

PROGRAM SUMMARY

CDC COVID-19 Health Disparities Grant



WMRMC Clinic Home Visit Program Expansion

Located in Springerville, [White Mountain Regional Medical Center \(WMRMC\)](#) plays a vital role in providing health services that promote quality of life for residents of Apache County and surrounding areas. Building on a program which provided COVID-19 education, prevention, management, and treatment services, the Clinic Home Visit Program offers health and well-being services to those who face barriers to care due to transportation and other challenges.

Program Goals:

- ▶ Improve access to health and well-being services by increasing the number of home visits to geographically isolated community members facing transportation and other barriers-to-care.
- ▶ Expand programming to include chronic care management and other specialty care services, along with family medicine and podiatry care.
- ▶ Share program model with leadership at Critical Access Hospitals (CAHs) across Arizona and nationally to promote replication in other communities.



Key Impacts:



Through the AHEAD AZ funded project, WMRMC coordinated and expanded this “best practices” Clinic Home Visit Program model through targeted marketing and networking efforts to better serve rural community members requiring home delivered medical care. This project took important steps towards improving chronic care management, previously identified as a top health priority in the Community Health Needs Assessment for WMRMC.

CDC COVID-19 Health Disparities Grant Strategies:

Strategy 1: Expand existing and/or develop new mitigation and prevention resources and services to reduce COVID-19-related disparities among populations at higher risk and that are underserved.

Strategy 4: Mobilize partners and collaborators to advance health equity and address social determinants of health as they relate to COVID-19 health disparities among populations at higher risk and that are underserved.



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Milestones:

► Promoted access for over 40 WMRMC patients requiring chronic disease management and monitoring of other healthcare-related needs and services. Surveyed participants rated their experiences as **above satisfactory**.

- Fostered the development of a bi-monthly **Community Adult Resource Coalition** group that included members from 15 distinct organizations with a shared commitment to promoting education and outreach resources that support adult and elder care health-related concerns.
- Created a referral system with outside organizations to provide a higher level of care, often in tandem with the primary care clinic.



Stepping into the future:

The homebound population continues to be a difficult population to identify and serve; WMRMC hopes to see successes in attracting new home visit program patients from new marketing efforts. Until very recently, the shortage of healthcare workers (particularly medical assistants) has significantly hindered capacity across multiple WMRMC initiatives including the Clinic Home Visit Program. With new medical assistants on board, the reach of this program will continue to increase.

Partnerships developed or strengthened:



WMRMC Hospital Leadership

First Responders:

White Mountain Ambulance Service;
Round Valley Fire and Medical Department;
Greer Fire District

Healthcare Providers:

Squire Foot and Ankle – Podiatry

Post Offices in:

Springerville,
Eager,

Nutrioso,
Alpine

Assisted Living Centers:

BeeHive Homes of Eager;
Solterra Senior Living – Lakeside

Senior Centers:

Round Valley Community Senior Center

Hospice and Palliative Care Organizations:

Compassus of Lakeside Hospice

White Mountain Newspaper

Primary



Health Equity SDOH Primary Area of Impact:

Education

Employment

Health Systems and Services

Housing

Income and Wealth

Physical Environment

Public Safety

Social Environment

Transportation

Secondary



Tertiary



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