

Shepherd's Clinic & Joy Wellness Center

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History of Caring for the Uninsured

- ▶ Serving uninsured and underserved neighbors in Northeast Baltimore for 25 years.
 - Volunteer driven facility
 - Over 5500 patient visits in FY'18 to cover 750 unique patients
 - 9 zip code service area in Baltimore City: 21211, 21212, 21213, 21214, 21215, 21218, 21234, 21239, and 21206
- ▶ A patient centered medical home model offering a full continuum of quality, no-cost health care
 - Primary and specialty care
 - Behavioral Health
 - Wellness and Integrative care through JWC

Our Mission

- ▶ The mission of Shepherd's Clinic is to provide comprehensive health care for those who cannot afford commercial insurance, yet do not qualify for government assistance.
- ▶ For all services, patients are seen by appointment only and receive an orientation during their first intake appointment.
- ▶ Shepherd's Clinic offers medications, medical supplies, medical equipment (to measure blood sugar and blood pressure at home), and laboratory testing all free of cost to patients.
- ▶ In partnership with MedStar Union Hospital we offer our patients a full range of services for emergency medicine, hospitalization, specialized treatment and comprehensive medical screening and testing.
- ▶ Shepherd's Clinic also recognizes that patient success and self-sufficiency are amplified when resources addressing social determinants of health are made available in addition to medical services.

Clinical Program

- ▶ The Clinical Program provides free in house medical health services, laboratory testing, medications and medical resources, to Baltimore's uninsured.
- ▶ The program offers six specialties in house: Internal Medicine, Endocrinology, Pulmonology, Nephrology, Cardiology, Gynecology and Psychiatry services.
- ▶ The clinical program works to address a variety of chronic diseases that impact patients such as diabetes and hypertension, as well as institute preventative care for instance cancer screenings and GYN services.

Behavioral Health Program

- ▶ The Behavioral Health Program (BHP) provides free psychotherapy, psychiatry services, case management resources, and psychoeducation sessions to Baltimore's uninsured.
- ▶ Goal for FY20 to integrate a primary care opioid treatment program (PCOTP) as part of the existing Behavioral Health Program.
- ▶ Free medication assisted therapy for opioid use disorder, routine and special diagnostic procedures, and toxicology screenings available to patients.
- ▶ PCOTP patients will be required to receive treatment and case management through the clinic's BHP.

The Joy Wellness Center

- ▶ The Joy Wellness Center at the clinic offers complementary services that work in conjunction with medical and behavioral care to address a variety of needs to over 300 people, including patients and community members, annually.
- ▶ The center offers one-on-one nutritional counseling and many volunteer-run classes including yoga, massage, acupuncture, nutrition classes, movement and stress reduction, weight management, diabetes management, and smoking cessation.
- ▶ In FY20, the Joy Wellness Center will increase its access to the community by debuting a yoga class for adolescents, a demographic previously not eligible for the center, to better serve families in the neighborhood.

Diabetes Self-Management for the Uninsured/Underinsured

Target Population: Uninsured and underinsured adults with pre-diabetes or diabetes. In FY 18 the program served 272 patients.

Purpose/Services: Provided integrative care that incorporates mental health and wellness programming to improve the care and health outcomes of diabetic and pre-diabetic patients

- Clinical care
- Diabetes self-management education
- Lifestyle modification courses: (nutrition consultations, cooking demonstrations, and exercise classes offered via our on-site wellness center)
- To further address chronic health concerns in FY20, a new incentive program for diabetic patients will debut and offer either bus passes or Farmers' Market tokens to patients who return for follow ups, nutrition counseling, or wellness classes.

Accomplished Goals

- 1) Provided a comprehensive diabetes self-management program to 275 uninsured/underinsured patients with pre-diabetes or diabetes.
- 2) Reduced barriers to accessing affordable diabetes care 275 uninsured/underinsured patients with pre-diabetes or diabetes.
- 3) Enhanced patient understanding of diabetes and its complications in 95% of participating patients.
- 4) Reduced the body weight of 70% of participating patients by 3-5 percent.
- 5) Reduced HbA1c levels of 70% of participating patients.
- 6) Improved patient compliance by achieving a medication adherence rate of 95%.
- 7) Reduced ED hospitalizations for diabetes related issues

Looking Forward to FY20

- ▶ A minimum of 800 individuals will be served at the Medical Clinic, Behavioral Health Program, and Joy Wellness Center combined.
- ▶ The Medical Clinic will provide primary care and treatment for concerns such as hypertension, diabetes, and other chronic health issues, including the integration of an incentive program for diabetic patients to increase disease management.
- ▶ The Behavioral Health Program will grow to include primary care opioid treatment services.
- ▶ The Joy Wellness Center will host over 2,500 wellness visits such as yoga, massage, acupuncture, nutrition classes, movement and stress reduction, weight management, living with diabetes, and smoking cessation. This will include the addition of a program for adolescents.

Everyone Involved



- ▶ Internal Medicine Physician
- ▶ Endocrinologist
- ▶ Pulmonologist
- ▶ Nephrologist
- ▶ Cardiologist
- ▶ Gynecologist
- ▶ Psychiatrist
- ▶ Nurse Practitioners
- ▶ Nurses
- ▶ Diabetes Educator
- ▶ Nutritionist Instructor
- ▶ Phlebotomist/Labs
- ▶ Pharmacist/Rx/Supplies
- ▶ Yoga Instructor
- ▶ Acupuncturist
- ▶ Gardening Instructor
- ▶ Behavioral Health Therapist

We Need Your Help!

- ▶ We need clinical volunteers to expand
- ▶ Office visits
- ▶ Specialty care
- ▶ Provide additional services
- ▶ Expand capacity
- ▶ Greater impact in our community

Thank you for your time!

- ▶ We appreciate the opportunity to discuss our program

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