the benefits of nurse-led mobile health clinics, we wrote an academic journal article that was peer reviewed, accepted and published in the Educational Innovations section of the *Journal of Nursing Education*. The paper findings informed the implementation of nursing curriculum or activities specifically designed for student involvement in nurse-led mobile health clinics and the development and advancement of nursing skills.

We became stronger and more resilient.



PARTNERS *In Health*

Our community partners, collaborators and grantors make our work possible through their generous support and commitment to our mission. Thanks to you, hundreds of clinic visitors are connected to health and social services and are leading healthier lives.



Centro para Familias Hispanas
A Program of Catholic Charities



Champions of Crisis Management

Natural disasters and unexpected damaging events have a profound impact on low-income families. The COVID-19 pandemic, for example, has disproportionately affected individuals, families and households of low economic resources. A Human Rights Watch analysis of the 2020 US Census Bureau data indicated that 53.7% of households making less than \$35,000 a year experienced income or unemployment loss during the pandemic. In North Carolina, more than 200,000 jobs were lost. And the North Carolina Justice Center reports that, unlike well-paid workers, the lowest-paid workers in the state were experiencing prolonged unemployment. Unemployment or reduction in work hours meant that individuals had difficulty paying for their household expenses. This can cause a lot of stress, which in turn may contribute to a variety of health problems.

Providing emergency support to families undergoing crisis situations is the main goal of our crisis management partners: Dorcas Ministries, Western Wake Crisis Ministry, and the Center for Hispanic Families. The centers provide assistance to cover basic necessities including housing, food, utilities, transportation and medical costs. They also provide educational and family advancement services. In addition, the Hispanic Family Center offers immigration and legal services.



Catching Eye Diseases Before They Become a Major Problem

Diabetes can be managed with diet and exercise. When left untreated, however, the long-term effects of this chronic condition can lead to complications including stroke, heart disease, renal disease, and nerve damage. Poorly controlled blood glucose may also lead to diabetic retinopathy, damage to the blood vessels in the tissue on the back of the eyes. This can cause vision loss or blindness.

We partner with Prevent Blindness North Carolina to help screen our program participants for diabetic retinopathy and other eye diseases such as glaucoma, macular degeneration and cataracts. PBNC uses state of the art retinal imaging equipment, offers the screenings at no cost, and recruits optometrists to read the screening results. In addition to retinal screenings, our program participants have access to PBNC's Vision Resource Program. The initiative offers qualified applicants access to free eye exams and glasses through participating doctor's offices.





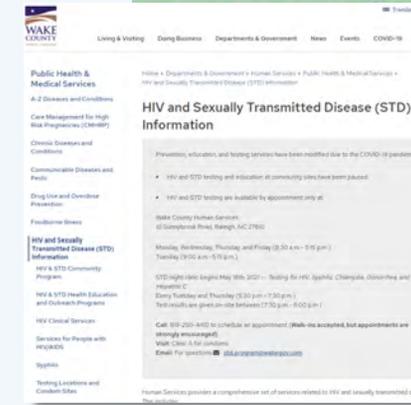
Human Services

Bringing the Services to You

The Wake County Department of Health and Human Services offers a portfolio of programs designed to disseminate health information to individuals and families. Subjects include chronic diseases and conditions, communicable diseases and pests, drug use and overdose prevention, and HIV/STD testing. In addition, the WCDHHS provides health care for children and adults at six of its clinics: children’s clinic, prenatal clinic, sexually transmitted disease clinic, dental clinic (for children and pregnant woman), tuberculosis clinic, and Women’s Health Clinic.

A representative from the HIV/STD testing and education program is available by appointment to conduct on-site testing for our program participants at the Mobile Health Clinic. These services were restricted due to COVID.

In addition, a representative from the Dental Clinic is on site once a week to conduct dental screenings for the Smiles at Sunnybrook program. The initiative offers free dental services for Wake County children ages 0-20 years who do not have dental insurance. Services include exams, cleanings, fluoride applications, and sealants.



