

UTMB School of Nursing

Nurse Managed Health Clinic at St. Vincent's House



Scope of Service

The UTMB School of Nursing Nurse Managed Health Clinic at St. Vincent's House (NMHC-STV) is an innovative health care practice that provides comprehensive primary care to Galveston's vulnerable population. Our emphasis is on serving people who are at risk for poor health outcomes due to reasons such as poverty, race or ethnic status, mental health problems and/or limited access to care. Health care is provided by highly qualified nurse practitioners supported by the medical resources of UTMB Health. The nurse practitioners and staff base their care on an "Intensive Primary Care" model that assumes that vulnerable patients need services that extend beyond traditional aspects of diagnosis and treatment, to include assistance with social and psychological problems. The "Intensive Primary Care" model allows the nurse practitioner primary care provider an extended time with each patient and provides a team that includes nurse care managers who coordinate services and counselors who work with patients to address the many psychosocial problems that impact their health outcomes.

Goals and Expected Outcomes

The goals of the Nurse Managed Health Clinic at St. Vincent's House include improving patients' physical health and well-being, high patient satisfaction, cost effectiveness, and elimination of health disparities.

Measurable Outcomes include:

- Improved physical health as measured by clinical markers such as A1c (diabetes), blood pressure, and BMI (obesity)
- Improved functional health as measured by perceived health status and depression scores
- Improved access to acceptable care as measured by patient satisfaction and access to resources
- Positive impact on health disparities as measured by patient centeredness as well as access and clinical data
- Cost effectiveness as measured by avoided emergency room visits and hospitalizations

Benefits

Patients at NMHC-STV receive high quality, patient centered health care in a respectful health care home environment. In addition to Primary Care, patient services include:

- Care coordination with nurse case managers
- Referral for specialty care and case management
- Enrollment in Pharmacy Assistance Programs
- Direct Aid services such as dental care and medication assistance
- Patient Education and Self-Management Support Services

please see other side

Encounter Statistics for 2012. Total number of encounters = 3,763 with unduplicated patients of = 1,300

Demographics	Socioeconomic Status (100% of Federal Poverty Level (FPL) = an annual income of ~\$10,000/year for an individual)
<ul style="list-style-type: none">• Average age = 49 years• Male 37% Female 63%• Race/Ethnicity<ul style="list-style-type: none">◦ White/Hispanic = 52%◦ White/Anglo = 26%◦ African American = 20%◦ Other = <2%• 10% of our patients are homeless	<ul style="list-style-type: none">• < 100% FPL – 43%• 100-133% FPL – 26%• 134-150% FPL – 11%• 151-175% FPL – 13%• > 200% FPL – 4%• Not Available – 3%
	Chronic Health Problems
	<ul style="list-style-type: none">• Hypertension = 27%• Type 2 Diabetes = 19%• Hyperlipidemia = 21%• Mental Health Problems = 8%

Funding Support:

- UTMB and the School of Nursing for laboratory tests, salaries, and some operational expenses
- The Clinic accepts Medicaid and Medicare and has a sliding scale fee for self-pay patients. No patient is turned away because of the inability to pay
- A U.S. Department of Health and Human Services, Health Services Resource Agency Grant (2010-2013) for expanded services through additional providers and resources, and support for moving to self-sufficiency
- Moody Permanent Endowment Fund provides Direct Aid support for Dental Care
- Union Pacific Foundation provides support for Direct Aid and clinic operations

Community Partners:

- St. Vincent's House for space and utilities and access to social services
- Family Services Center for mental health services
- Gulf Coast Center to provide primary care in a health care home for patients with severe mental illness
- Community Health Program to provide nurse-led case management in partnership with community health workers
- St. Vincent's Student Clinics for acute health care and specialty services including psychiatry and ophthalmology
- The St. Vincent's Hope Clinic Board provides insight into the needs of the community we serve and fundraising to support Direct Aid services for our patients

Future Projects Under Development:

- As part of the Texas Medicaid 1115 Waiver, we hope to expand our services to the Galveston Salvation Army in the near future
- Expanding the "intensive primary care" services to on-site workplaces and rural underserved communities throughout Southeast Texas
- Provide nurse practitioner patient services directly to patients in their homes, workplaces, and local hotels

The Nurse Managed Clinic at St. Vincent's House is a practice initiative of the UTMB School of Nursing Office of Clinical Affairs. For more information about the Clinic or the Office of Clinical Affairs, contact Dr. Kathryn (Kate) Fiandt, Associate Dean for Clinical Affairs at UTMB SON: kfiandt@utmb.edu. For an appointment at the clinic call 409-765-2219.