

FY2023 Buncombe County Strategic Partnership Grant Report

Organization Name:	Appalachian Mountain Community Health Centers	
Project Name:	Buncombe Health & Wellness Equity & Expansion Mobile Services	
Reporting Quarter: (Check one)	<input type="checkbox"/>	Quarter 1 (July 1, 2022 - September 30, 2022)
	<input type="checkbox"/>	Quarter 2 (October 1, 2022 - December 31, 2022)
	<input type="checkbox"/>	Quarter 3 (January 1, 2023 - March 31, 2023)
	<input checked="" type="checkbox"/>	Quarter 4 (April 1, 2023 - June 30, 2023)

Narrative summary of grant related activities

Please provide a brief summary (no more than 1500 characters). You may attach supplemental documents if needed.

Quarter 1	<p>Appalachian Mountain Community Health Centers (AMCHC) purchased equipment for its primary healthcare van, including a vital sign monitor, otoscope/ophthalmoscope, automated external defibrillator, specimen fridge, electrocardiogram, scale, exam bed, two laptops, and lab diagnostic supplies. These purchases totaled \$14,213, which leaves a remainder of \$1,389 on the grant.</p> <p>To build awareness of its new mobile primary care service and establish relationships with potential patients, AMCHC partnered with MANNA FoodBank to deliver groceries on six separate occasions at three Asheville Housing Authority locations (with another location to potentially be added in the future). During these visits, staff answered questions about the mobile primary care service and offered tours of the van. Additionally, AMCHC included a flyer about the new mobile health service in each box of groceries distributed to residents.</p> <p>AMCHC provided housing managers at each location with sign-up sheets for residents to begin scheduling visits, though no appointment is required to be seen by the mobile primary care provider. Housing Authority managers at each location have also held community meetings with residents about the mobile clinic as well.</p>
Quarter 2	<p>AMCHC began using its Mobile Primary Care Unit in late October 2022. Due to the holidays and inclement weather, the mobile clinic was not in the community on several days. AMCHC continues to build the trust of the community and promote the service. For example, AMCHC's mobile primary care unit now works in tandem with its mobile dental unit at Asheville Housing Authority locations. AMCHC expects to see a marked increase in patients during the spring. AMCHC expected barriers during the first quarter of implementation and are confident that with our fully staffed services and building healthy relationships with community partners, the program will be successful.</p>

Quarter 3	<p>AMCHC kicked off step two of our mobile medical services by adding additional communities and partners. The mobile medical unit (MMU) will now provide healthcare services to residents of Pisgahview, Bartlett Arms, patients served at and/or living within the neighborhood of AMCHC Leicester Health Center, Mays Care Center, and other surrounding communities. We have quickly learned that this initial implementation year is one that must focus on not only seeing patients, but building trust within the community. We have not seen the number of patients we expected to see, though we are sure the need is there. Residents appears to be somewhat apprehensive initially; however, upon learning more and/or receiving services, they are engaged and pleased with the services received. When reviewing the results regarding productivity, it is noted that there were only 3 patients served on the mobile medical unit, while 101 patients have been served on the mobile dental unit. Residents appear to be more readily available to access the dental care services. This could be due to extended wait times for local dentist and/or the cost of dental services and lack of insurance coverage. AMCHC is now using our mobile dental unit as a way to perform an internal referral to the mobile medical unit. We feel this will increase the number of patients served. Additionally, the clinicians providing medical services on the MMU resigned due to personal reasons leaving the MMU without a provider for approximately 30 days.</p>
Quarter 4	<p>Appalachian Mountain Community Health Centers is pleased to report that we experienced sound growth with the launch and user uptake of our new Mobile Primary Care Unit van given the support from this Buncombe County grant. While the initial rollout seemed glacial, the progress towards our goals shows a ramp of acceptance and use in the community. Our learnings include a deeper understanding of the value of presence over time, good word of mouth, and partnerships in providing medical care to the traditionally underserved. Please see the supplemental attachment which provide anecdotal successes from the Family Nurse Practitioner who staffs the van.</p> <p>We deeply appreciate the funding and support from Buncombe County to launch the AMCHC Mobile Primary Care Unit van and the additional service capacity this has allowed us to provide this year in the community.</p>

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Progress toward annual goals

Measure	Annual Goal	Actual Results (Enter Data) Please only include new data for the specific quarter				Progress toward Annual Goal
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Number of mobile clinic patient encounters	1000	0	10	3	112	125
Percent of patients treated on mobile van with PRAPARE assessment complete	80%	0%	10%	23%	49%	49%
Percent of diabetic patients receiving Hemoglobin A1C testing	90%	0%	10%	100%	100%	100%
Percent of patients seen on mobile van with A1c greater than 9% who completed one visit with the AMCHC Clinical Pharmacist	50%	0%	0%	0%	75%	75%

Comments:

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Use of funds to date and any budget considerations