Family-Centered Primary Care

The high costs of health care can make it difficult for some individuals to seek medical care when they need it most. Advance Community Health offers a sliding fee discount program based on household income and family size. In addition, patients without any income may also qualify to receive services if they provide the additional supporting documentation required. The practice offers a variety of services beyond primary care, including pediatrics, dental services, nutrition counseling, and behavioral health. In addition, Advance operates a pharmacy and offers a drug assistance program and discounted prescriptions to its members.

Our collaboration and close relationship with Advance allows us to quickly connect patients without a primary care provider to a medical home. It also affords us the opportunity to request appointments for Mobile Health Clinic patients who need prompt medical attention. This year, advance also served as a clinical practice site, where Mobile Health Clinic students assisted by providing health information and conducting COVID-19 testing.



Bringing the Services to You

Proper nutrition is critical in preventing and managing chronic diseases, especially diabetes and hypertension. The North Carolina Expanded Food and Nutrition Education Program (EFNEP) from the NC Cooperative Extension, educates and trains participants on the skills required to prepare affordable healthy meals. The program's curriculum also promotes behavior modifications to reduce overweight and obesity risks.

EFNEP was instrumental this year in the launching of our Looking Up Program, assisting with the nutrition education and exercise components of the initiative. Participants were exposed to a variety of topics, including how to choose fruits and vegetables, how to select the right portion size, utilizing resistance bands and chair exercises, yoga, and stretching.



Funding with Heart

Operational costs for the Mobile Health Clinic are in part funded with generous donations from Filling in Gaps of Wake County (FIGS), the National Association of Free and Charitable Clinics (NAFC), and the North Carolina Area Health Education Centers (AHEC).

FIGS, funded primarily by professional organizations, community leaders and faith-based support, focuses on supporting Wake County residents who need financial assistance purchasing their medications and medical supplies. NAFC is comprised by a net of health care organizations that provide free medical, dental, pharmacy, vision and/or behavioral health services to economically disadvantaged individuals. And AHEC focuses on providing support and educational experiences and services for healthcare students and professionals.

FIGS of Wake County covers the costs of our Saturday operations and provides medical supplies to the clinic. Funds from NAFC help support our telehealth expenses including the technology to conduct virtual consults. Assistance from AHEC allows us to purchase the equipment and supplies needed to run our clinical practice sites.



UNC SCHOOL OF NURSING ASSOCIATION
UNC School of Nursing Mobile Health Clinic

FACULTY, STUDENTS AND VOLUNTEERS
Make the clinic go round

OOOH...YEAHHH!



13 REFERRALS. Visitors without a primary care home were connected with health care providers in Cary, Apex and Raleigh for medical appointments related to chronic conditions.



32 VOLUNTEERS. Faculty, staff, students and lay volunteers working arduously to make our community a healthier place.



98 NEEDS ASSESSMENT CALLS. Our professional nursing students assisted Western Wake Crisis Ministry staff in assessing the rapidly changing needs of their program participants.



1,300 HOURS OF SERVICE. Clinic providing health care resources, raising health awareness and working on health promotion and disease prevention.



266 DIABETES SCREENINGS. Of those, 87 were found to be at risk and were administered a glucose test. Patients were provided with diabetes and diet information and resources.



21 A1C TESTING REFERRALS. Of those, 12 returned to the clinic for testing, two were diagnosed with diabetes, and one with prediabetes. This visitors were referred to a sliding-scale primary care provider.



191 CHOLESTEROL SCREENINGS. Insured patients at risk for heart disease were advised to visit their primary care for testing. About 21 uninsured patients returned to the mobile health clinic for cholesterol testing.



54 DEPRESSION SCREENINGS indicated the patient was at risk for depression. The patients were offered/administered a Patient Health Questionnaire 9 (PHQ-9) and were provided with mental health resources and support.



40 RETINAL SCANS. Even during the pandemic, patients showed up to check their eyes for health diseases and conditions. The scans were administered by Prevent Blindness.



Students showed outstanding ability to remain flexible and adaptable to their learning environments

Every year, students serving at the Mobile Health Clinic are required to develop a useful public health intervention that benefits our patients or the community at large.