Spending Category	Starting Budget	Total Spending (Enter Data)				Amount Remaining
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Personnel						\$ -
Training						\$ -
Supplies/Materials						\$ -
Meetings						\$ -
Equipment/Furniture	\$ 15,602	\$ 14,213	\$ 1,389	\$ -	\$ -	\$ -
Printing/Marketing						\$ -
Licensing/Memberships/Dues/Subscriptions						\$ -
Client Support						\$ -
Contracts						\$ -
Professional Services						\$ -
Insurance and Bonds						\$ -
Building Maintenance						\$ -
List other cost						\$ -
List other cost						\$ -
List other cost						\$ -
Total	\$ 15,602	\$ 14,213	\$ 1,389	\$ -	\$ -	\$ -

Comments:

Breakdown of expenses: Otoscope, ophthalmoscope, and vital sign monitor (\$3,824), automated external defibrillator (\$1,569), specimen fridge (\$881), electrocardiogram (\$2,636), scale (\$96), exam bed (\$729), two (2) laptops for clinical staff (\$3,215), and lab diagnostic supplies (\$1,263), which included urine/chemistry/glucose/hematology analyzers and a thermometer.

Within the first 2-3 months of operating the mobile clinic in the community, AMCHC will submit additional supplies for approval to be purchased with remaining funds. Ralph Gall, Mobile Primary Care Advanced Practice Provider, will determine which supplies to purchase based on specific community needs. In Q2, AMCHC purchased flu vaccines for the primary care van (\$1,123.70) and a wall panel (\$307.77) for storing/easily accessing essential diagnostic tools (ophthalmoscopes, otoscopes, etc.). AMCHC covered the remaining amount (\$42.47) from these expenses.

Buncombe County Strategic Partnerships Grant 2023 4th Quarter Final Report Narrative Appalachian Mountain Community Health Centers (AMCHC)

Narrative Summary:

Appalachian Mountain Community Health Centers is pleased to report that we experienced sound growth with the launch and user uptake of our new Mobile Primary Care Unit van given the support from this Buncombe County grant. While the initial rollout seemed glacial, the progress towards our goals shows a ramp of acceptance and use in the community. Our learnings include a deeper understanding of the value of presence over time, good word of mouth, and partnerships in providing medical care to the traditionally underserved. Please see the supplemental attachment which provide anecdotal successes from the Family Nurse Practitioner who staffs the van.

We deeply appreciate the funding and support from Buncombe County to launch the AMCHC Mobile Primary Care Unit van and the additional service capacity this has allowed us to provide this year in the community.

Supplemental Attachment:

Some anecdotal successes from the Family Nurse Practitioner who staffs the van include:

“A partner organization that helps the unhoused contacted me as we started the mobile unit hoping for a connection to primary care for a person that was recently released from prison without insurance. We saw him in our Mobile Primary Care Unit van within the week and were able to meet his needs with medication and therapy in the same visit, specifically with medication for opioid use disorder through our pharmacy. We set up continuing services and connections as well at that visit. Within two months, he now has a job, a new car and housing at a local recovery house.”

“Our Mobile Primary Care Unit van team has been able to serve a very fearful client that is fleeing domestic abuse. We treated her wound existing from an extensive surgery and connected her to a community partner for behavior health. Her hospital assigned nurse recommended us because our mobile team could meet her needs in HER neighborhood and in HER comfort area. She is now finding emotional stability, experiencing physical recovery and controlling substance use. She continues to remain in remission and connected to us.”

“One of the first days out our team went to Pisgah View where we met a woman at the bus stop in tears. A friend had told her that our Mobile Primary Care Unit van was in the neighborhood and brought her to us. She had been unable to use both of her hands for weeks, was living in pain with an inability to care for herself. She sat in deep fear of going to a hospital emergency room where she felt mistreated in the past. In our van our team was able to talk through her fear then connect her to specialty care as well as provide medications to comfort. She has since had bilateral hand surgery and is in recovery. We see her often in the neighborhood and are pleased to hear learn that she has recommended many others to us since.”



JULY SCHEDULE



SHILOH/GRANT Centers

Monday 3rd

Ashton Towers/Bartlett Arms Apt

Wednesday 5th

Transformation Village

Monday 10th

PVA

Wednesday 12th

SHILOH/GRANT Centers

Monday 17th

Ashton Towers/Bartlett Arms Apt

Wednesday 19th

Transformation Village

Monday 24th

PVA

Wednesday 26th

SHILOH/GRANT Centers

Monday 31st

Ashton Towers/Bartlett Arms Apt

Wednesday August 5th

*"TO DELIVER TIMELY, COMPREHENSIVE AND QUALITY
HEALTH SERVICES WITH DIGNITY AND RESPECT TO
WNC RESIDENTS, REGARDLESS OF A PERSON'S
ABILITY TO PAY."*

www.AMCHC.org