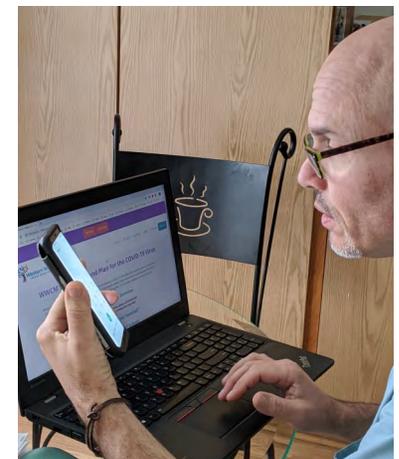
This year, students in the master of science in nursing program focused on interventions related to telehealth. The students developed and administered a pandemic needs assessment survey for the Western Wake Crisis Ministry, one of our community partners. The survey results allowed WWCM to better assess and serve their clients' needs when the pandemic began. In addition, the students conceptualized a protocol for the lay public to handle emergencies at home, and a bed bug protocol for nurses conducting in-home visits.

All of the students in the bachelor of science in nursing program practicing at the clinic during the fall semester created online-friendly presentations for the Looking Up Program. The presentations covered various health topics including heart health, stress management, healthy diet, medication adherence, and support systems. In addition, one of the students created a community resource and support service guide.

Our nurse practitioners, faculty and volunteers focused on safety and trust.



Going above and beyond was the norm. Students helped distribute NC voter registration information and conducted virtual needs assessment surveys.





Tent donated by the UNC School of Nursing Alumni Association



Once it was determined that the risk of viral exposure was greatly reduced outdoors, clinic faculty, staff, students and volunteers began serving Dorcas clients either on the sidewalk or in parking lot tents at Dorcas Ministries Plaza. Setting up the tents became a staple of our 2020 efforts to keep our patients safe. Students were instrumental in making sure the outdoor clinic was up and ready, independently of weather conditions. The students survived the hot and humid NC summer and the sometimes frigid and windy winter days which often threaten to send the tents flying.

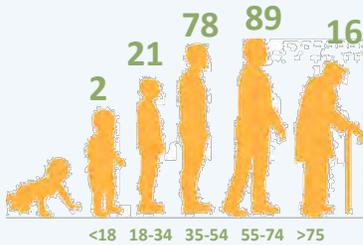
*Thank you to our students
for their commitment and dedication!*



OUR PATIENTS AND VISITORS

The Focus of Our Mission

VISITOR DEMOGRAPHICS



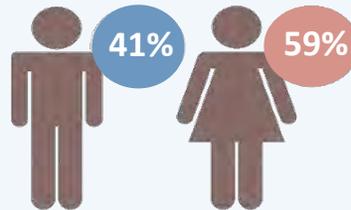
AGE



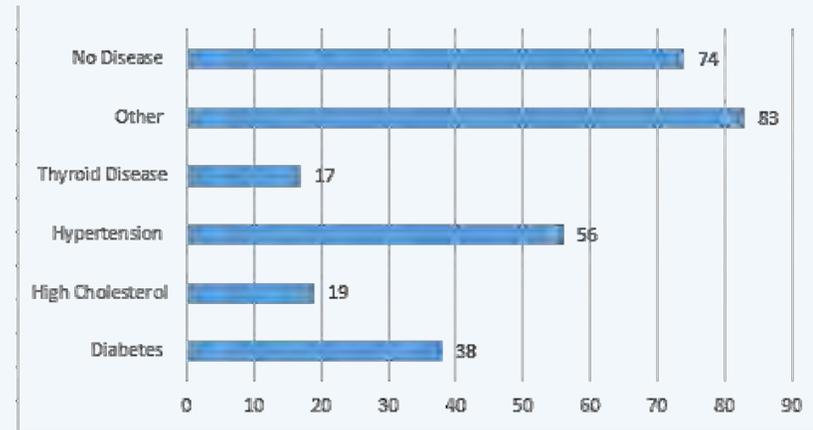
EDUCATION

48% College or Above

SEX



CHRONIC CONDITIONS



ETHNICITY

UNINSURED 55%



55%
UNEMPLOYED



32% Of Insured Patients

60% ON
MEDICATIONS



THE LOOKING UP PROGRAM COMES TO LIFE

ZOOMing for Better Health

Many of our patients with diabetes or hypertension express a desire to lead healthier lives, but admit having difficulty managing their chronic health condition. To help our patients take care of their chronic disease and improve health outcomes, we designed, developed and implemented the Looking Up Program. The initiative aims to improve, through participant self-management, the lifestyle and health outcomes of individuals suffering from hypertension and diabetes. The 10 week-program incorporates an hour of health education, an hour of nutrition education/fitness activities, and a curriculum based on resources available from the Centers for Disease Control and Prevention. Due to COVID restrictions, we conducted the program via ZOOM.

Program Goals and Outcomes

Participants were provided with either a glucometer, a blood pressure monitor or both, depending on their condition. Through the duration of the program, they were expected to self-monitor and record glucose or blood pressure readings, improve medication adherence, get at least 150 minutes of physical activity each week, adopt a healthy diet, and lose at least five pounds, if overweight. Participants were also expected to keep record of all their diet, exercise and medication adherence in an online activity log.

A1c, glucose, cholesterol, and weight measures along with other vital signs were taken at the beginning and end of the program, and three months after the program had ended. All program participants in this first cohort improved their weight, blood pressure, A1c, and cholesterol measures.

“ The Looking Up Program helped me become aware of how a good and healthy diet can lead to better physical and mental health.

It has also helped realize how my work and daily duties impact my ability to keep healthy. I am now better organized, so that I can have time to engage in physical activity to improve the health and well-being of my body.



This is not only true for me, but it also applies to my loved ones, my family, who have also benefited from the program. We get lab tests every three months (free), to monitor our cholesterol, triglycerides, and glucose levels.

We have been positively impacted by the services we receive, and the advice that we are given has greatly improved our health.”

– María Yelena Garcia Parra, Looking Up Program participant



FINANCIAL REPORT

Growing Together

Sometimes it seems like the many programs and services that we would like to provide come with a high price tag. The needs in our community are great and there is so much that we would like to accomplish. As we plan for financial sustainability, we are thankful for your support and commitment to good health.

OUR SPONSORS, GRANTORS AND DONORS

The following organizations supported the Mobile Health Clinic with generous grants, gifts in-kind donations and other contributions in 2020.

\$20,000 - \$25,999

National Association of Free and Charitable Clinics

\$15,000 - \$19,999

FIGS of Wake County

\$10,000 - \$14,999

North Carolina Area Health Education Centers

\$5,000 - \$9,999

Catholic Diocese of Raleigh: God's Work Our Challenge

UNC School of Nursing

\$1,000 - \$4,999

Christ the King Lutheran Church

\$500 - \$999

Church of Holy Family

\$100 - \$499

Jean H. McDonald

William E. Hayes

Kelly L. Revels

Yun Zhao

\$1 - \$99

Marion R. Leiner

Linda A. Lewis

Joan F. Reinhardt

In-Kind Donors

American Diabetes Association

Centers for Disease Control and Prevention

Dorcas Ministries

Harris Teeter Supermarkets, Inc.

Rally Health, Inc.

SpectraCorp

UNC School of Nursing Alumni Association

Wake County Health Department

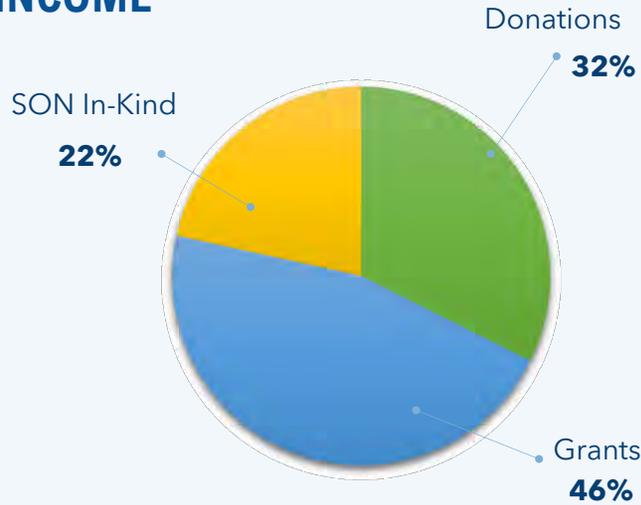
Walgreens

*You made our programs
and services come true!*

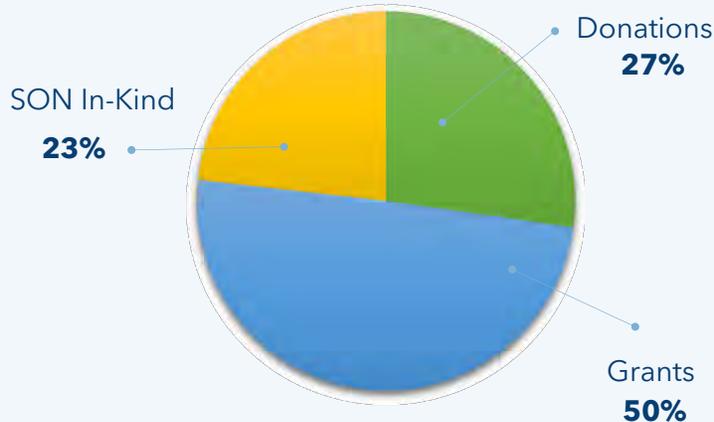
FINANCIAL HIGHLIGHTS

Fiscal Year January ,1 2020 - December 31, 2020

INCOME



EXPENSES



STATEMENT OF ACTIVITIES

INCOME

Donations	\$14,021.00
Grants	\$19,917.00
SON In-Kind	\$9,338.00

Total Income **\$43,276.00**

EXPENSES

Donations	\$10,949.00
Grants	\$19,917.00
SON In-Kind	\$9,338.00

Total Expenses **\$40,204.00**

BALANCE **\$3,072.00**

The UNC Finance Department records grant income during the period in which it was spent

OUR FACULTY, STUDENTS AND VOLUNTEERS

UNC SON Clinical Leadership Team

Marianne Cockroft, PhD, RN | Associate Professor
Jean Davison, DNP, RN, FNP | Associate Professor
Johanne Laboy, PhD, MBA | Adjunct Assistant Professor
Leigh Mullen, MSN, FNP | Clinical Instructor
Leslie Sharpe, DNP, FNP-BC | Assistant Professor
Nilda Peragallo Montano, DrPH, RN, FAAN | Dean

Clinical Volunteer Faculty

Jean Hanson, MSN, RN | Adjunct Faculty
Sara Hubbell, DNP, FNP, RN | Adjunct Faculty
Betty Nance-Floyd, PhD, RN | Associate Professor
Shielda Rodgers, PhD, RN | Associate Professor
Joan Shiley, MSN, RN | Adjunct Faculty
Jaimee Watts-Isley, DNP, AGNP | Assistant Professor
Wanda Wazenegger, MSN, FNP | Adjunct Faculty
SeonAe Yeo, PhD, RN | Professor

Faculty Consultants

Victoria-Soltis Jarrett, PhD, PMHNP | Professor

Clinical Volunteers

Mary Susan Moss, RN
Maria Thompson, RN

UNC Community Partners

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

Semester-Assigned Nursing Students

Kin Dibeau, BSN Program
Madina Leon, RN-MSN Program
Rebecca Lepore, BSN Program
Valentina Marginean, BSN Program
Joe Mauzy, RN -MSN Program
Sophia Nelson, BSN Program
Madison Rose, BSN Program
Becca Stovall, BSN Program
Josie Winstead, BSN Program

Volunteer Nursing Students

Princess Avery
Betty Martiznez
Joe Mauzy
Pierce Do

Community at Large Volunteers

Bob Wilke
Roger Thompson
Milixys Martinez-Marrugo

Advisory Board

Beth Bordeaux, Partners for Impact
Inés Freille, Taylor Family YMCA
Kathleen Herndon-Lee, White Oak Foundation
Mercedes Ortiz, Wake County Human Services
Shannon Hood Smith, UNC Development
Jill Straight, Dorcas Ministries

Partner Organizations

Advance Community Health
Catholic Diocese of Raleigh
Dorcas Ministries
EFNEP/NC Cooperative Extension
FIGS of Wake County
Hayes Barton Pharmacy
Hispanic Family Center
National Association of Free & Charitable Clinics
Prevent Blindness North Carolina
Walgreens
Wake County Human Services
Western Wake Crisis Ministries

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**UNC Chapel Hill School of Nursing
Carrington Hall | Campus Box 7460
120 N. Medical Drive
Chapel Hill, NC 27599**

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